



Example of Referral Specialist Job Description

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Our company is looking for a referral specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for referral specialist

- Providing excellent customer service to all customers - patients and their family members, providers, office staff, internal departments, and insurance company employees
- Obtaining appointments with Non-OSF specialty providers or facilities
- Determining the pertinent clinical information in the patient's EMR to send to the Non-OSF specialist
- Researching specialists and facilities In Network with various insurance payors and plans
- Organizing and updating provider and facility demographics and referral requirements, insurance payor and plan specifications, Referral Center processes and policies information pertaining to assigned workqueues
- Effectively utilizes resources/databases to respond to callers requests for Health Center, specialty clinic, UM provider, or general Health System information, community-based alternative resources
- Works collaboratively with Coding, Provider Enrollment, and Cash Posting team coworkers, Team Leads, Managers, and practice staff to resolve claim and account issues
- Ensures confidentiality of patient and institutional information
- Monitors patient needs and responds to inquiries
- Responds to third party payers, employers, internal staff, and physician questions

Qualifications for referral specialist

- 1 year experience in healthcare environment preferred or any combination of education and experience, which would provide an equivalent background
- Prefer candidates with medical background CNA, medical insurance or doctor's office experience with the Call Center experience
- 1-3 years of experience in a healthcare environment required
- High School Student age 17 or older, college student or GED
- The physical requirements of this position are light work - exerting up to 25 lbs