**Bilingual Referral and Medical Records Coordinator**

**JOB SUMMARY**: The Referral Coordinator is responsible for all incoming and outgoing referrals. The Referral Coordinator is the primary contact for internal and external customers requesting information or assistance related to authorizations. This position works closely with professional staff to provide accurate information to providers offices and internal departments in a professional manner.

# MINIMUM QUALIFICATIONS:

* + **Education:** High School diploma or equivalent required.
  + **Experience:** 2 years’ experience in medical referrals and authorizations outreach preferred. Minimum of 2 years' experience in healthcare required; FQHC experience preferred. One year of general office experience including providing telephone support.
  + **Language:** Oral and written fluency in English and oral fluency in Spanish required.
  + **Ideal Candidate**: Will have strong initiative and the passion to advocate and provide healthcare to the underserved.

# ESSENTIAL DUTIES & RESPONSIBILITIES:

* + Process outgoing referrals and prior authorizations for patients.
  + Coordinate and communicate with insurance companies, ordering providers, outside medical offices, patients and families regarding referrals and authorizations needed for patient care.
  + Update records to assure all patients have accurate information.
  + Support patient referrals to charity programs that cover patient referrals and screening needs for little or no cost to the patient.
  + Support reporting requirements necessary for the charity programs available to patients.
  + Assist patients in problem solving potential issues related to healthcare system such as financial, social barriers, language barriers and transportation.
  + Coordinate with Medical Case Managers to assist with barriers.
  + Identify and utilize cultural and community resources.
  + Ensure referrals are addressed in a timely manner.
  + Ensure that all visit summaries and consult notes are scanned, attached, and named correctly in the EHR. Scan consult notes and attach to appropriate order.
  + Process Medical Records Requests in accordance with HIPAA and [CHC]’s Policies and Procedures.
  + Other duties as assigned.

# KNOWLEDGE, SKILLS AND ABILITIES:

* + Flexible and adaptable. Willing to jump in where needed with projects as the clinic responds to the demands of COVID.
  + Able to understand and keep up with updates to all program regulations, policies, and procedures.
  + Excellent oral and written communication skills.
  + Ability to explain detailed concepts in a way that the general population can understand.
  + Sensitivity to low income and ethnic minority community.
  + Self-motivated and able to achieve results through good organizational skills, ability to work independently, self-directed and a functional team member, ability to prioritize.