



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)

OPEN: January 10, 2022

EXEMPT: No

SALARY: (7) \$18.97-\$21.21/hr.

SHIFT: Day

LOCATION: Lummi Tribal Health Center

DURATION: Regular Full-Time

CLOSES: January 24, 2022

JOB CODE:

DIVISION: LTHC

DEPARTMENT: LTHC

SUPERVISOR: Medical Records Supervisor

VACANCIES: 1

JOB SUMMARY: Provide coordination of patient care through registration, referral, and scheduling services, which are key points of interaction with patients. Position will primarily answer switchboard and at times perform patient registration duties and other administrative duties as assigned.

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

1. Answer multi-line switchboard and route calls to appropriate staff/department.
2. Responsible to obtain accurate intake information at every visit including demographic information and insurance information; will make appropriate referrals to Tribal Assister when needed.
3. Provides excellent customer service and adheres to the highest standards of patient confidentiality and professionalism.
4. Greets patients warmly, inquires about relevant health information, and schedules patients into appointments appropriately.
5. Provide patients with information on alternate health coverage that is available to them.
6. 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.
7. 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.
8. 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.
9. Make corrections as necessary to improve the patient registration system.
10. Collect third party recipient health cards, obtain photocopies of the card and verifies coverage.
11. Schedule medical appointments for patients with outside providers per referral from physician/provider within the RPMS RCIS system.
12. Provide patients with information on outside services not available at clinic.

13. Interview, screen and schedule appointments and procedures accurately/concisely according to physician's preference.
14. Respond to patient phone request within 24 hours to verify appointment scheduled.
15. Assist patients with filling out of "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).

MINIMUM QUALIFICATIONS:

- High School diploma or GED required AND 5 years of experience working in a healthcare setting *OR*;
- AA Degree AND 3 years office experience
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to work in an office setting, prefer medical office.
- Ability to work independently using approved policies.
- Knowledge and experience of Business Office functions, policies, and procedures.
- Skilled in Data Entry; possess excellent organizational and clerical skills.
- Skilled using Microsoft Office software applications.
- Possess good communication skills; verbally and in writing.
- Possess excellent customer service skills.
- 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 and experience with ICD and CPT codes 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 pass a Tuberculosis test and other required requests to work within a healthcare facility.
- Must acquire HIPAA training and comply with confidentiality regulations (willing to train within 90 days of hire).
- Must acquire knowledge of eligibility requirements of the Lummi Tribal Health Center (willing to train within 90 days of hire).
- Must be fully vaccinated for COVID-19 including two (2) doses of a 2-dose series, or one (1) dose of a 1-dose series, plus 14 days beyond the final dose prior to the start date.

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.

