



## Example of Referral Specialist Job Description

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Our innovative and growing 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

- Follows established policies and procedures in performing job functions
  - Assist students in locating and arranging for medical specialist or mental health referrals
  - Advise students with other than the school insurance on how to coordinate their benefits to minimize expenses with their private insurance carrier, particularly students with HMO plans
  - Correspond with school insurance plan account representatives, IT and Customer Service Supervisor on website issues, plan content, customer service and claims issues
  - Cover various campus events such as Graduate Student Orientation, TRUE & GRO meetings to provide information on Student Health Benefit Plan
  - Provide training as appropriate to new and current staff regarding referrals, insurance, and policy issues
  - Meetings with the CC clinical case manager, the SHWC insurance & referral coordinator, and the directors of graduate student academic affairs
  - Serve on Student Health Insurance Committee and attend meetings for post-implementation, renewal and pre-renewal of student health insurance plan for JHU, serve on Student Insurance Policies Committee Student Insurance FAQ Committee
  - Set up appointments, coordinate clinic visits, and any special arrangements
  - Responds to third party payors, employers, internal staff, and physician questions
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- Must have current driver's license and automobile available for daily use and out of town travel with proof of liability insurance
- Associate degree or equivalent combination of education and experience in the healthcare industry
- Degree in relevant discipline or equivalent skills, knowledge and experience ideally gained within a government agency, industry specific body or ombudsman
- Ability to manage a range of competing deadlines and complex issues
- Super analytical and oral written communication skills
- Knowledge of legislation and regulations, issues and contemporary practices relevant to complaints management and associated systems