



## **RMG REFERRAL COORDINATOR:**

### **Position Purpose:**

The primary duty of a referral coordinator is working with patients to arrange and schedule referral appointments. This includes managing incoming patient referrals. Referral coordinators set appointments, send reminders, and provide patients with information about their upcoming appointments.

### **Essential Duties:**

- Coordinate referral appointments
- Maintain and update patient records
- Verify patient insurance information
- Responsible for obtaining current and accurate insurance information, for proper payment for services provided.
  - Referrals
  - Precertification
- Ensure all referrals are in the patient chart
- Assist in finding missing referrals
- Provide administrative support
- Answer patient questions
- Update PCP directory
- Assist IT and scheduling with online appointment issues

### **Other Duties:**

- Work with other departments on assigned projects.

### **Job Requirements:**

- High school graduate with at least one year of clerical experience
- Previous medical office experience is preferred
- Previous referral management experience strongly preferred

### **Knowledge, Skills and Experience:**

- Ability to multi-task and be highly organized
- Strong communication via in-person interactions, phone calls, emails, etc.
- Ability to work independently and with a team
- Basic computer skills

### **Physical Requirements:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to complete paperwork and to read computer keyboards and screens, reference books, and other written documents
- Ability to operate general office equipment
- Ability to lift up to 10 pounds
- Capable of sitting for extended periods of time