



# 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:** Patient Care Coordinator Lead

**OPEN:** April 6, 2021

**EXEMPT:** Yes

**SALARY:** (7) \$18.97-\$21.25 p/h DOE

**SHIFT:** Day

**LOCATION:** LTHC

**DURATION:** Regular Full-Time

**CLOSES:** April 12, 2021

**JOB CODE:**

**DIVISION:** Health & Human Services

**DEPARTMENT:** LTHC Administration

**SUPERVISOR:** Medical Records Supervisor

**VACANCIES:** 1

**JOB SUMMARY:** The Patient Care Coordinator (PCC) Lead will serve as one of the first point of contacts 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. The PCC Lead will provide guidance to the other PCC's working the front medical office.

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

1. Lead member of the 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 patients to a Tribal Assistor for sign up of health insurance if needed
4. 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.).
5. Obtain signatures for patient's annual update on required forms for alternate resources and billing purposes.
6. 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. Electronic health record.
7. Make corrections as necessary to improve the patient registration system.
8. Provide patients with information on outside services not available at clinic as needed.
9. Interview, screen and schedule appointments for medical, and specialty clinics. Schedules follow-up appointments and procedures accurately/concisely according to physician's preference.

10. Make appointment call reminders within 24 hours of a scheduled appointment to confirm.
11. Assist patients with completing required forms as needed.
12. Address general complaints and matters that arise in the front medical office
13. Other duties as assigned

**MINIMUM QUALIFICATIONS:**

- High School Diploma or GED
- 3 year working of medical office experience
- 7 years' experience in administrative experience
- Experience working with AI/AN communities *preferred*
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

**KNOWLEDGE, ABILITIES AND SKILLS:**

- Independent and critical thinker.
- Ability to work well with a variety of personalities
- Dependable and reliable
- Demonstrate ability to make mature judgment with sensitive situations
- Knowledge and application of confidentiality and HIPAA regulations
- Preferred knowledge of Medicaid and Medical insurance coverage policies and guidelines
- Ability to work in a fast-paced medical office setting.
- Skill in using Microsoft Office software applications.
- Excellent communication skills; both verbally and in writing.
- Excellent customer service skills.
- Ability to remain neutral and utilize established grievance policy and procedures when patient/staff conflicts arise.
- Knowledge of medical terminology.

**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.

**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.