

**Job Title:** Referral Specialist

**Summary of Duties:** Processes referrals for patients to seek medical treatment outside of Holland Pediatric Associates, PC. Assists with billing duties as requested by the Billing Supervisor.

**Supervision Received:** Reports to Billing Supervisor.

**Essential Functions:**

1. Prepares and processes all managed care referral paperwork.
2. Gathers pertinent information from physicians, nurse practitioners and nursing staff to complete referrals.
3. Contacts various offices/facilities to obtain necessary information to accurately complete referral requests.
4. Maintains referral records and files documentation.
5. Responds to patient inquiries regarding health plan referrals.
6. Reviews and updates insurance member lists on a monthly basis.
7. Updates CSHCS (Children's Special Health Care Services) status in patient's accounts
8. Verifies Medicaid coverage for patients with upcoming appointments.
9. Reviews returned mail for current addresses.
10. Runs aging reports to identify delinquent insurance payments. Contacts third party payers for claim status.
11. Participates in educational activities and attends monthly meetings.
12. Conducts self in accordance with HPA's employee manual.
13. Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.

**Education:** High School Diploma or GED.

**Skills/Experience:**

1. Knowledge of business office procedures.
2. Ability to operate a computer and basic office equipment.
3. Ability to operate a multi-line telephone system.
4. Skill in answering a telephone in a pleasant and helpful manner.
5. Ability to read, understand, and follow oral and written instructions.
6. Ability to establish and maintain effective working relationships with patients, employees and the public.
7. Must be well organized and detail-oriented.

**Environmental/Working Conditions:** Normal office environment. Occasional overtime may be required and/or hours may be shortened as business needs dictate.

**Physical Demands:** Requires sitting and standing associated with a normal office environment. Manual dexterity needed for using a calculator and computer keyboard.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills and working conditions may change as needs evolve.