

# REFERRAL COORDINATOR

## Job Summary

The Northville Health Center is an Ambulatory Care facility comprised of clinical and diagnostic services, dedicated to providing high quality health care services for adults and children. The 2-story facility is located at the corner of 7 Mile and Haggerty in Northville Township. We are seeking compassionate, enthusiastic, and patient-oriented individuals who will share in the goal of creating the ideal experience for our patients, families and employees.

## Mission Statement

Michigan Medicine improves the health of patients, populations and communities through excellence in education, patient care, community service, research and technology development, and through leadership activities in Michigan, nationally and internationally. Our mission is guided by our Strategic Principles and has three critical components; patient care, education and research that together enhance our contribution to society.

## Why Join Michigan Medicine?

Michigan Medicine is one of the largest health care complexes in the world and has been the site of many groundbreaking medical and technological advancements since the opening of the U-M Medical School in 1850. Michigan Medicine is comprised of over 30,000 employees and our vision is to attract, inspire, and develop outstanding people in medicine, sciences, and healthcare to become one of the world's most distinguished academic health systems. In some way, great or small, every person here helps to advance this world-class institution. Work at Michigan Medicine and become a victor for the greater good.

## What Benefits can you Look Forward to?

- Excellent medical, dental and vision coverage effective on your very first day
- 2:1 Match on retirement savings.

## Responsibilities\*

Provide exceptional patient centered excellence to patients and families. Coordinates and facilitates between Physician and Insurance Companies, regarding authorization and referrals for multiple services, including primary and specialty care. Act as a primary resource for providers, staff, patients and external insurances. Responsible for processing referrals using established insurance company guidelines. Obtain authorizations, precertification, prescriptions for therapies, and benefit verifications. Manage orders and referral work queues, and respond to patient referral issues in a timely manner. Facilitate appointment scheduling for primary and specialty services. Provide relevant insurance information and updates to staff, providers and managers (e.g. managed care changes, terminated contracts). Work closely with providers, clerical and clinical staff on referral processes to understand and proactively identify and resolve referral issues. Interact effectively between units and individuals. Assist in developing new referral processes and procedures within the clinic.

### **Required Qualifications\***

- High School diploma or GED.
- 3 – 4 years of experience.
- Knowledge of basic medical terminology.
- Prior experience performing complex scheduling, patient insurance, hospital billing, collection and managed care concepts and referrals.
- Familiarity with obtaining medical records or professional medical billing.
- Exceptional interpersonal skills and ability to work well within a team setting.
- Communicates effectively.
- Demonstrate problem solving skills, proficient computer and keyboarding skills, and excellent attendance.
- Demonstrate active listening, written, verbal and information technology skills.
- Financial counseling experience for healthcare patients.

### **Desired Qualifications\***

- Experience working within a large, complex health care setting.
- Familiarity with UMHS electronic medical records systems.
- Knowledge of University policies and procedures.

## Work Schedule

Evening hours and rotating Saturdays may be required.

## Background Screening

Michigan Medicine conducts background screening and pre-employment drug testing on job candidates upon acceptance of a contingent job offer and may use a third party administrator to conduct background screenings. Background screenings are performed in compliance with the Fair Credit Report Act.

## Application Deadline

Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled anytime after the minimum posting period has ended.

## U-M EEO/AA Statement

The University of Michigan is an equal opportunity/affirmative action employer.

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### Job Detail

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<b>JOB OPENING ID</b> 189856	<b>FULL/PART TIME</b> Full-Time	<b>DEPARTMENT</b> UMH Northville Core
<b>WORKING TITLE</b> Referral Coordinator	<b>REGULAR/TEMPORARY</b> Regular	<b>POSTING BEGIN/END DATE</b> 9/30/2020 – 10/07/2020
<b>JOB TITLE</b> Patient Services Intermediate	<b>FLSA STATUS</b> Nonexempt	<b>PAID TIME OFF</b> Yes
<b>WORK LOCATION</b> Other MI Location Northville, MI	<b>ORGANIZATIONAL GROUP</b> Um Hospital	<b>CAREER INTEREST</b> Healthcare Admin & Support

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