



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Switchboard/Patient Care Coordinator
Lummi Tribal Health Center (LTHC)

****Revised****

OPEN: October 7, 2019

EXEMPT: No

SALARY: (5) \$14.35-\$16.07 p/h DOE

SHIFT: Day

LOCATION: LTHC

DURATION: Regular Full-Time

CLOSES: October 14, 2019

JOB CODE:

DIVISION: LTHC

DEPARTMENT: LTHC Administration

SUPERVISOR: Patient Relations Manager

VACANCIES: 1

JOB SUMMARY: The patient care coordinator is the first point of contact at the Lummi Tribal Health Center and is responsible to provide excellent customer skills to patients while working to coordinate, schedule and register patients for their clinic appointment. The position will also assist patients in navigating appropriate healthcare resources within the clinic including medical benefits, health transportation, contract health services and public health.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Member of team dedicated to the coordination of Patient Care throughout LTHC and to outside vendors including insurances and service providers.
2. Interview patients to obtain up to date information (i.e. health insurance, phone number, address, etc.).
3. Assist in the screening and referral of potential Medicaid and Medicare patients to Client Outreach Worker/Tribal Assistor.
4. Provide patients with information on alternate health coverage that is available to them.
5. Obtain information needed to determine eligibility of patients seeking health care by requesting documented proof of Indian ancestry and/or tribal membership (i.e. tribal enrollment card, certified certificate of Indian blood, etc.) according to CHS guidelines
6. Obtain signatures for file on required form for alternate resources and CHS prior to patients being seen in the clinics for billing purpose and/or CHS eligibility.
7. Maintain, input, update and verify all alternate resources data necessary for patient registration and for accurate billing through the use of the RPMS patient registration system.
8. Make corrections as necessary to improve the patient registration system.
9. Collect third party recipient health cards, obtains photocopies of the card and verifies coverage.
10. Provide patients with information on outside services not available at clinic.

11. Interview, screen and schedule appointments for medical, and specialty clinics. Schedules follow-up appointments and procedures accurately/concisely according to physician's preference.
12. Respond to patient phone request within 24 hours to verify appointment scheduled.
13. Interview patients to obtain information to better find the appropriate scheduling time.
14. Assist patients with filling out of "Release of Information" forms, and release medical records in accordance with the Privacy Act, the Freedom of Information Act and Health Insurance Portability and Accountability Act (HIPAA).

MINIMUM QUALIFICATIONS:

- High School diploma or GED
- 1 year of experience working in a medical office or medical office administration, *preferred*
OR
- 3 years office experience, *required*
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to work in a fast paced medical office setting.
- Ability to work independently using approved policies.
- Knowledge and experience of medical office functions, policies and procedures.
- Skill in Data Entry
- Ability to accurately enter patient data into a computer system, organizational and clerical skills.
- Skill in using Microsoft Office software applications.
- Excellent communication skills; both verbally and in writing.
- Excellent customer service skills.
- Working knowledge of Medicaid policies and guidelines.
- Ability to remain neutral and utilize established grievance policy and procedures when patient/staff conflicts arise.
- Knowledge of medical terminology preferred.
- Knowledge and experience in the use of RPMS application preferred.
- Ability to maintain good working relationship with supervisor and other LTHC employees.
- Ability to maintain strong work ethics including attendance and punctuality.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.
- Must acquire HIPAA training, and comply with confidentiality regulations, willing to train within 90 days of hire.
- Ability to pass a Tuberculosis test and other required requests to work within a healthcare facility.
- Must acquire knowledge of eligibility requirements of the Lummi Tribal Health Center (willing to train within 90 days of hire).

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.