



Referral and Prior Authorization Coordinator

Job Description

Job Summary:

Under the direction of the CEO, CMO, or Office Managers at any SICHC location, the Referral and Pre-Certification Coordinator is responsible for a high volume of incoming calls and referral/authorization requests from Patients and Practitioner Offices.

The below responsibilities are designed to support the delivery of quality, appropriate health care and health care promotion for all patients. This position is primarily Telephonic, computer driven, and office based.

Job Duties:

- Receives and documents, telephonic, and electronic requests for referrals from Practitioner Offices.
- Contacts review organizations and insurance companies to obtain prior approval requirements and submit appropriate documentation.
- Verify member eligibility and basic benefit coverage levels.
- Maintain a current working knowledge of all Health Plan carrier requirements for referral request authorizations and approval path requirements.
- Utilize computer resources to determine provider networks.
- Per referral guidelines evaluates each referral request to ensure the referral request including codes, place of service, service type, provider, and all required medical information is available for submission to insurance carriers.
- Investigate and obtain missing medical information required for referral submission.
- Perform data entry/processing of referral requests and edits referral notes with appropriate information as outlined per department procedures.
- Provides source of referral and prior approval requests with timely notification of approval or denial decisions through designated communication routes.
- Resources Provider Nurse/MA or Office Manager for review of complex referral requests and issues.
- Additional duties as assigned by management: _____

Qualifications:

Education

High School Diploma or GED-Required

Certified Medical Assistant or Certified Health Information Specialist-Preferred

Experience:

3 to 5 Years - Physician office practice experience as a receptionist, insurance billing clerk, or collections clerk – required unless other education or equivalent experience is indicated.

Medication Prior Authorization required unless other education or equivalent experience is indicated.

Signature _____ Date _____