



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
Lummi Nation Health Center

OPEN: May 30, 2024

EXEMPT: No

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

SHIFT: Day/Flexible

LOCATION: LNHC/School/Varies

DURATION: Regular Full-time

CLOSES: June 13, 2024

JOB CODE:

DIVISION: Health & Human Services

DEPARTMENT: LNHC Administration

SUPERVISOR: PCC Supervisor

VACANCIES: 1

JOB SUMMARY: The patient care coordinator is one of the first point of contacts at the Lummi Nation 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 primary responsibility of this position is patient check-in for adult medical appointments. 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. Adheres to and supports the mission, purpose, objectives, policies, and procedures of the practice.
2. Adheres to the HIPPA 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 Nation 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. Assist patients with knowledge of Mychart features and benefits.
9. Responsible for attaching referrals to specialty visits to include Physical Therapy, Rheumatology, Behavioral Health, and Nutrition.
10. Assist Patients with the RTLS badging system.
11. Assist and direct patients appropriately to exam room or with general information.
12. Checks patients out and schedules follow-up appointments and procedures accurately/concisely according to physician's preference as needed.
13. Responsible for making appointment reminder calls to patients within 24 hours utilizing Artera Well texting app.
14. Interview patients to obtain information to better find the appropriate scheduling time as needed and assist the patient preferences.
15. Responsible for the main clinic multi line telephone system and assists patients with appointments, medication refill, transportation, general questions, etc.
16. Handles patient calls and effectively manages clinical schedules.
17. Provides PCC service to all areas of the Lummi Nation Health Center to include Medical, Physical Therapy, Behavioral Health, Pediatric, Psychiatry and Dental.
18. Make corrections as necessary to improve the patient registration system.
19. Provide patients with information on outside services not available at the clinic.
20. Assist patients with filling out any required forms.
21. Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High School diploma or GED required AND 5 years of experience working in a healthcare setting *OR*; - ***Preferred***
- AA Degree AND 3 years office experience - ***Preferred***
- 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 Nation Health Center (willing to train within 90 days of hire).

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.