

Resource Team Lead

POSITION SUMMARY

The Resource Team Lead oversees and is responsible for managing the resource team at Ethne Health. The lead works to complete referrals for specialty care and diagnostic imaging to ensure the highest level of care necessary to address medical needs when that need exceeds the scope of Ethne's practice. This lead prepares all pre-authorizations and pre-certifications for insurance (medicaid, medicare, and private) referrals to specialists based on the direction of the medical provider. The lead will attend to patients in a timely and professional manner, document their work in AthenaHealth, and assist other members of their care team as needed for the efficient care of our patients. This role provides direction and assistance to patients so they may fully utilize and benefit from clinic services. The lead oversees obtaining and sending out medical records for Ethne Health. Finally, the lead is responsible for providing vision and direction to the team with supervision from the Practice Manager.

KEY RESPONSIBILITIES

- Lead the resource team in coordinating all referrals, including sending orders to specialists and imaging centers. This includes the supervision of assistants.
- Assisting in the scheduling of appointments (for specialists and imaging) for patients on an as needed basis. Additionally the coordinator is responsible for overseeing the canceling and rescheduling appointments as necessary.
- Appropriately prioritize referrals based on clinician direction (STAT within 1 day vs routine within 3-5 days)
- Communicate all details completely and accurately to the patient. Document in patient case care plan. Close loop communications.
- Prepare all pre-authorizations and pre-certifications
- Obtain and enter complete registration demographic and insurance verification information (primary and secondary)
- Assist patients with contacting insurance companies when questions arise concerning services covered and payment of services.
- Process missed appointments, error reports, insurance pre-verification reports, and other registration-related reports as necessary.
- Document appropriately in the patient's medical record.
- Organize records to chart correctly
- Fulfills patient care responsibilities as assigned which may include: checking schedules, collecting patient history, and scheduling patient visits with providers, performing screenings per provider or partner guidelines, relaying instructions to patients / families, answering calls and providing pertinent information.
- Fulfills clerical responsibilities as assigned which may include: sending / receiving patient medical records, obtaining lab / x-ray reports, hospital notes, referral information, etc., completing forms / requisitions as needed, scheduling appointments, verifying insurance status

and patient demographics, managing charts to ensure information is completed and filed appropriately in conjunction with managing the referrals.

- Fulfills organizational responsibilities as assigned which may include: respecting / promoting patient rights, sharing problems relating to patients and / or staff with immediate supervisors quickly.
- Manages resource team workflow and team performance reviews.
- Process the medical records request order from speciality offices and insurance companies in a timely manner. Create an invoice for insurance companies once they send the medical records request. Faxed the medical records.
- Checking emails/voicemails and responding to it in a timely manner.
- Assist patients who are self-pay and in need of financial assistance apply for the Northside Financial Assistance program and connect patients with Northside Charity Outreach programs for other subspecialty services for self-pay patients.
- Updating and checking the referral tracking system via the google spreadsheet maintaining a good system.
- Handling the preventative case management, such as mammogram and colonoscopy referrals. Scheduling and maintaining records as well as communicating with patients about their upcoming referrals.
- Access to CHOA governance
- Maintains and creates spreadsheets to document and ensure closure and completion of tasks
- Trains and prepares staff huddles for the team's development.
- Works with the practice manager to create processes and procedures to communicate between teams and with patients to execute the care needed for the patient

POSITION REQUIREMENTS

Skills:

- Good interpersonal skills, including an ability to work well with the variety of ages, cultures, and temperaments represented among Ethne staff and patients, treating others with kindness and professionalism.
- Some computer skills required (Windows based, including experience with Microsoft Office) and telephone operator experience preferred.
- Typing speed of 45 wpm.
- Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness to learn from others.
- An ability to work independently, take initiative, set priorities in accordance with the needs and mission of the clinic, multi-task, and problem solve in a fast-paced work environment.
- An ability to learn and retain information regarding patient care procedures.
- Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
- Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.

- Ability to manage, train and communicate effectively
- Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of Ethne Health.
- Bilingual ability as needed.

Education:

College Degree/diploma preferred

Experience:

College or technical training for medical office preferred; previous healthcare experience preferred.

Demonstrated experience of leading others preferred

Bilingual candidates preferred

Salary Range: \$35,000 to \$45,000 annually

Please email all inquiries with cover letter and resume to kimberly.stewart@ethnehealth.org

ACKNOWLEDGEMENT (For staff only)

I hereby acknowledge that I have received a copy of my job description. I understand that it is my responsibility to review Ethne Health's expectations with my supervisor.

Print Employee Name

Signature of Employee

Date