

# Job Announcement



**Position Title:** Lead Referral Coordinator  
**Supervises:** None  
**Reports To:** Referral Case Supervisor  
**Written by:** Human Resources Department

**Department:** Referral  
**FLSA:** Non-Exempt  
**Effective Date:** 12/2020  
**Approved by:** CEO

## General Summary:

The Lead Referral Coordinator maintains high standards for quality and an exceptional patient experience in accordance with SCFHC's policies, procedures, and applicable regulations. The Lead Referral Coordinator works closely with physicians, employers, and payors placing customer services as a top priority to achieve a positive impact on the cost and quality of care rendered to patients. Coordinate and maintain a caseload of clients enrolled in health care programs. Provides case management assistance to Referral Case Supervisor, and Referral team, and assists in implementing policies and protocols.

## Summary of Essential Duties:

- Provides day-to-day care coordination activities and referral follow-up
- Assist in coordinating the daily workflow of the Referral Specialist staff
- Receive, process, and data enter all authorization requests for physician, ancillary providers, and internal requests to determine approval or denial as directed by the Referral Case Supervisor.
- Assist Referral Case Supervisor with quality assurance processes, and prepares all audit requirements
- Assist providers, members and/or internal patients with cases pertaining to referral questions, issues, and authorizations
- Follows up on all specialist's reports for medical providers
- Participates in case conferences and provide input related to referrals process.
- Receive and review incoming phone and case management log reports and determine course of action (i.e., set up authorization or denial per Clinical Director and /or plan guidelines).
- Develops and implement a client-centered proactive Care Model
- Assists in the development and implementation of a web-based Management Information System
- Assist Referral Case Supervisor to implement quality improvement and evaluation activities
- Gather data and review ad hoc reports for special projects. Assist in the training and orientation of new employees and cross training of current employees.
- Attendance and punctuality are essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics

**Job Specifications:** *(Knowledge, skills, abilities and experience normally required for competent performance)*

## Education and Knowledge

- High School Diploma or equivalent required
- BA Degree, preferred
- Demonstrate knowledge of safety, infection control & emergency policies and procedures

## Experience

- Must have minimum 2 -3 years in medical setting
- Working knowledge of medical terminology preferred

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## Skills and Abilities

- Type 45 wpm
- Effectively, in English, both verbally and written.
- Excellent interpersonal, organizational, and project management skills
- Bilingual Bi-literate English/Spanish preferred

## **Licensure and Certifications**

- None

## **Financial Responsibility and Authority:**

- None

**TO APPLY:** Send cover letter & resume to Human Resources at [hr@scfhc.org](mailto:hr@scfhc.org) or fax to (323) 432-4877

**Deadline: Open until filled**

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>