



Wellness is Traditional

JOB ANNOUNCEMENT

Position Title: Medical Assistant / Referrals Specialist
Department: Medical
Supervised By: Nursing Supervisor
Location: Alpine
Status: Non-Exempt
Posted: August 31, 2017
Closing Date: Until Filled
Compensation: \$14.31-\$19.11/hr DOE
Grant: N/A
Hours: Full Time, Monday-Friday, 8:00AM-4:30PM. Flexibility to work evenings and weekends may be required based on need.

GENERAL STATEMENT OF RESPONSIBILITIES:

Under the direct supervision of the Nurse Supervisor, initiates referral process for all patients referred by SIHC providers to healthcare specialty providers. Assists in resolving pre-certification, registration, and case management concerns prior to patients' appointments. Tracks the progress of all referrals to ensure that referral appointments are kept. Works cooperatively with Medical Records Department to maintain updated records of all referrals. Maintains and updates SIHC referral tracking system. Works in conjunction with the Billing Department, insurance carriers, social services, and community health systems to assist patients in obtaining appropriate options and funding for specialty care. Position may also assist with back office M.A. duties and provides referral services for both Alpine and Campo Medical Clinic in collaboration with Purchased and Referred Care.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Maintains and updates SIHC referral tracking systems in cooperation with Health Information Management.
2. Researches patient's managed care organization for appropriate specialty providers.
3. Educates patient regarding referral guidelines as well as policies, and provides information about location of specialist's office or hospital.
4. Prepares referral authorization with patient diagnosis and request from primary care physician. Facilitates appointments for patients and requests

follow-up information from specialist. Contacts patients if appointment is not kept and assists in rescheduling in a timely fashion.

5. Works in collaboration with the Purchased and Referred Care Coordinator to assist with referrals for patients in this program. Assists with maintenance of patient registries as directed.
6. Reviews rejected requests for procedures or visits and initiates appeal when indicated.
7. Attends seminars or training sessions as appropriate for new managed care or social service programs and/or updates on existing programs. Maintains current knowledge of referral guidelines, databases of active providers, necessary coverage information, and private insurance.
8. Per HIPAA regulations, mails, faxes, or otherwise communicates necessary records, certificates, and authorizations to appropriate persons or agencies for the completion of the referral process as required by managed care providers.
9. Other duties as assigned.

QUALIFICATIONS:

Education/Experience: Must possess a High School diploma or GED certificate. Must have successfully completed an approved program for Medical Assistants or a related training program by an accredited institution. A minimum of one year Medical Assistant experience in an ambulatory care setting is required. Referral experience preferred. Must be at least 18 years of age. Education, training or experience which compliments knowledge and skills stated above is desirable, but does not substitute for minimum requirements as stated.

License: A valid California driver's license is required at the time of appointment and must be maintained throughout employment. Applicant must be insurable under SIHC vehicle insurance policy at the time of hire and throughout employment.

Certifications and/or licenses appropriate to the positions required education and profession must also be valid and maintained.

Character: Applicants must have a reputation for honesty and trustworthiness. Must be responsible and able to exercise good judgment, accept administrative supervision, follow instructions, and exercise a high level of attention to detail, including the ability to interact effectively and communicate with people in a professional and courteous manner. Applicants should be sensitive to clients' needs. Must be highly confidential.

Other: Applicants must successfully pass a pre-screening, including a tuberculin skin test or x-ray and a blood/urine drug screening test. Health must be adequate to perform all duties of the position. Applicant must complete SIHC

Application and Authorization Form, both must be submitted to Human Resources prior to the close date indicated.

INDIAN PREFERENCE:

INDIAN PREFERENCE: In the filling of any SIHC job vacancy, preference may be given to qualified Native American Indians, pursuant to the Indian Preference Hiring Act, 25 USC 472, unless other laws require the filling of a vacancy without regard to Indian preference (e.g. Public Law (P.L.) 94-437, "Indian Health Care Improvement Act (IHCIA). To receive Indian preference for any SIHC position, the applicant must be enrolled, or be eligible for enrollment, as an American Indian with their Tribe, or must be certified as an American Indian from the designated Tribal Representative. Applicants claiming Indian preference must attach verification of their claim to the SIHC application, including Certification of form BIA-4432, which is available from the SIHC Human Resources Department. If verification is not or cannot be verified, the applicant will not receive Indian preference for purposes of the interview.