



## Job Posting

**Title:** Lead Referral Coordinator

**Base Salary Range:** \$50,869 - \$61,635 plus benefits

**FTE:** Full-time, Non-Exempt

We are seeking a dynamic and experienced **Lead Referral Coordinator** who wants to make a difference in our community. We want to hear from you if you thrive in a fast-paced, caring, and compassionate environment!

### **Our Mission:**

The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner-city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.

To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

### **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 Manager, and the Referral team, and assists in implementing policies and protocols. The ideal candidate will have to perform some of the following 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 Manager 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
- 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
- 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

### **Qualifications and Requirements:**

- High School Diploma or equivalent required.
- Bachelor's Degree preferred.

### **Experience:**



### **Job Posting**

- Must have minimum 2 -3 years in medical setting
- Working knowledge of medical terminology preferred.
- Comfortable working with diverse populations

### **Skills and Abilities:**

- Excellent written, oral and customer service skills with patients, visitors, and staff
- Excellent interpersonal, organizational, and project management skills
- Strong charting/documentation skills.
- Must be detailed - orientated.
- Bilingual in English/Spanish (oral and written) preferred
- Ability to work flexible hours.

### **Top benefits or perks:**

As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health care, dental, life insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

### **Contact/application information:**

To apply please visit South Central Family Health Center's website at:

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