

## OPEN POSITION - REFERRAL COORDINATOR

### EXPECTATIONS FOR ALL EMPLOYEES:

To support SkinCare Physicians' mission, vision and values by exhibiting the following behavior: excellence and competence; collaboration, teamwork and team building; respect; commitment to our patients; and accountability and ownership.

### GENERAL SUMMARY:

The Referral Coordinator is primarily responsible for ensuring that patients have the most satisfying and caring healthcare experience possible. Responsible for the coordination and processing of all patient referrals/authorizations, timely management of all patient managed care procedures and compassionate customer service.

### ESSENTIAL JOB FUNCTIONS:

- Deliver the highest quality of service to patients.
- Respect and adhere to service, safety, operational and cashing standards, policies and procedures.
- Ensure all patients are greeted in a warm and friendly manner in person or over the phone; demonstrate a strong patient focused engagement. Consistently treat all patients and coworkers with respect and contribute to a positive work environment.
- Manage incoming calls and registration of patients; serve as an informational resource for both patients and staff to provide up-to-date managed care information and insurance verification.
- Create or update required demographic information in practice management/chart.
- Maintain current knowledge of provider network.
- Work with patients and primary care physician office to help obtain patient referrals.
- Check eligibility of managed care insurances and record effective/termination dates.
- Work closely with the Billing Department to ensure clean processing of claims.
- Possess complete knowledge of insurance carrier rules and procedures.
- Complete daily departmental checklists and address any gaps in a timely manner using appropriate resources.
- Report facility and/or helpdesk issues to the appropriate resource.
- Exhibit a high degree of competence in anticipating, assessing and driving the patient experience.
- Foster the SkinCare Physicians culture by actively engaging and interacting with patients and coworkers.
- Perform clerical and other duties as assigned by manager.
- Must keep patient and business confidentiality at all times. Follow HIPAA policies for patient privacy.

### PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:

- High School diploma or equivalent
- Ability to perform in a fast-paced and sometimes stressful working environment
- Service industry administrative experience; excellent service sense to assist and proactively resolve problems for patients
- Strong verbal communication skills
- Ability to be flexible with work schedule including nights and weekends
- Demonstrate a professional image and attitude to patients and co-workers
- Must possess excellent organizational skills and must be a team player

### BENEFITS:

SkinCare Physicians offers a competitive benefits package that includes Medical, Dental, Life, and Disability insurance, 401k, generous PTO and holiday time, free parking, and complimentary or discounted cosmetic and aesthetic services and products.

*If you are interested, please send your resume and cover letter to [humanresources@skincarephysicians.net](mailto:humanresources@skincarephysicians.net)*