

York County Community Action Corp.

Nasson Health Care

Referral Specialist

Job Description

REPORTS TO: Medical Record-Referral Manager

STATUS: Full time; Nonexempt

PAY GRADE: 6

PURPOSE:

The referral specialist works collaboratively with a team of health professionals to provide comprehensive primary care to patients while utilizing the Patient-Centered Medical Home model of care delivery. This position manages all aspects of patient referrals for subspecialty care and carries out a range of clinical support duties.

RESPONSIBILITIES:

1. Process outgoing referrals to Specialists in a timely manner. Process urgent referrals to ensure a patient is seen within 2-3 days.
2. Verify insurance eligibility, complete insurance referrals and prior authorizations as needed.
3. Compile all pertinent patient information to send to Specialists. Research missing reports or information when necessary.
4. Monitor referral status, follow up with Specialists and document all referral activity.
5. Maintain a referral tracking system; generate and report performance measures.
6. Close referral loop and provide customer service when gathering information and processing referrals. Communicate with patients to ensure they are aware of dates/times of appointments.
7. Attend department and other related meetings. Collaborate with team to distribute workload and prioritize department needs.
8. Actively participate in quality improvement efforts at the department, health center and agency level.
9. Display a professional manner and image when representing YCCAC/Nasson to patients, professional colleagues and the community.
10. Demonstrate the ability to prioritize and perform multiple functions.
1. Performs other duties as assigned, or as necessary to fulfill the position.

QUALIFICATIONS:

1. Associate's degree in Medical Assisting or health care related field preferred.
2. Minimum of three years' experience in a primary care medical practice.
3. Has familiarity with medical terminology and diagnostic and procedure codes.
4. Maintains patient confidentiality at all times and demonstrates knowledge of HIPAA privacy and security standards.
5. Works effectively as part of a team and supports integration of medical, behavioral health and dental services.
6. Follows all health center policies and procedures and engages in cooperative respectful work relationships to ensure effective health center operations and patient outcomes.

7. Proficiency in the use of at least one Meaningful Use-certified electronic medical record system, population health application and basic Microsoft applications.
8. Actively practices strong written, oral communication and organizational skills to attend multiple tasks, prioritize time sensitive tasks and ensure compliance with established deadlines and protocols.
9. Ability to apply critical thinking skills in performing core clinical support functions.
10. Demonstrates respect for cultural diversity in serving patients and families and in collaborating with other members of the practice team.
11. Working knowledge Quality Assurance/Quality Improvement principles.
12. Working knowledge of Patient Centered Medical Home standards and HIPAA privacy regulations.
13. Working knowledge of the core concepts of:
 - Evidence-based practice
 - Social and behavioral determinants of health
 - Population-based care
 - Integration of medical, behavioral health and dental care
 - Meaningful Use of health information technology
14. Willingness to work some non-traditional hours, e.g. evenings and weekends, and coordinate time off with other program staff.
15. Ability to travel between YCCAC/Nasson' clinical sites.
16. Must not have an active record on the System for Award Management (SAM) website.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

Responsibility for Safety and Health:

1. Follow established standard and safety precautions in the performance of all duties.
2. Report to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

Physical Requirement:

Physical Essential Functions of the position

Bending	F	Sitting	F	N (Not applicable)
Carrying	O	Standing	F	O (Occasionally) on/off up to 3 hrs. per day
Driving	O	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	O	Walking	F	C (Constantly) all the time, over 6 hrs. per day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	F	20 lbs or less	O	
Kneeling	O	<u>Push/Pull</u>		
Reaching	F	12 lbs or less	O	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Referral Specialist** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should I desire to resign, a three (3) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: _____

Employee Signature: _____ Date: _____