

LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

LVDHC HUMAN RESOURCES

P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969

Phone: 906-358-4587 Fax: 906-358-4118



JOB DESCRIPTION

POSITION: Referral Coordinator

LOCATION: LVD Health Center, Watersmeet, MI

SUPERVISOR: Director of Patient Engagement

EMPLOYMENT: Full Time – Non-Exempt

SALARY/PAY RATE: Based Upon Experience/Qualifications

UPON HIRE:

- PTO
- Dental
- Vision
- Health Insurance

DESCRIPTION:

The responsibility of the referral coordinator position is to coordinate and manage referrals for appropriateness, including fiscal awareness, for patient referrals to specialty practices outside of LVDHC. This position will work closely with LVDHC providers, nurses, Purchased Referred Care Services (PRC), and benefits staff to provide patients with optimal referral outcomes.

RESPONSIBILITIES:

- Understand the importance of customer service and its direct relation to providing quality healthcare
- Provide services in a HIPAA compliant manner
- Demonstrate and apply knowledge of medical terminology
- Receive, process, and direct patient medical referrals to external providers
- Ensure referrals are being processed by external providers and communicated with patients in a timely and efficient manner

- Monitor patient referral appointments with external providers and anticipate incoming information from referral appointment to be forwarded to appropriate provider
- Close appropriate and expired referral orders
- Identify the appropriateness of medical referrals in accordance with Purchased Referred Care (PRC) guidelines, medical history, and current problems
- Identifies appropriate quality controls for the Health Information Team and ensures that monitoring, as well as process improvement is occurring
- Works toward achieving implementation of AAAHC certifications and conducts appropriate follow up
- All other duties assigned

SKILLS:

- Ability to field and answer questions regarding health information throughout the day
- Ability to help the Health Information Team work through issues that arise
- Ability to provide helpful feedback to Health Information Team members
- Ability to identify and professionally address efficiency and quality issues among team members
- Ability to maintain confidentiality regarding all matters relating to patients and strict practice of HIPAA compliance
- Proficient at using office equipment and computer software and scanners
- Well organized and efficient, able to follow strict timelines
- Able to function independently with limited direct supervision
- Ability to maintain professional attitude under stressful situations dealing with both insurance companies and/or patients
- Ability to multi-task ensuring completion of all responsibilities in a timely manner
- Reporting skills is a must
- Must have good attention to detail
- Must be able to create a safe and effective environment
- Must be able to analyze information
- Must have CPR (Heart Saver) certification or obtain within six months of hire and maintain bi-annually thereafter

MINIMUM QUALIFICATIONS:

- High school diploma or GED. Medical terminology is required or willing to complete training within in 1 year of employment
- Minimum of 2 years of medical experience is required and previous work experience within an IHS facility is recommended

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Fast paced with occasional high pressure or emergent situations
- May wear PPE such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public
- Frequent sitting, standing, walking, reaching, grasping, carrying, and speaking
- Occasional bending, stooping, lifting less than 20 pounds
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed
- Frequent use of computer, keyboard, fax and copy machine, and telephone

Posting Expiration Date: February 14, 2025

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Lac Vieux Desert Health Center Mission Statement: The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

Update Approved by the Tribal Council: 3/19/2024

**LVD Health Center
Human Resources Department
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SIGNED: _____ DATE: _____