



JOB DESCRIPTION

Referral Center Trainer

REPORTS TO: Director of Billing Services

EDUCATION: High School Diploma or equivalent. College hours preferred

SKILLS: Technical abilities to absorb complex concepts and communicate them to a non-technical audience. Demonstrate creative problem-solving approach and strong analytical skills. Knowledge of EPIC software (preferred). Knowledge of ICD-10/CPT coding, medical office billing and referrals/authorizations processes, federal/state/local financial assistance programs, strong interpersonal, oral and written communication skills, excellent telephone and customer service skills.

PHYSICAL AND MENTAL REQUIREMENTS: See reverse

PRIMARY DUTIES

- Coordinate with Director of Billing Services and Referral Center Coordinator in resolving issues, implementing new workflows and prioritization of projects
- Provide primary training to end users including creating and updating training materials as needed
- Act as a primary support contact for the Referral Center Staff in troubleshooting problems and questions from end users
- Understand the choices involved in the Referral WQ software application configuration
- Investigate end users' issues to promote knowledge of software
- Analyze business operations as they relate to build decisions and training end users
- Assist with prioritizing and implementing requested changes to the system
- Analyze new functionality in each software release to determine how it should be used in coordination with Referral Center Coordinator and the Director of Billing Services
- Serve as a liaison between end users, Referral Center Coordinator, Director of Billing Services and Epic implementation staff
- Maintain regular communication with Epic Representatives as needed
- Work with report writers to ensure that the application has the necessary reports
- Possess a deep understanding of the organization and users in the Referral application
- Possess the ability to lead meetings, prioritize, troubleshoot, maintain issues lists, and manage a project plan
- Possess the ability and interest to learn the software and increase their knowledge over time
- Eager to learn the system and promote it within the organization
- Able to manage multiple priorities and manage stress appropriately
- Communicates appropriately and clearly with a pleasant and professional manner to all
- Demonstrates excellent judgment in handling situations not covered by written or verbal instructions
- Demonstrates a commitment to the mission, core values, and goals of Waco Family Medicine and its healthcare delivery including the ability to deliver exceptional patient focus with quality, compassion, and respect

TRAVEL, TRAINING AND CERTIFICATIONS

- May require some travel, including trips to Epic (Madison, WI) for training or other conferences as needed
- Referral Application Trainers gain in-depth knowledge of the software by attending training at Epic and completing application certification projects and tests; recommended, but not required.

OTHER DUTIES

- Assist other WFM staff with Referrals/Authorizations understanding and questions
- Provide backup support for Referral staff as needed
- Other duties as assigned

PHYSICAL AND MENTAL REQUIREMENTS

- Visual and auditory accuracy
- Shift length – 8 hours
- Indoor setting
- Continuous use of computer, calculator
- Long periods of sitting and walking
- Frequent use of telephone
- Frequent use of stepladder
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, standing, squatting, bending, kneeling, twisting and climbing
- Occasional carrying, lifting, pushing and pulling of up to 10 Lbs
- Infrequent use of personal transportation
- Working in a frequently noise environment
- Continuously working in a tight area
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

10/12/2022