



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- General
Lummi Tribal Health Center (LTHC)

OPEN: January 17, 2022

CLOSES: January 26, 2022

EXEMPT: No

JOB CODE:

SALARY: (6/7) \$16.50-\$21.25/hr. DOE

DIVISION: Health & Human Services

SHIFT: Day/Flexible

DEPARTMENT: LTHC-Administration

LOCATION: LTHC

SUPERVISOR: Medical Records Supervisor

DURATION: Regular Full-time

VACANCIES:1

JOB SUMMARY: The patient care coordinator is 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. This position will generally perform all Patient Care Coordinator duties that include; answering phones, scheduling, admissions, insurance verifications and demographic updates. Primary location will be Medical front desk but periodically as needed in Pediatrics, Physical Therapy and Dental. 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. Checking patients in for medical appointments
2. Assist and direct patients appropriately
3. Serve as back up to interview, screen, and schedule appointments and specialty clinics. Schedules follow-up appointments and procedures accurately/concise according to physician's preference as needed
4. Responsible for making appointment reminder calls to patients within 24 hours to verify appointment scheduled as needed.
5. Interview patients to obtain information to better find the appropriate scheduling time as needed and assist the patient to meet their needs
6. Serve as back up to answer the main clinic multi line and assist caller with appointments, medication refill, transportation, general questions, etc.
7. Responsible to obtain, verify and scan accurate intake of information demographic and insurance at every visit for eligibility of Direct Care and Purchased and Referred Care (PRC) Documents which include the following.

- Current Annual Update
 - Copy of Photo Identification
 - Proof of Tribal Enrollment
 - Copy of Insurance Card
 - Copy of Social Security Card
 - Proof of Address
 - Birth Certificate
 - Guardianship documentation (if needed)
8. Provides excellent customer service and adheres to the highest standards of patient confidentiality and professionalism. Adheres to HIPPA guidelines
 9. Obtain signatures for file on all required forms for billing purpose and/or PRC eligibility.
 10. Make corrections as necessary to improve the patient registration system.
 11. Provide patients with information on outside services not available at clinic.
 12. Assist patients with filling out any required forms.
 13. Other duties as assigned

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 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).
- 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.