



*Republic of Palau*  
**SOCIAL SECURITY ADMINISTRATION**

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## **IN-HOUSE VACANCY ANNOUNCEMENT**

**Job Title :** HCF Medical Referral Coordinator (Palau)  
**Opening Date :** May 06, 2025  
**Deadline :** May 20, 2025  
**Starting Salary:** \$16,000–\$20,000 Annually and/or depending on qualifications and experiences  
**Grade :** 10 to 14  
**Report To :** HCF Manager  
**Summary :** The principal duties and responsibility of this position is to coordinate Palau medical referral cases. Duties include maintaining and monitoring approved cases from MRC and provide all logistical support to ensure patient safety to providers outside of Palau. Ensure NHI coverage is provide with specific medical information in support of coverage including any specific clinical information to specialist as well as other pertinent information required by the provider. Responsible for organizing all logistical issues for patients while under medical treatment, including all protocols, interfacing and communicating with other staff, medical providers or facilities.

**Essential Duties & Responsibilities:** **Detail is available upon request**

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must be well organized and able to manage appointment schedules for multiple patients and doctors. Must have good communication skills to liaise between patients and the medical care provider. Must be compassionate and willing to help others. Must be able to work flexible hours including evenings, weekends and holidays.

### **Education & Experience:**

Must have at least four years degree in Office Administration and related field or equivalent work experience. Must be computer literate with knowledge of excel, word, and other related office software. Must have good verbal and writing skills in English. Experience in the healthcare industry is preferred.

**Applicants must include a Resume, Certificates and Identification/Licenses.**

Applications are to be addressed to: **HCF Medical Referral Coordinator (Palau)**

**Attn: Mr. Clinton O. Ngemaes, Administrator  
Social Security Administration  
P. O. Box 679  
Koror, Palau PW 96940**

You may contact us via email to [administration@ropssa.pw](mailto:administration@ropssa.pw).

## **JOB TITLE: HCF Medical Referral Coordinator (Palau)**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following and other duties may be assigned:

- 1 Maintain ongoing tracking and appropriate documentation on all approved medical referrals for off-island care;
- 2 Ensure complete and accurate medical referral case file including patient certificate of approval and medical evacuation documents for airfare purchase;
- 3 Provide Utilization Reviewer necessary documents to determine benefit coverage and clearance for additional funding through certificate of approval;
- 4 Assemble information concerning patient's clinical background, financial information and all other documents required for traveling/evacuation ;
- 5 Review details and expectations about the referral with patients through briefings;
- 6 Educate the referral patients on their insurance coverage and benefits including insurance limitations and exclusions.
- 7 Liaise between Medical Referral Committee staff and patient to ensure that any specific documentation as requested by the Provider is submitted and actioned in an effective manner;
- 8 Coordinate with HCF team outside of Palau to receive patients accordingly;
- 9 Maintain a constant and open communication with the Utilization Reviewer and medical referral patients including HCF team outside of Palau for duration of patient care;
- 10 Liaise between HCF Utilization Reviewer and Provider for patient discharge summary in preparation for exit interviews and submission of exit documents to referring physician;
- 11 Maintain good working relationship associated with HCF partners not limited to MRC, ROP SSA, Private Clinics, Embassies and others;
- 12 Perform other tasks as assigned by HCF Manager or SSA Administrator;