



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
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VACANCY ANNOUNCEMENT

POSTING NO: 116-24

OPENING DATE: 10/01/2024

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Patient Referral Coordinator
PAY GRADE: NE6 (\$22.73/hr.-\$30.69/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Health Services
REPORTS TO: Purchased/Referred Care Manager
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Provides patient referred care coordination and support to patients seeking program services and clerical support from the Purchased/Referred Care (PRC) office.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Coordinates patient care for medical and dental referrals; collects information and support documentation necessary for determination of patient eligibility and availability of alternate resources.
- Records and organizes patient and referral information for review; inputs and retrieves patient information into applicable computer program.
- Communicates and collaborates with PRC care providers to ensure patient's medical information regarding referrals is correct.
- Coordinates patient care by setting appointments with providers in accordance with guidelines; notifies patients of appointment times and assists patients with transportation arrangements as needed.
- Follows up with patient and providers on scheduled appointments; documents outcome of scheduled work and obtains patient progress notes and forwards to providers.

- Collaborates with external health care providers and professional staff in management of patient care.
- Identifies alternate medical resources available to patients, including Medicare, Medicaid, Veterans Administration benefits, Children's Medical Services, disability programs, private insurance, Workers Compensation, state and voluntary health programs and any other applicable resource.
- Provides general secretarial and clerical support for PRC office, including preparation of routine correspondence and organization and maintenance of files.
- Prepares Alternate Resource Liability forms when appropriate for the recovery of medical costs resulting from third party negligence.
- Assists in gathering information for the preparation and submission of Catastrophic Health Emergency Fund (CHEF) applications.
- Ensures compliance with HIPAA regulations.
- Maintains confidential information.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma or GED.
- One year experience in office or health care setting.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements, including patient's rights and confidentiality.
- Knowledge of department organization, functions, objectives, policies and procedures.
- Knowledge of medical billing requirements, including Medicaid, Medicare, Workers Compensation and other insurance programs.
- Knowledge of medical terminology.
- Knowledge of CPT-4, ICD-9, HCPCS and CDT coding.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to provide effective customer service.
- Ability to exercise independent judgment.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to interpret applicable federal, state, county and local laws, regulations, and requirements.
- Ability to maintain confidentiality.

- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Employee may be exposed to unpleasant odors, bodily fluids, blood borne pathogens, hazardous material and infectious disease.
- Situations may occur where surgical masks, safety goggles, gloves and protective face shield are needed.
- Frequent interaction with the public.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.