



Position: Referral Coordinator
Program: Nursing
Department: Health Services
Reports to: Manager of Specialty Care Services
Salary: \$16.00 per hour
Status: 100%, Full-Time, Non-Exempt, Union
Probation: 90 Days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

JOB SUMMARY:

Under the supervision of the Manager of Specialty, the Referral Coordinator will collaborate with the clinic's healthcare providers and other members of the health care team in facilitating referrals to specialty consultants. This includes, but will not be limited to, organizing pertinent information, obtaining referral authorization from the various contracted Utilization Referral Agencies, maintaining medical documentation, and facilitating the referral process. The Referral Coordinator will implement, monitor, and maintain the referral process under Los Angeles, LGBT Center, Medicare, Medical and other third-party payer guidelines.

ESSENTIAL FUNCTIONS:

- 1) Works in collaboration with medical care team to implement, and maintain an effective and efficient referral process;
- 2) Follows guidelines to determine patient eligibility for referral authorization, i.e., Medi-Cal/Medicare status;
- 3) Coordinates referrals per clinic protocol to all specialty consultants and ancillary health care services;
- 4) Maintains close contact and follow-up with patients and specialty providers;
- 5) Serves as a liaison between specialist consultants and the Jeffrey Goodman Clinic;
- 6) Communicates appropriately with patients, colleagues, and specialty providers in a timely manner;
- 7) Maintains clear and concise communication, including case presentations, written progress notes, medication lists, summaries, and reports;
- 8) Coordinates services of outside agencies such as home health, hospital admissions, and hospice care;
- 9) Assists patients with appointment making, as necessary;
- 10) Organizes a system to monitor specialist appointments to be used to reconcile funding/billing/reporting requirements;
- 11) Participates in staff, planning, in-service, and other meetings as required;
- 12) Exercises appropriate judgment and decision-making skills;
- 13) Works in partnership with specialists to provide consistent, quality care coordination to our patients;
- 14) Maintains and monitors internal tracking system;
- 15) Ensures completion of referral process by obtaining consultant notes, authorizations for additional procedures being recommended;
- 16) Provides education and counseling on the referral program process;
- 17) Works with Providers, medical specialists and the medical care teams to coordinate care and provide appropriate referral follow up;
- 18) Other duties as assigned;

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Requires current Medical Assistant Certificate and/or Utilization Managed Care experience;
- 4) HIV/AIDS healthcare experience a plus, with basic knowledge and understanding of infectious diseases;
- 5) Excellent verbal and written communication skills;
- 6) Current CPR certification required;
- 7) Knowledge of ICD-9 and CPT coding.
- 8) Excellent computer skills and knowledge including electronic health record system, word processing, database operations, and other software systems;
- 9) Three years' experience working in outpatient health care setting;
- 10) Ability to be self-motivated and dedicated to initiating and completing complex tasks;
- 11) Bilingual a plus (English/Spanish preferred);
- 12) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.