

**MAKAH TRIBE  
POSITION DESCRIPTION**

**JOB TITLE: Referral Specialist**

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<b>EXEMPT: No</b>	<b>JOB CODE: 4-TS T5</b>
<b>TARGET SALARY: \$16.26to \$18.07/DOQ</b>	<b>SHIFT: M-F 8-5</b>
<b>PROGRAM: Clinic</b>	<b>LOCATION: 250 Fort St.</b>
<b>REPORTS TO: Sr. Clinical Nurse</b>	

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**SUMMARY:** This position services as referral specialist in the Ambulatory Care Services Area of the clinic and performs referral coordination, prior authorizations, benefits review and other clerical duties associated with patient care and treatment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Responsible to receive patient referrals and consult with the patients before they leave the office to verify that patient understands referral and updates the phone number, as well as a date and time that works for their appointment

Responsible to review the referral form for completeness and enter into the RCIS package.

Responsible to review third party payer status and help coordinate application to third party resource per the Contract Health Services requirements.

Request the specialist to review and determine if they will accept our patient for services. Fax the referral, medical notes or tests to the specialist in a timely fashion.

Upon successful identification of a specialist that will accept the patient case, make the appointment and inform patient of their appointment time. Provide referral paper to patient along with a map and telephone number of the specialist. Complete the referral tracking sheet.

Enter all processed referrals into the RCIS package and enter note of referral to EHR.

Provide daily referral logs to the Contract Health Service office.

Enter referrals into the outlook task database task list to create a reminder to call and request consult notes three days after the patient's appointment.  
Enter consult notes in the provider's inbox for their review. If the patient was a no-show at their appointment, then Referral Coordinator will prepare a "did not keep appointment" PCC and place in the provider's box. Also, will notify the Contract Health Services office of the same.

Responsible to close the referral in the RCIS package, by reviewing the consult note for the provider's initials indicating they reviewed the report.

Responsible to develop and maintain a tickler file of all referrals from the request to the completion of entering the consult note into the RCIS package.

**EDUCATION AND/OR EXPERIENCE:**

High School Diploma or general education degree (GED).

Experience with medical records, billing and medical terminology in order to communicate with outside agencies, insurance companies regarding patient claims.

Experience with current data entry, and scheduling computer software.

Experience with current ICD-9-CM and AMA CPT-4 coding systems.

Experience in dealing with the public.

Experience in handling emergency situations and participating in clinic or community disasters.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general medical periodicals, professional journals, technical procedures or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, and community members in a courteous, professional manner, using tact and diplomacy.

**REASONING ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

This position is classified as a sensitive Tribal position. Therefore, applicant must authorize a background investigation in order to be considered for an interview.

**OTHER SKILLS AND ABILITIES:**

Knowledge of eligibility resources and their processing applications.

Knowledge of ICD-9-CM coding procedures, abbreviations and terms used in the ICD-9-CM coding volumes and AMA CPT-4 coding system in order to acquire, interpret and resolve problems based on information derived from system monitoring reports to be carried over to the required billing forms.

Knowledge of HIPAA (Health Insurance Portability and Accountability Act) and the use of confidential information and health records as an integral part of the interviewing office function and the privacy of individuals which must be protected to the fullest extent possible.

Knowledge of medical terminology and usage.

Knowledge of laws and regulations on the confidentiality of medical records and the procedures for informed consent for release of information from the record.

Ability to establish and maintain effective working relationships with employees, supervisors, officials, and the public.

Must have a working competence in computer applications and ability to use major computer software, especially word-processing, spreadsheets and database.

Ability to maintain confidentiality of records and information pertinent to the nature of work.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

**PHYSICAL DEMANDS.**

The work is mainly sedentary but occasionally will require lifting up to 50 pounds.

**WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.

**SPECIAL REQUIREMENTS**

**Immunization Requirements:** Must be fully immunized against measles, and rubella. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases.

All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have a follow-up plan approved by employee health if there is a positive test. If employee is known to have a positive TB test prior to entrance on duty, no TB testing will be carried out; instead the employee shall see a physician to establish an individualized program to assure the absence of active TB in the employee, shall complete and annually system questionnaire, and must report any relevant symptoms promptly.

**Special Consideration:** if you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment.

### **ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

### **APPLICATION PROCESS:**

Submit a Tribal Application for this position with supporting documentation to:

**Makah Tribal Council**  
**Human Resources**  
**P.O. Box 115, Bldg. 71**  
**Neah Bay, WA 98357**  
**Fax: (360) 645-3123**  
**E-mail: [hr@makah.com](mailto:hr@makah.com) (PLEASE NOTE NEW EMAIL ADDRESS)**

**OPEN: February 12, 2024**  
**CLOSE: February 28, 2024**

### **IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.**

**PLEASE NOTE:** If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation, gender identity, or sensory, mental, physical, or other non-disqualifying disability.

Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.

Approved 02/23/11  
Revised 07/22/16  
Revised 10/08/21  
Revised 09/26/22