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# Example of Referral Coordinator Job Description

Our innovative and growing company is hiring for a referral coordinator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for referral coordinator

* Provides excellent customer service to both internal and external customers of the RMO
* Responsible for some operational needs of the office, including but not limited to ordering supplies
* Reviews referrals to determine if insurance authorization has been obtained.If no authorization, returns referral to referring provider’s office via electronic medical record system
* Identifies, by applying knowledge of provider sub-specialties, the appropriate provider with whom to make an appointment
* Schedules required ancillary services needed to prepare for appointment
* Explains whether provider participates in patient’s insurance and if not, describes options for payment
* Conveys instructions to patients for appointment by applying the appropriate protocol
* Initiate and complete referral shells in MiChart within prescribed guidelines
* Submit outpatient insurance information corrections when registration information results in not correct
* Verify and update patient demographic and financial information as needed

## Qualifications for referral coordinator

* Ability to prioritize work in a high volume demanding environment
* Demonstrated knowledge of and working experience in managed care insurance referral processes
* Knowledge of third party reimbursement, CPT and ICD-9 codes
* Cooperates and promotes team building
* Demonstrates self-motivation and flexibility
* Demonstrates behaviors that support the UW Medicine Patient’s Are First Service Culture Guidelines