Referral Coordinator I

Company Overview

John Alchemy, MD, Corporation is a leading occupational medicine and telemedicine practice providing comprehensive evaluation, treatment, and reporting services for injured workers throughout California. The company combines in-office medical care with advanced telemedicine systems to streamline Workers' Compensation case management, fitness-for-duty evaluations, return-to-work coordination, and impairment ratings for claim settlement.

Our mission is to deliver clinical excellence, improve patient outcomes, and bring clarity and consistency to the Workers' Compensation process through evidence-based medicine and structured medical documentation.

Position Summary

The **Referral Coordinator I -** plays a pivotal role in facilitating seamless transitions for patients requiring specialized care or external diagnostic services. This individual is responsible for managing all aspects of the referral process, ensuring timely and accurate communication between internal providers, external specialists, insurance carriers, and patients. The Referral Coordinator will be highly organized, detail-oriented, and possess a strong understanding of workers' compensation processes and medical terminology.

Key Responsibilities

Referral Management & Coordination

- Process and track all incoming and outgoing referrals using EHR and practice management systems.
- Verify patient eligibility and obtain necessary authorizations from workers' compensation carriers or third-party administrators.
- Coordinate scheduling with external providers and facilities, ensuring alignment with patient, provider, and carrier requirements.
- Communicate appointment details clearly to patients and provide necessary documentation and contact information.
- Manage rescheduling workflows as applicable.

Reports Processing & Distribution

- Retrieve medical reports from internal systems and verify patient work status information to support report preparation and distribution workflows.
- Obtain and process Work Status reports when applicable.
- Review, edit, and finalize reports and supporting documentation for accuracy, completeness, and compliance.
- Update cover sheets with current appointment and visit details.
- Compile and organize documentation into standardized PDF packets.
- Distribute report packets via fax and/or secure email to insurance carriers, Nurse Case Managers, attorneys, and other stakeholders.
- Maintain organized records of reports, cover sheets, and confirmations.

Workflow Support & Quality Assurance
- Participate in daily referral and reporting workflows to support accurate and timely completion of assigned tasks.
- Review assigned work for accuracy, completeness, and compliance with company standards.
- Follow established workflows, procedures, and quality standards.
- Support implementation of updated workflows and process improvements.

Documentation & Tracking
- Maintain accurate documentation of all referral and reporting activities within patient records and tracking systems.
- Submit and track Requests for Authorization, referral status, and report turnaround times.
- Generate and maintain reports and tracking tools used to monitor workflow efficiency and identify pending items.
- Follow up on pending items to ensure timely processing and resolution.
- Monitor referral status, authorization status, and report distribution to ensure appropriate follow-through.

Communication & Collaboration
- Serve as a point of contact for external providers, specialists, insurance adjusters, patients, and other stakeholders regarding assigned referrals.
- Communicate effectively with internal teams, providers, and administrative staff to ensure workflow continuity.
- Coordinate distribution of reports to all required stakeholders, including billing teams.
- Escalate complex issues, discrepancies, or workflow concerns to the appropriate lead or manager when necessary.

Problem Resolution
- Proactively identify and resolve routine delays, discrepancies, or workflow issues within the scope of the position.
- Escalate issues requiring additional review or authority to the appropriate lead or manager.
- Support continuity of care and timely progression of patient cases through effective coordination and follow-up.

Qualifications

Experience:
- Minimum of 2-3 years of experience in a medical office setting, preferably within occupational medicine, workers' compensation, or a referral coordination role.

Education:
- High school diploma or equivalent is required.
- Associate's or Bachelor's degree in Healthcare Administration or a related field is a plus.
- Strong understanding of medical terminology, CPT/ICD-10 coding, and the California workers' compensation system is essential.

Skills:
- Excellent organizational skills and attention to detail.
- Strong written and verbal communication skills.
- Proficiency in electronic health records (EHR) systems and Microsoft Office Suite (Word, Excel).
- Ability to prioritize tasks and manage a high-volume workload in a fast-paced environment.
- Problem-solving attitude and ability to work both independently and as part of a team.
- Familiarity with relevant healthcare regulations and data privacy standards (e.g., HIPAA).
- Self-motivated and effective in a fully remote, distributed team environment.

Certifications/Licenses:
- HIPAA Course Certification required.

Work Environment:
- 100% remote.

Travel Requirements:
- Limited business travel for training, conferences, and client or stakeholder meetings as required.

Physical Requirements:

Activity	Not Applicable	Occasionally	Frequently	Constantly
		1-33% of time	34-66% of time	67-100% of time
Standing		X		
Walking		X		
Sitting				X
Lifting/Carrying		X		
Pushing/Pulling	X			
Reaching		X		
Bending		X		
Kneeling	X			
Talking			X	
Hearing			X	
Seeing				X
Repetitive Motions		X		
Fine Motor Skills			X	

California Internal Job Description Compliance Template
This template provides standardized, California-compliant language for internal job descriptions. It ensures compliance with SB 1162, FEHA, and relevant California Labor Code requirements.

Equal Employment Opportunity Statement
The company is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are made without regard to race, color, religion, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, medical condition, genetic information, marital status, veteran or military status, or any other classification protected by applicable federal, state, or local law.

Pay Transparency and Disclosure
In compliance with California Labor Code 432.3 and SB 1162, employees may request the pay scale for the position they currently hold. The pay scale reflects the salary or hourly wage range that the company reasonably expects to pay for the position, based on legitimate, nondiscriminatory factors such as experience, education, and skill level. Salary history is not used to determine compensation for any employee or applicant.

Job Classification and FLSA Status
This position is classified as Exempt or Non-Exempt under the federal Fair Labor Standards Act (FLSA) and corresponding California law.
- Exempt positions are not eligible for overtime pay.
- Non-exempt positions are eligible for overtime pay in accordance with California wage and hour laws.

Essential Duties and Responsibilities

This job description is intended to provide a general overview of the essential duties, responsibilities, and qualifications required for this position. It is not an exhaustive list of all duties, responsibilities, or qualifications, and management reserves the right to modify or add duties as needed.

Reasonable Accommodation Statement

The company complies with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA). Employees who require accommodation to perform the essential functions of their position should contact HR or leadership.

Employee Acknowledgement

I have reviewed and understand the duties, responsibilities, and requirements of this job description.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____