



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-Physical Therapy

OPEN: April 22, 2024

CLOSES: May 6, 2024

EXEMPT: No

JOB CODE:

SALARY: (7) \$20.07-\$22.60/hr. DOE

DIVISION: LTHC

SHIFT: Day/Flexible

DEPARTMENT: LTHC Medical Records

LOCATION: LTHC

SUPERVISOR: PCC 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 clinical appointments. This Position maintains Electronic health records, performs administrative functions, including reception, scheduling, answering phone calls, and general office duties.

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

1. Adheres to and supports the mission, purpose, objectives, policies, and procedures of the practice.
2. Adheres to the HIPAA Compliance Plan and the Privacy Standards Confidentiality Agreement.
3. Greets patients immediately and provides excellent customer service.
4. Checking patients in for any appointment at Lummi Tribal Health Center verifying demographic information and insurance.
5. 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)
6. Obtain patient signatures on all required forms for billing purposes and/or PRC eligibility.
7. Obtain patient photo within EPIC for patient accuracy.
8. Responsible for attaching referrals to specialty visits to include Physical Therapy, Rheumatology, Behavioral Health, and Nutrition.
9. Assist Patients with the RTLS badging system.
10. Assist and direct patients appropriately to exam room or with general information.

11. Checks patients out and schedules follow-up appointments and procedures accurately/concisely according to physician's preference as needed.
12. Responsible for making appointment reminder calls to patients within 24 hours utilizing Artera Well texting app.
13. Interview patients to obtain information to better find the appropriate scheduling time as needed and assist the patient preferences.
14. Responsible for the main clinic multi line telephone system and assists patients with appointments, medication refill, transportation, general questions, etc.
15. Handles patient calls and effectively manages clinical schedules.
16. Provides PCC service to all areas of the Lummi Tribal Health Center to include Medical, Physical Therapy, Behavioral Health, Pediatric, Psychiatry and Dental.
17. Make corrections as necessary to improve the patient registration system.
18. Provide patients with information on outside services not available at the clinic.
19. Assist patients with filling out any required forms.
20. Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High school graduation or GED.
- 3 years office experience, *required OR*
- 1 year of experience working in a medical office or medical administration *preferred*.
- Must possess a valid Washington State Driver's License and meet eligibility requirements for tribal insurance.
- Experience with Electronic Health Record system EPIC *preferred*.
- 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 and as part of an interdisciplinary medical team using approved policies.
- Knowledge and experience of Business Office functions, policies, and procedures.
- Skilled in Data Entry; possess excellent organization and clerical skills.
- Skilled using Microsoft Office software applications.
- Possess strong 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 conflict arises.
- Knowledge of medical terminology and experience with ICD and CPT code preferred.
- Knowledge and experience in the use of EPIC application preferred.
- Ability to maintain good working relationships with Supervisor and other LTHC employees.
- Ability to maintain strict confidentiality at all times.
- Strong work ethic and dependability.

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 request 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 Care (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.