



JOB DESCRIPTION

Updated 01.16.2016

Job Title: Referral Management Specialist

Status: Non-Exempt

About The Company

Bennett Medical Services is one of the area's largest family-owned and operated home medical equipment companies. You'll find that working for us isn't like working for a national company – our family takes pride in the service we offer the community, and our mission is to support the right of every patient and employee to be treated with dignity and respect.

For over 20 years we've maintained our commitment to superior patient care, and we are excited to be offering this position to people who share our dedication. To learn more, please visit our website at www.bennettmedical.com.

Job Overview

Our Referral Management Specialists (RMs) manage the first step in the process of a patient's equipment order. When we receive prescriptions and clinical documentation, it's our Referral Management team who works with the physicians to make sure the patient can get what they need without incurring unnecessary medical expenses. They are accurate, knowledgeable and professional. They are responsible for every piece of equipment that patients receive from our company.

Our Referral Management team is one of the company's most important assets. We get all of our business from physicians, and these are the people who make working with us a great experience for all the doctors in our regions. If this team isn't on the top of its game, not only do we fail to provide life-sustaining equipment to patients, but the company's reputation with the physicians suffers as well.

Because of how important they are, we hold our RMs to a very high standard. They are measured on volume of orders they work through, their accuracy rate, and the number of patients for whom they go the extra mile. People who work smart and work hard are recognized, and people who don't carry their weight are given all the training and tools they need to succeed, but are never allowed to be a drain on the productivity of the team. Our Referral Management team has a great culture, and we make sure to only hire people that will fit in well with the group.

Essential Functions

- Represents the Bennett Medical family and brand with professionalism at all times
- Works through and processes orders for equipment expediently and accurately

- Collaborates with referring physicians and their staff to make sure that all requirements are met for insurance coverage, and that all patients are taken care of in a timely manner
- Develops and maintains expertise on insurance requirements across all equipment types
- Answers questions from physicians and their staff with courtesy and understanding
- Confirms eligibility of patient benefits with insurance companies and receives authorization for the delivery of equipment as needed
- Works well with the team to undertake special projects as needed
- Performs other duties as assigned by management

Qualifications (Education, Training and Experience)

- High school graduate required, some college preferred
- Customer service experience preferred
- Medical industry or insurance experience a plus
- Outstanding communication skills, both verbally and in writing
- Detail-oriented, professional, and able to learn quickly
- Proficiency with computers, email, MS Office required

A standard background check and pre-employment drug screen is conducted on applicants for this position.

Physical Demands and Environment

- Light work with infrequent lifting of up to 15 pounds of force to lift, push or pull
- Frequent sitting, with sustained periods of up to 3 hour, and frequent reaching with arms at low, waist, and high levels
- Frequent grasping of both hands for transfers and repositioning, requiring normal grip strength based on national averages
- Ordinary hearing and speaking skills