San Pasqual Economic Development Corporation
Job Vacancy

Position Title: Purchased/Referred Care Coordinator	**Posting Date: 10/22/2026**
Position Reports to: Clinic Administrator/Health Director	**Employment Category: Full-Time/Non-Exempt**
Salary: Commensurate with Experience	**Closing Date: Until Filled**

POSITION SUMMARY

The Purchased/Referred Care (PRC) Coordinator is responsible for administering and coordinating the Purchased/Referred Care Program for the San Pasqual Health Clinic in accordance with Indian Health Service (IHS) regulations, Tribal policies, federal guidelines, and applicable funding requirements. This position is responsible for determining eligibility, coordinating and processing medical referrals, manages PRC budgets, processes medical claims, coordinates specialty care services, and serves as the primary liaison between patients, healthcare providers, and funding agencies.

The PRC Coordinator ensures eligible patients receive medically necessary healthcare services not available through direct care services while maintaining compliance with all PRC regulations and program requirements.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Administers the Purchased/Referred Care (PRC) Program in accordance with Indian Health Service (IHS) regulations, applicable federal guidelines, Tribal policies, and program funding requirements.
- Reviews and verifies patient eligibility, including applicable residency and other PRC eligibility requirements.
- Determines eligibility for PRC coverage and authorizations in accordance with established program guidelines.
- Maintains accurate and confidential patient records, eligibility documentation, and program information.
- Provides patients with information regarding PRC policies, eligibility requirements, and procedures.
- Monitors program activities to ensure compliance with applicable federal, state, and Tribal requirements.
- Receives, reviews, and processes medical referrals submitted by healthcare providers.
- Verifies required medical documentation, applicable medical priority criteria, and available funding before processing referrals for authorization.
- Coordinates specialty care appointments, diagnostic testing, hospital services, and other medically necessary healthcare services not available through the Clinic.

- Processes and prioritizes referrals in accordance with established PRC medical priority guidelines and authorization procedures.
- Tracks referral status, authorizations, and follow-up care to ensure timely coordination of services.
- Communicates with healthcare providers and patients regarding referral requirements, authorization status, and necessary documentation.
- Reviews, processes, and reconciles medical invoices and claims for authorized PRC services.
- Verifies billing accuracy, completeness, eligibility, and supporting documentation before submitting claims for payment.
- Coordinates the timely processing and payment of approved medical claims in accordance with established procedures.
- Communicates with healthcare providers, insurance carriers, and billing departments to resolve billing questions and discrepancies.
- Reviews denied or disputed claims and assists with resolving billing and payment issues.
- Maintains accurate records of claims, payments, adjustments, and outstanding balances.
- Monitors PRC expenditures, available funding, and program budget allocations.
- Tracks authorized referrals, outstanding financial commitments, and claims against available program funds.
- Prepares monthly financial reports reflecting program expenditures, utilization, and available funding.
- Assists with annual budget development, financial planning, and expenditure forecasting.
- Maintains accurate financial records and supporting documentation for audits, reporting, and program accountability.
- Identifies potential funding limitations and communicates budget concerns to appropriate Clinic leadership.
- Educates patients regarding PRC eligibility requirements, covered services, referral procedures, and program limitations.
- Assists patients in navigating referral, authorization, and claims processes.
- Communicates PRC eligibility and authorization decisions, including applicable appeal rights and procedures.
- Assists patients with identifying alternate healthcare resources and coverage options when appropriate.
- Responds to patient inquiries, concerns, and requests for assistance in a professional, courteous, and timely manner.
- Maintains patient confidentiality and protects sensitive health information in accordance with applicable laws and Tribal policies.
- Ensures compliance with applicable IHS regulations, HIPAA privacy and security requirements, Tribal policies, and program funding guidelines.
- Prepares and submits required monthly, quarterly, and annual program reports.
- Participates in internal and external audits, compliance reviews, and program evaluations.
- Maintains complete, accurate, and organized program records, authorizations, claims, and supporting documentation.
- Identifies potential compliance concerns and reports issues to appropriate Clinic leadership.
- Assists with implementing program improvements and maintaining established policies and procedures.
- Establishes and maintains effective working relationships with healthcare providers, hospitals, specialists, insurance carriers, and community organizations.
- Coordinates with IHS facilities, Tribal health programs, outside medical providers, and other healthcare resources to facilitate patient services.

- Serves as a liaison between patients, healthcare providers, funding agencies, and Clinic personnel regarding PRC services.
- Participates in community outreach and patient education activities related to PRC services and eligibility.
- Attends meetings, conferences, and training to maintain current knowledge of PRC regulations, policies, and program requirements.

Note: Nothing in this job posting restricts management's right to assign or reassign applicable duties and responsibilities for this position at any time.

QUALIFICATIONS, SKILLS, AND EXPERIENCE

REQUIRED EDUCATION AND EXPERIENCE:

- Associate's degree in healthcare administration, public health, business administration or a closely related field.
- Minimum of two (2) years of related experience in healthcare administration, medical billing, patient services, insurance coordination, or PRC program experience.
- Must possess a valid state driver's license.
- Must successfully pass a comprehensive background investigation, including a Public Law 101-630 background investigation, as applicable, and pre-employment and random drug testing in accordance with Tribal policy.

REQUIRED KNOWLEDGE, SKILLS, AND COMPETENCIES

- Knowledge of Purchased/Referred Care (PRC) program policies, eligibility requirements, referral procedures, and authorization processes.
- Knowledge of Indian Health Service (IHS) regulations, applicable federal guidelines, and Tribal healthcare program requirements.
- Knowledge of medical terminology, healthcare billing, claims processing, and reimbursement procedures.
- Knowledge of healthcare insurance programs, including Medicare, Medi-Cal, and other applicable third-party coverage resources.
- Knowledge of patient privacy and confidentiality requirements, including HIPAA and established San Pasqual Health Clinic policies and procedures.
- Ability to review and verify patient eligibility, residency requirements, medical referral documentation, and supporting information for accuracy and completeness.
- Ability to interpret and apply established PRC eligibility criteria, medical priority guidelines, and authorization procedures.
- Ability to review medical claims, identify billing discrepancies, and coordinate resolution with healthcare providers and insurance carriers.
- Ability to monitor program expenditures, maintain accurate financial records, and prepare reports.
- Ability to maintain accurate, complete, organized, and confidential patient records, referral documentation, authorizations, and claims.
- Ability to operate electronic health record (EHR) systems, Microsoft Office applications, and standard office equipment.
- Strong organizational skills, attention to detail, and ability to manage multiple priorities and meet established deadlines.

- Excellent verbal and written communication skills, with the ability to communicate effectively with patients, families, healthcare providers, insurance carriers, government agencies, and Clinic personnel.
- Ability to explain PRC eligibility requirements, referral procedures, authorization decisions, and program guidelines clearly and professionally.
- Ability to exercise sound judgment, maintain confidentiality, and resolve patient eligibility, referral, and billing concerns professionally.
- Ability to provide professional, compassionate, and culturally sensitive services to patients from diverse backgrounds.
- Ability to work independently and collaboratively with healthcare providers, administrative personnel, and community organizations.

PREFERRED KNOWLEDGE, SKILLS, AND COMPETENCIES:

- Previous experience administering or coordinating a Purchased/Referred Care (PRC) Program.
- Experience working in a Tribal healthcare facility, Indian Health Service (IHS) facility, community health clinic, or outpatient healthcare setting.
- Experience with third-party billing, medical claims processing, and healthcare reimbursement systems.
- Experience utilizing Resource and Patient Management System (RPMS), electronic health record (EHR) systems, or other healthcare management systems.
- Knowledge of Native American cultures and culturally appropriate healthcare delivery.
- Experience coordinating medical referrals, specialty care services, and healthcare authorizations.
- Experience with healthcare program budgeting, expenditure tracking, and financial reporting.

WORK ENVIRONMENT

- Work is primarily performed in a healthcare clinic and administrative office setting.
- Requires frequent interaction with patients, families, healthcare providers, government agencies, and other clinic personnel.
- May be exposed to infectious diseases, bloodborne pathogens, airborne particles, cleaning chemicals, and other potential workplace hazards.
- May encounter emotionally stressful situations and patients experiencing financial hardship, medical concerns, or emotional distress.
- Must follow established safety protocols, infection prevention and control procedures, and proper use of personal protective equipment (PPE), as applicable.
- The noise level in the work environment is generally moderate.

PHYSICAL REQUIREMENTS

- Must be able to stand, walk, and sit for extended periods of time.
- Must be able to frequently use hands and fingers to operate computers, keyboards, telephones, and other standard office equipment.
- Must be able to occasionally bend, stoop, kneel, crouch, and reach with hands and arms.
- Must be able to occasionally lift and/or move up to twenty-five (25) pounds, with or without reasonable accommodation.
- Must have sufficient visual ability to read patient records, insurance documents, eligibility forms, and computer screens accurately.

Individuals interested in applying for this position may submit their resume by email to hr@sanpasqualtribe.org or apply in person at 16400 Kumeyaay Way, Valley Center, CA 92082.

In accordance with the San Pasqual Band of Mission Indians' Policies and Procedures, preference in hiring, transfers, and promotions shall be given to qualified applicants in the following order: 1. San Pasqual Band of Mission Indians Tribal Members. 2. Spouse of an enrolled Tribal Member who contributes to the household 3. San Pasqual Band of Mission Indians Lineal Descendants. 4. Other Native Americans 5. Non-Native Americans