

Quileute Tribe Job Description

Referral Coordinator

HOW TO APPLY: Send Application Package to the address listed below.

Applications can be downloaded at www.quileutenation.org/job-openings/

Via email: hr@quileutenation.org

-OR-

**The Quileute Tribe
Human Resources Department
P.O. Box 279
La Push, Washington 98350**

Ensure your application contains:

1. Quileute Tribal Application (**REQUIRED**)
2. Cover Letter (**REQUIRED**)
3. Resume (**REQUIRED**)
4. Tribal Enrollment Verification (**REQUIRED**)
5. Driver's License (**REQUIRED**)
6. Diploma/Transcripts(s) High School/GED, College (**REQUIRED**)
7. Certification(s) (**REQUIRED**)
8. Credentials (if required)
9. Writing Sample(s) (if required)

NOTE: Incomplete applications will not be considered.

Position: **Referral Coordinator**
Supervisor: Operations Manager
Location: Health Center
Work Info: Full Time: 40 Hrs/Week (M-F)
Salary: DOQ/E

POSITION SUMMARY:

The referral coordinator manages all medical and dental referrals. This position coordinates with the referring provider to submit referrals to other providers. The referral coordinator will be responsible for obtaining prior authorization from the insurance companies when applicable. This position will also assist patients with making travel arrangements for medical travel according to the Quileute Tribe's Emergency Medical Assistance Policy and Procedures, CHR, or Paratransit. This position will work with patient registration and purchase referred care.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Facilitate administrative components of clinic referrals (documentation, forms, communications, spreadsheets)
- Ensure patients are sent to in-network specialist in accordance with their insurance coverage
- Ensure that required documentation for referral is complete and all pre-certification or authorizations are submitted and approved
- Acts as a liaison between providers, hospitals, health plans, vendors, case managers, patients/families, and other support services
- Verifies insurance coverage for the referral
- Document referral updates in patients' chart and/or master referral database
- Works with PRC Specialist to determine eligibility for beneficiary services
- Coordinates support services needs such as transportation for patients to specialist
- Follow up with specialist to assure patient notes are returned for PCP to review
- Monitor referrals to ensure closure once complete
- Will be cross trained to be backup to the PRC Specialist
- Will be cross trained to be a backup Tribal Assister
- Other duties as assigned

SKILLS, KNOWLEDGE AND ABILITIES

- Ability to establish and maintain an effective working relationship with the Quileute Health Center patients, staff, and external partners
- Ability to react calmly and effectively when faced with crisis or irate patients
- Protect all aspects of client information and maintain professional boundaries
- Must be able to maintain strict confidentiality in alignment with the Health Insurance Portability & Accountability Act (HIPPA)
- Ability to communicate effectively with beneficiaries and staff
- Strong computer skills and software knowledge to meet the requirements of the position.

- Demonstrates respect for and awareness of Quileute customs, traditions, and historical background.
- Ability to use critical thinking in decision making

WORK ENVIRONMENT:

- Office setting in a rural Tribal Clinic
- Occasional event outside of the clinic

PHYSICAL DEMANDS:

- Must be able to lift up to 40 lbs. on occasion
- Alternate sitting or standing
- Sit at computer for long periods of time
- Keyboarding

SUPERVISORY RESPONSIBILITY:

- No

QUALIFICATIONS:

Required Qualifications:

- High School Diploma/GED and one year of health care related experience
- Reliable and able to work independently

Preferred Qualifications:

- Associate of Arts Degree and three years of health care related experience

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Special Requirements: Must have and retain a valid Washington State Driver's License ~ please provide a copy with job application. Must pass a criminal background check, drug and alcohol screening and reference check.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

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