



# 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:** MCH Patient Care Coordinator/WIC Receptionist

**\*\*Re-Advertise\*\***

**OPEN:** November 8, 2019

**EXEMPT:** No

**SALARY:** (5) \$14.35-\$16.07 per hour DOE

**SHIFT:** Day

**LOCATION:** Lummi Tribal Health Center

**DURATION:** Regular Full-time

**CLOSES:** November 18, 2019

**JOB CODE:**

**DIVISION:** Health and Human Services

**DEPARTMENT:** LTHC Administration

**SUPERVISOR:** Patient Relations Manager

**VACANCIES:** 1

**JOB SUMMARY:** The WIC/MCH receptionist pre-certifies WIC clients, schedules WIC appointments, and assists WIC families with obtaining monthly vouchers; informs clients about qualifying benefits and other services available. Directs clients to appropriate LTHC departments for; registration, health care applications, and social services. As a receptionist, this position schedules well-child check-ups, appointments, and does other clerical duties as needed by department. Works under the supervision of the Patient Relations Manager

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

1. Sets up appointments for MCH/WIC clients for well-child check-ups, WIC recertification, and assists in WIC card pick-ups.
2. Assist to issue WIC benefits, informs patients on voucher process, and gives out informational pamphlets on WIC product and service locations.
3. Mails out reminders for well-child appointments on a weekly basis.
4. Maintains WIC Participant files as required per state guidelines.
5. Responsible to obtain accurate intake information at every visit including demographic information and insurance information; will make appropriate referrals to the tribal assister when needed.
6. Provides excellent customer service and adheres to the highest standards of patient confidentiality and professionalism.
7. Greets patients warmly, inquires about relevant health information, and schedules patients into appointments appropriately.
8. Provide patients with information on alternate health coverage that is available to them.
9. Obtain information needed to determine eligibility for services 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.
10. Obtain signatures for file, on required form, for alternate resources and CHS prior to patients being seen in the clinic for billing purpose and/or CHS eligibility.
11. 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.

12. Make corrections as necessary to improve the patient registration system.
13. Collect third party recipient health cards, obtain photocopies of the card and verifies coverage.
14. Schedule medical appointments for patients with outside providers per referral from physician/provider within the RPMS RCIS system.
15. Provide patients with information on outside services not available at clinic.
16. Interview, screen and schedule appointments and procedures accurately/concisely according to physician's preference.
17. Respond to patient phone request within 24 hours to verify appointment scheduled.
18. Assist patients with filling out "Release of Information" forms, and release medical information in accordance with the Privacy Act, the Freedom of Information Act and Health Insurance Portability and Accountability Act (HIPAA).
19. Provides back up to all PCC positions when assigned

**MINIMUM QUALIFICATIONS:**

- High school diploma or GED
- 3 years of office experience, preferably in a medical setting
- Willing to complete appropriate WIC training program within 90 days of hire.
- Lummi/Native American/Veteran preference policy applies.

**KNOWLEDGE, ABILITIES AND SKILLS:**

- Ability to work well with patients, families, and other staff.
- Demonstrate knowledge of WIC guidelines and processes to assist WIC certification.
- Ability to multi-task, be organized, and execute a wide variety of job tasks.
- Ability to work in WIC state computer system for vouchers and data.
- Demonstrate knowledge of income related benefits or program available for qualifying clients and patients.
- Demonstrate knowledge of community related resources and programs beneficial for clients.
- Must be skilled at dealing with difficult clients or stressful situations.
- Demonstrate ability to maintain client confidentiality and privacy per HIPAA guidelines as well as relating to CPS and Children Services related issues.
- Must maintain strict confidentiality at all times.
- Knowledge of office procedures and practices, RPMS system, and Window Applications.

**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.
- HIPAA compliance
- Adherence to LTHC policies and procedures.

**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](mailto: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.