

Job Title: **Referral Coordinator**

## **JOB SUMMARY**

Performs a wide range of administrative duties to include referral processing, patient registration, verification of benefits, insurance authorizations, patient appointment scheduling, program communication to potential candidates, communication with referral sources and other tasks assigned.

## **ESSENTIAL FUNCTIONS**

- Responsible for the tracking, coordination and communication of patient referrals
- Ensures complete and accurate patient registration, including demographics and current insurance information
- Handles requests from third party referral sources and provides relevant information and data
- Serves as point person for multidisciplinary evaluation process to include patient scheduling, third party communications, and internal communications
- Assembles information concerning patient's clinical background and referral needs
- Contacts insurance companies to ensure verification of benefits and prior authorization approval requirements are met
- Reviews details and expectation of referral with the potential patient
- Assists patients in problem solving potential issues related financial or social barriers (e.g., request interpreters as appropriate, transportation services, etc.)
- Ensures that referrals are addressed in a timely manner
- Reminds patients of scheduled appointment
- Communication with referral sources to ensure patient information/ registration is complete
- Communicates patient updates between program and referring source

## **SKILLS & QUALIFICATIONS**

- Bachelor's degree preferred or two years of relevant experience
- Strong customer service focus
- Effective verbal and written communication skills
- Teamwork orientation
- Organized and able to manage multiple priorities
- Good judgment
- Resourcefulness in problem solving
- Able to take and follow through with delegated tasks and accountability