



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Purchase Referral Coordinator**
SUPERVISOR: Medical Benefits/Front Desk Supervisor
LOCATION: Peter Christensen Health Center
POST DATE: January 13, 2023
CLOSING DATE: Open until filled

General Description: The primary responsibility of this position is to coordinate and manage referrals for appropriateness, including fiscal awareness, for patient referrals to specialty practices outside of PCHC. This position will work closely with PCHC providers, nurses, Purchased Referred Care services (PRC), and benefits staff to provide patients with optimal referral outcome.

Qualifications: High School Diploma or equivalent required. Medical Terminology is required or willing to complete training within 1 year of employment. Minimum of two years of medical experience (directly related to ambulatory care) is required and previous work experience within an IHS facility is recommended. Must have a valid WI Driver's license and be insurable. (This position is considered safety sensitive and requires a drug screen test for all substances including Marijuana)

Salary: \$15.50-\$17.50/hr. depending on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Purchase Referral Coordinator

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: Medical Benefits/Front Desk Supervisor

D. DESCRIPTION OF DUTIES: The primary responsibility of this position is to coordinate and manage referrals for appropriateness, including fiscal awareness, for patient rereferrals to specialty practices outside of PCHC. This position will work closely with PCHC providers, nurses, Purchased Referred Care services (PRC), and benefits staff to provide patients with optimal referral outcome. This position will be responsible for learning Purchased Referred Care guidelines as they relate to the referral process. Specific duties include but are not limited to the following:

1. Identify the appropriateness of medical referrals in accordance with Purchased Referred Care (PRC) guidelines, medical history and current problems.
2. Provide patient education regarding specific purpose for referral(s) and the process.
3. Review referral process and coverage with patients and staff.
4. Understand the importance of customer service and its direct relation to providing quality healthcare.
5. Provide services in a HIPAA compliant manner.
6. Complete prior authorizations with 3rd party insurance companies, including Medical Assistance.
7. Follow-up on referrals with external providers.
8. Schedule and coordinate obtaining/providing x-rays, labs, EKG's, MRI's with external providers.
9. Daily tasks to providers to check eligibility to process referrals to appropriate facilities and providers.
10. Lead managed care meetings to determine PRC medical necessity eligibility for Emergency Room/Hospital/Urgent Care.
11. Facilitates follow up visits assessing medical necessity and notifying providers and patients of PCHC services rather than external referrals.
12. Provides assistance to patients with alternate resource compliance.
13. Demonstrate and apply knowledge of medical terminology.
14. Follow up on patients Emergency Room status with a reminder to schedule follow up with PCHC provider.
15. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
16. Works toward achieving implementation of AAAHC certifications and conducts appropriate follow up.
17. All other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** All clinic staff, patients, visitors.
2. **External:** Other medical facilities, staff, patients, and general public.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Medical Benefits/Front Desk Supervisor

H. EDUCATION: High School diploma or equivalent required. Medical terminology is required or willing to complete training within 1 year of employment.

I. EXPERIENCE: Minimum of 2 years of medical experience (directly related to ambulatory care) is required and previous work experience within an IHS facility is recommended.

J. SKILLS:

1. Ability to maintain confidentiality regarding all matters relating to patients and strict practice of HIPAA compliance.
2. Proficient at using office equipment and computer software and scanners.
3. Well organized and efficient, able to follow strict timelines.
4. Able to function independently with limited direct supervision.
5. Ability to maintain professional attitude under stressful situations dealing with both insurance companies and/or patients.
6. Ability to multi-task ensuring completion of all responsibilities in a timely manner.
7. Must have good attention to detail.
8. Must have CPR (HeartSaver) certification or obtain within six months of hire and maintain bi-annually thereafter.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Office setting where the pace of work can be stressful and busy at times.
2. **Exposure to Hazards:** May be potentially exposed to patients with communicable diseases.
3. **Physical Requirements:** Prolonged sitting, standing, and walking with frequent lifting of negligible weight and up to 10lbs occasionally.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Purchase Referral Coordinator to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must maintain strict

confidentiality. Must attend all mandatory meetings and participate in training and development activities. Must submit to a drug test prior to commencing employment and random testing thereafter. Must have a valid WI driver's license and be insurable. Criminal background check required applicable to the job description. Employee must provide proof of immunity to measles, mumps, rubella, at the time of employment. Employees must show proof of a full series (either one dose or two-dose) of COVID-19 immunization upon hire or have an approved religious or medical exemption approved prior to start date. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

Employee **Date**

Manager **Date**

Tribal Administrator **Date**

Human Resource Director **Date**