

# UNION HEALTH SERVICE, INC.

## Job Description

**Department:** Health Services  
**Position:** Outpatient Referral Associate

**Approvals:**

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Health Services Director / Date

\_\_\_\_\_

Hiring Manager / Date

Job Description

The Outpatient Referral Associate is a member of the Outpatient Referral Team. Directly managed by the Outpatient Referral Supervisor, this position performs a variety of duties including, responding to high volume calls, verifying eligibility and benefits, initiating/renewing referrals based on provider order, and working closely with the Medical Management Team.

Responsibilities:

- Obtain prior authorization and process referrals for external providers/services ordered by Union Health Service providers
- Enters outpatient referrals for DME and specialist (including behavioral health)
- Understands Health Plan benefits and eligibility
- Effectively communicate with in-person members as well as members on the phone
- Obtains pertinent provider records from electronic medical record and securely transmits to external providers/services
- Receives medical information from external providers/services and submit to a Medical Management Nurse when appropriate
- Assists members with referral questions

Qualifications:

- High School graduate or higher
- One or two years of general clerical experience
- Strong customer service orientation
- Bilingual preferred
- Knowledge of using Microsoft Word and Excel, as well as medical terminologies
- Proficient in data entry for generation of daily office correspondence

This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time.

JOB DESCRIPTION REVIEW: *(I acknowledge receipt of my job description.)*

\_\_\_\_\_  
Employee Name & Signature

\_\_\_\_\_  
Date

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