

Little Traverse Bay Bands of Odawa Indians

Job Posting - REPOSTED



Job Title: Care and Referral Coordinator

Department: Crooked Tree Wellness Clinic

Reports To: Clinic Nurse Manager / Health Director

Status: Non-Exempt

Salary Level: \$18.15 to \$25.41 per hour/(\$37,752 to \$52,853) Annually

Level: B23

Opens: December 06, 2023

Closes: Until Filled

SUMMARY: This position will be located in the clinical environment and will help to forge a connection between providers referring for services to outside providers, manage insurance prior authorizations, and assist patients to connect with necessary community resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Work as part of a team to provide excellent patient care to patients and fellow employees, and represent Crooked Tree Wellness Clinic in a professional, positive manner.
- Responsible for ensuring that patients receive exemplary service and are treated with respect and in a timely manner.
- Adhere to clinic guidelines while connecting patients to the services they need.
- Develop and maintain resource guide for patients with local information on social support services such as food banks, transportation assistance, etc.
- Transmit patient demographic information and clinical information for referrals to outside providers and facilities and follow outside provider guidelines to assist patient get an appointment to receive needed services. Follow up with outside providers to get notes from referral visits.
- Communicate with patients about scheduled appointments with outside providers and services.
- Maintains patient registration in the Electronic Health Record (EHR) and checks patient eligibility with insurance for each visit.
- Keep up to date on Medicaid guidelines, program requirements, and authorization protocols. Assist patients with Medicaid applications and follow up as needed.
- Completes prior authorizations with insurance in a timely and efficient manner, and communicate result of authorization request to providers, patients, and outside facilities.
- Maintains client information in the strictest confidence as medical privileged personal information, following HIPAA and LTBB confidentiality expectations.
- Consistently portray a positive working attitude that fosters a pleasant working environment.
- Staff clinic front desk as back up as needed.

- Perform other related duties as assigned by supervisors.

EDUCATION AND EXPERIENCE:

High school diploma and minimum of two years of college credits (24 credits) and one year of medical office experience required. Prefer NHA Medical Administrative Assistant (CMAA) certification or willing to achieve certification in first year on the job.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be friendly, personable, and teachable, and able to accept constructive feedback from supervisor.
- Must be able to work independently; make decisions based on Tribal policy and federal regulations; follow federal guidelines for level of care criteria.
- Must be able to show empathy to patients seeking help with issues.
- Must be able to verbally communicate in a clear and confident manner, in person and on the phone with patients, coworkers, outside medical facilities, and insurance companies.
- Must have excellent customer service skills.
- Must be able to work in stressful situations while maintaining a professional demeanor and positive working environment.
- Must be able knowledgeable in Microsoft Word, Excel and Outlook.
- Must have strong keyboarding and data entry skills.
- Must be willing to travel for training as needed.
- Must be able to work as a cooperative member of a team. Be reliable; able to follow work schedule and follow work rules.
- Must have positive work history with former employers, including LTBB.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must possess a valid driver's license, reliable transportation and be insurable for duration of employment.

COMMENTS:

Indian preference will apply. Candidates must pass a comprehensive background investigation. Individual must take a TB test and get annual influenza vaccination due to working in a healthcare environment. Must adhere to scent free working environment.