

Description

The Referrals Coordinator 2 process referrals from Military Treatment Facilities (MTFs) and civilian providers. The Referrals Coordinator 2 performs varied activities and moderately complex administrative/operational/customer support assignments. Performs computations. Typically works on semi-routine assignments.

Responsibilities

Job Description

The Referrals Coordinator 2 includes data entry into medical management system, assigning an appropriate provider, reviewing for benefits, and/or medical necessity as required or pending to a nurse or supervisor who can complete or request additional information.

Role Responsibilities

- + Recognizes a sensitive diagnoses and/or referral requiring Case Management, and pend to appropriate point of contact for review.
- + Understands TRICARE benefits/limitations and Humana Military referral processes, MOUs with MTFs, and referral and UM policies.
- + Answers questions or contacts MTFs and/or civilian providers to obtain additional information that may be required to complete referral etc.
- + Requires assigning appropriate ICD10 code to referral as well as appropriate CPT Code.
- + Decisions are typically focus on interpretation of area/department policy and methods for completing assignments.
- + Works within defined parameters to identify work expectations and quality standards, but has some latitude over prioritization/timing, and works under minimal direction.
- + Follows standard policies/practices that allow for some opportunity for interpretation/deviation and/or independent discretion.
- + **Our Department of Defense Contract requires U.S. citizenship for this position**

Required Qualifications

- + Our Department of Defense Contract requires U.S. citizenship for this position
- + Successfully receive interim approval for government security clearance (eQIP – Electronic Questionnaire for Investigation Processing)
- + High School Diploma or college degree preferred.
- + Excellent customer relations skills
- + 2 years administrative/data entry experience
- + Expertise with MS Office products and ability to easily navigate multiple computer applications
- + Must be passionate about contributing to an organization focused on continuously improving consumer experiences

+ **Work at Home Requirements:** Must have a separate room with a locked door that can be used as a home office, to ensure you and your patients have absolute and continuous privacy while you work. Must have accessibility to high speed DSL or Cable modem for a home office (No Satellite).

+ Must be available to work Monday through Friday hours dependent on location and will be at least 8 hours a day between 7:00 am to 7:00 pm

Preferred Qualifications

- + Experience in a managed care setting
- + Experience with medical terminology and ICD-10 codes
- + Health care experience

Additional information

+ **Schedule:** Monday to Friday from 8 am to 4:30 pm. OR, 5:00 pm depending on lunch time 30 vs 60 minutes. Overtime as per business needs.

+ **Training:** It will be done virtually; 3-6 months.

+ **Work Location (Address):** WAH Nationwide.

Scheduled Weekly Hours

40