RACHEL GOLDBERG

REFERRAL COORDINATOR

CONTACT

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SKILLS

- Referral Management
- Prior Authorization
- Insurance Verification
- Medical Terminology
- HIPAA Regulations
- Epic
- Microsoft Excel
- Outlook
- Customer Service
- Attention to Detail

EDUCATION

Associate of Science

05/2021

Sacramento City College

Sacramento, CA

Medical Office Administration

SUMMARY

Referral coordinator with 5 years in medical offices, now handling outgoing specialist referrals for 14 primary care providers at a Sacramento multi-specialty group. Owns referral management, prior authorization and insurance verification in Epic for HMO, PPO and Medi-Cal plans, and keeps patients informed at each step. Follows HIPAA regulations closely, with strong attention to detail.

EXPERIENCE

Referral Coordinator

09/2023 - Present

Capitol Valley Medical Group — Sacramento, CA

Multi-specialty medical group with 40 providers and 6 clinics.

- Process **450** outgoing referrals a month to cardiology, imaging, GI and other specialists, most within 3 business days.
- Secure prior authorization from HMO and Medi-Cal plans, raising first-pass approvals from 84% to 93%.
- Track pending and denied referrals in an Epic work queue and a Microsoft Excel log, closing 98% within 30 days.
- Contact 60 patients a week with appointment details and send Outlook and fax updates to specialist offices.

Medical Receptionist

02/2022 - 08/2023

Land Park Pediatrics — Sacramento, CA

Pediatric practice with 6 providers.

- Checked in **80** patients a day and verified coverage, including Medi-Cal managed care plans.
- Handled 110 calls a day with patient customer service, passing urgent questions to the triage nurse in correct medical terminology.
- Replaced paper sign-in sheets with tablets to meet HIPAA regulations at the front desk.
- Arranged about 20 vaccine clinic visits a day during flu season.

Office Assistant

06/2021 - 01/2022

Natomas Family Dental — Sacramento, CA

General dentistry office with 3 dentists.

- Reminded **60** patients a day of upcoming visits by phone and text, cutting no-shows to 6%.
- Processed dental insurance claims for about 25 visits a day.
- Indexed X-rays and insurance forms into patient charts.