

OLIVIA SMITH

Referral Coordinator

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PROFESSIONAL SUMMARY

Dynamic Referral Coordinator with over 5 years of experience in managing patient referrals and ensuring timely authorizations. Adept at navigating complex insurance requirements and fostering relationships with healthcare providers. Committed to enhancing patient experiences and streamlining referral processes in a collaborative environment.

WORK EXPERIENCE

Referral Coordinator
WidgetWorks Inc.

Jan / 2021-Ongoing
Denver, CO

- Documented and implemented processes for all outgoing and internal referrals, ensuring compliance with healthcare standards.
- Monitored work queues to guarantee timely responses to referrals and authorizations.
- Confirmed specialist contract status with insurance plans, offering alternatives when necessary.
- Reviewed referrals for completeness and directed them to appropriate staff when needed.
- Facilitated the transmission of referral information to insurance plans via electronic platforms.
- Served as a resource for providers regarding referral requirements for various insurance carriers.
- Compiled and maintained accurate medical records and correspondence using secure databases.

Referral Coordinator
Cactus Creek Solutions

Jan / 2020-Jan / 2021
Phoenix, AZ

- Coordinated scheduling of all referral appointments to ensure optimal patient flow.
- Obtained referrals from HMOs for specialist consultations.
- Secured authorization from Texas Workers Compensation Commission for specialist visits.
- Completed necessary TWCC forms accurately and promptly.
- Acquired Letters of Protection from attorneys for patient authorizations.
- Processed disability forms to assist patients in their claims.

EDUCATION

Associate of Applied Science in Health Administration
Springfield Community College

Jan / 2019-Jan / 2020
Chicago, IL

Focused on healthcare administration and patient management systems.

SKILLS

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|------------------------|----------------------------------|-------------------------------------|----------------------------|
| Healthcare Regulations | Advanced Microsoft Office Skills | Electronic Health Record Management | Patient Management Systems |
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ACHIEVEMENTS

- Successfully reduced referral processing time by 30% through improved workflow procedures.
- Achieved a 95% authorization approval rate by meticulously verifying insurance requirements.
- Implemented a tracking system that improved follow-up on referrals by 40%.