

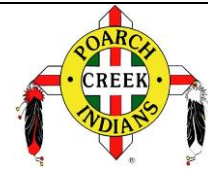


Poarch Band of Creek Indians

Tribal Government – Job Announcement

5811 Jack Springs Rd. ♦ Atmore, AL 36502

Tribal Offices: 251.368.9136 ♦ www.pci-nsn.gov



Job Announcement: HR2019:150

Position Title: Referral Specialist

Advertising: Publicly

Department: Health

Division: Health & Elder Services

Immediate Supervisor: Director of Nursing

Department Director: Health & Elder Services Division Director

Employment Status: Non-Exempt

Position Type: Regular Full-Time

Mandatory Reporter: No

Background Check Required: Yes (data-sensitive)**

Opening Date: Wednesday, December 4, 2019

Closing Date: Wednesday, December 18, 2019 by 5:00 p.m.

Preference shall be given in accordance with the Title 33 (Tribal Employment Rights) of the Tribal Code/DFWP.

Overall Objectives of Position

The Referral Specialist coordinates specialty care via referrals for patients who present to the clinic and have conditions that require the expertise of specialists in their respective fields not provided by the Tribal Health Department. This job description is not an all-inclusive list of the duties and responsibilities of this position. The Referral Specialist is expected to perform all duties and responsibilities necessary to meet the goals and objectives of applicable program.

The Referral Specialist is expected to live the Purpose and Values of the Poarch Band of Creek Indians and will go beyond the call of duty.

Primary Responsibilities of the Referral Specialist

- Maintains the referral system used to assist patients in accessing services not provided by the Tribal Health Department.
- Schedules appointments for patients needing outside specialty care.
- Obtains pre-certifications/pre-authorizations for treatments required by insurers.
- Compiles and maintains a comprehensive file on all patients that require referring out to other specialties.
- Receives medical records from specialty care providers of visits that pertain to referrals obtained through the Tribal Health Department.
- Enters patient referral information into the Electronic Health Record of RPMS system.
- Works with Transportation Providers in scheduling patients that require transportation to their doctor appointments.
- Works with Insurance Verification Specialists to verify correct insurance information and obtain help for patients needing health coverage.
- Performs other duties as assigned by appropriate person.

Day-to-day Responsibilities

- Same as above.

Education/License/Certification and Experience Requirements

- High school diploma or equivalent required.
- Must maintain current professional licensure in Basic Life Support (BLS) or obtain licensure within ninety (90) days of date of hire.
- Must possess certification of "Mandatory Reporter Training" or obtain certification during the first week of employment.
- Three (3) years of employment experience in a medical office where job duties included referring patients to outside providers and having knowledge of insurance requirements related to medical testing such as MRI, CT Scans, and other medical procedures required. Five (5) years preferred.
- Experience in obtaining pre-certifications/pre-authorizations required by individual insurances carriers in primary care setting or hospital setting.
- Familiar with medical terminology.
- Basic understanding of medical diagnosis and CPT/ICD-10 codes.
- Employment experience with an Electronic Health Record system is required.

Skills Required

- Absolute confidentiality, adhering to HIPAA guidelines and the Privacy Act.
- Must have a working knowledge of computers and electronic health records, with the ability to work in a Windows environment with various software programs such as Microsoft Office software and etc.
- Must be people oriented and relate well to people from diverse backgrounds.
- Excellent time and resource management skills
- Ability to work in a high-performance, fast-paced, high-pressure environment.
- Must be able to work in a team environment and independently.

Additional Requirements

- Must successfully pass the required criminal and character background check.
- Ability to travel and participate in required training, leadership development, and other events.
- Ability to adequately and successfully perform all duties and responsibilities of this position.

Every applicant must complete an application provided by Human Resources. Human Resources is located in Building 500. A resume will not be accepted in the place of an application. **Complaints about the recruitment or selection process for employment should be directed in writing to the Human Resources Director of PCI Tribal Government.** ***Please note ALL individuals selected for employment are required to complete a background investigation. Individuals being placed in positions designed as child-sensitive or data-sensitive must successfully complete a background check prior to employment.*