



Klamath Tribal Health & Family Services

3949 South 6th Street

Klamath Falls, OR 97603

OPENS: 10/19/2020

CLOSES: 10/30/2020

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: TEMPORARY REFERRAL COORDINATOR

RESPONSIBLE TO: Medical Office Manager

SALARY: GS-6.1 \$31,063 No Benefits

CLASSIFICATION: Non-Management, Temporary, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, OR

POSITION OBJECTIVES

This is an essential program support staff position. The primary purpose is to set up and coordinate referral appointments for patients needing services outside of the Klamath Tribal Health & Family Services (KTHFS). Appropriate and timely consultation and referrals are made in order to ensure KTHFS is providing high-quality health care.

MAJOR DUTIES AND RESPONSIBILITIES

1. Process, schedule, track, and coordinate all referrals to outside providers for Medical Clinic Patients per established standard operating procedures
2. Work directly with patients to determine the best times and dates for their referral appointments. Notify patients by mail or phone of scheduled appointments and explain details of appointment and any requirements.
3. Help coordinate urgent/same day referrals. Ensure urgent/emergency referral is included in the referral process.

4. Verify referrals were received with outside providers and confirm exam specifics when needed.
5. Provide patient demographics and copies of patient records to outside providers for scheduled referral appointments and/or continuity of care. Send both demographics and patient records to outside providers for review prior to scheduled appointments.
6. Be knowledgeable in health information exchange programs for referrals, such as eReliance.
7. Request x-rays from Wellness Center Radiology Technician to be sent to outside providers for referral appointments, as necessary.
8. For Purchased/Referred Care eligible patients – send referral and/or patient records to PRC for authorization from PRC Resource; track PRC Resource referrals.
9. OHP patients – check OHP MMIS System to verify eligibility for health coverage and if patient is assigned to managed care. If assigned to manage care, refer patient to Patient Registration to complete process to change to an open card. Provide necessary ICD-10 codes when scheduling.
10. Seek all additional prior authorization(s) from patient's insurance as required. Seek prior authorization from hospital and other providers, as needed. Use electronic systems when available.
11. Coordinate appointments with all Transportation programs as needed.
12. Referral close out: follow up to ensure the consultation report is received from the outside provider and is placed in the patient's electronic health record (EHR).
13. Keep referral provider list current; update addresses, phone numbers, fax numbers and accepted insurances.
14. Cross-train on all clinic administrative functions to provide back-up coverage for the medical clinic as needed.
15. Provide orientation to all newly hired medical clinic staff on the referral process.
16. Establish and maintain an effective filing & tracking system.
17. Provide various Medical Clinic reports, as directed.
18. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

The immediate supervisor is the Medical Office Manager. Work is normally assigned in terms of objectives to be achieved with standard operating procedures to be used. The employee carries out detailed instructions given on assignments. Work is reviewed by the supervisor from draft through final. Employee seeks guidance on unusual or difficult matters.

After initial training, recurring assignments are completed independently. Completed work is spot checked for accuracy, adequacy and timeliness, and compliance with policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Ability to Skill and ability to operate a computer/word processor in order to accomplish assignments in a proficient manner.

Ability to use and operate Windows and medical office programs including data entry systems; Next Gen experience is preferred.

Experience with medical records and associated requirements, including disclosure of information regulations.

Must be able to learn the referral process and OHP regulations and requirements.

Knowledge and ability to establish and maintain an effective filing and record management systems.

Ability to communicate orally and in writing. This person should be able to express her/himself in a clear and concise manner for the purpose of correspondence, providing reports, and obtaining information or conveying messages between patients and other staff members.

Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload.

Possess good public and interpersonal relationship skills. This person should be able to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to perform work and accomplish tasks in accordance with established policies, procedures, practices, and priorities of the office. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary.

Knowledge of the importance of maintaining **strict confidentiality of all records and information pertinent to the nature of the work.**

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to type/keyboard a minimum of 30 wpm with accuracy. Certification of typing/keyboarding ability is required. *(Must submit a certified 3-5 minute test with application; test may not more than 6 months old.)*
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to have experience with multiple computer systems, data entry programs and Microsoft Word.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

Preferred Qualifications:

- Experience with the Next Gen data entry system, preferred.
- Record management experience, preferred.
- Medical Office work experience; previous experience must have been direct interaction with medical patients, preferred.

- Experience with Medical Terminology, preferred.
- Experience with OHP and other health insurance carriers, preferred.
- Three (3) years experience in direct interaction with medical patients, preferred.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference*).

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.

