



CLINIC REFERRAL COORDINATOR Full-Time

Posting Number:	HR052142	Posting Date:	March 29, 2024	Date Available:	Immediately
Position Summary:	The Referral Coordinator assists patients by coordinating referral appointments and working with insurance companies and care providers to share essential patient information. The Referral Coordinator is also responsible for requesting medical records as necessary. They may also perform general administrative or clerical tasks such as answering phone calls and emails, maintaining patient records, and verifying insurance information before appointments. Referral coordinators frequently interact with patients, doctors, and insurance companies, so they need some experience with customer service tasks and the ability to maintain patient records and confidentiality, manage multiple schedules, and ensure that patient information is complete and up to date.				
Essential Job Duties:	<ul style="list-style-type: none"> • Coordinate Referral Appointments: The primary duty of a referral coordinator is working with patients to arrange and schedule referral appointments. Includes providing patients with referrals to other care providers and/or managing incoming patient referrals. • Maintain and Update Patient Records: The Referral Coordinator ensures that patient records are up to date with referral details including location and date of referral. • Verify Patient Insurance Information: Works closely with patients and insurance providers to gather and verify insurance information. Verify patient coverage and enrollment information, check to make sure that procedures are covered by the patient's insurance, and verify copay amounts and billing information that the office sends to the insurance company for reimbursement. • Provide Administrative Support: In addition to supporting referral activities, the Referral Coordinator also provides general administrative and clerical support to medical offices. These tasks can include answering phone calls and emails, managing schedules, and maintaining electronic or paper files and records. They may also check to make sure providers and nurses have necessary supplies and patient records prior to appointments. • Answer Patient Questions: The Referral Coordinator regularly assist patients by answering questions and resolving issues that may arise during the course of an office visit. In this aspect of the role, the referral coordinator ensures that patients have the information necessary to make critical care decisions and may provide information to patient caretakers in accordance with HIPAA. • Other duties as assigned. 				
Qualifications:	Minimum of a high school diploma or equivalent is required. At least one year in a healthcare setting or insurance office is preferred. A Medical Assistant – Certified license or Nursing Assistant – Certified license is preferred, which would require a valid WA State MA-C or NA-C license. BLS required. Spanish bi-lingual is preferred.				
Position Wage Range:	MIN:	\$19.91	MAX:	\$27.45	Sign-on Bonus: NONE
Differentials:	Nights:	\$3.00/hour	Weekend:	\$2.50/hour	On-Call: \$3.50/hour
Schedule:	Days:	Monday - Friday		Hours:	8:00am – 5:00pm
Department/FTE:	Three Rivers Family	FTE:	1.00	Benefit eligible?	YES
Benefit Summary:	<i>Benefits include Group Medical (employee's premium is paid by the hospital); voluntary plans for Dental & Vision offered. Dependent coverage is also available. Employer paid basic plans for Life, Long-Term Disability, & Short-Term Disability with buyup options available. Voluntary Life with guaranteed issue. A Flexible Spending Account (FSA) plan is offered. A complimentary 24/7 Employee Assistance Program (EAP) for all staff is available. Insurance benefits are effective the first of the month following hire date.</i>				
Physical Requirements:	Please see full Job Description in Human Resources				

INTERESTED CANDIDATES – PLEASE APPLY		HR USE ONLY	
MAIL OR APPLY IN-PERSON:	Three Rivers Hospital Human Resources Department PO Box 577 507 Hospital Way Brewster, WA 98812 (509) 689-2517		
APPLY ONLINE:	www.threerivershospital.net		
HR CONTACT EMAIL:	opportunity@trhospital.net		
<i>Three Rivers Hospital is an equal opportunity employer.</i>			

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