



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: Administrative Assistant III/Patient Care Coordinator
Behavioral Health (BH)
Health & Human Services (HHS)

OPEN: June 12, 2024

CLOSES: June 27, 2024

EXEMPT: No

JOB CODE:

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

DIVISION: Behavioral Health

SHIFT: Day

DEPARTMENT: Behavioral Health

LOCATION: Behavioral Health

SUPERVISOR: BH Executive Assistant

DURATION: Regular Full-Time

VACANCIES: 1

JOB SUMMARY: The Administrative Assistant/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 appointments. 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 Behavioral Health Department and 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. The incumbent will perform general administrative and clerical support services to the BH Division and coordinate with the BH Administrator, Director, Manager and Grant Directors to ensure BH operations support client services. Admin Assistant III will work directly with Behavioral Health Administrator, Clinical Manager and Director in managing the provisions of outpatient services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; 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/concisely 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. Maintain the front reception desk area and the client seating area. Organize reading materials, files, and supplies. Make sure notices on the bulletin board are current and water dispenser is supplied with water and cups.
13. Prepare, Process, and route administrative paperwork for the BH staff i.e., client referrals, mail, reports, and personnel forms in coordination with management.
14. Provide support for periodic meetings for the BH staff i.e., securing space, making copies for attendees, and ensuring appropriate supplies are available.
15. Gather staff timecards for management's signature.
16. Ensure that office supplies, copy paper, and ink cartridges are available at all times.
17. Other duties as assigned.

MINIMUM QUALIFICATIONS:

- AA degree *preferred*. High school diploma or GED *required*.
- 1 year of successful work experience in an office setting.
- 2 years work experience with Native American communities and/or organizations *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:

- Ability to maintain strong work ethic including attendance and punctuality.
- Must demonstrate professionalism and conduct themselves as a positive role model.
- Ability to manage and organize large volumes of information and maintain a manual and/or electronic filing system(s) for employee files, patient files and scheduling.
- Ability to clearly and effectively communicate with a diverse population in different formats (email, telephone, letters, etc.).
- Must have the ability to summarize information verbally and in writing when required. Knowledge and understanding of the Medicaid, private insurance, employee insurance and the special provisions in the Affordable Care Act regarding American Indian/Alaska Natives.
- Ability to establish and maintain effective working relationships with all levels of staff and vendors.
- Ability to work independently and multi-task as needed.
- Skill at entering data into multiple software programs (Moonwalk, RPMS, EPIC).

- Ability to maintain attention to detail and accuracy.
- Proficient with personal computer and have knowledge of software programs including: Office 365 (Microsoft Outlook, Microsoft Word, Microsoft Excel, and PowerPoint)
- Perform miscellaneous job-related duties as assigned.
- Ability to remain neutral and utilize established grievance policy and procedures when patient/staff conflicts arise.
- Participates in the effective social service process.
- Understanding of HIPAA requirements and the ability to maintain confidentiality of records and information. Becomes familiar with the oath of confidentiality of the department.

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 be flexible and able to work nights or weekends on occasion.
- Required background checks every 24 months for Tribal Assistor Certification.

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.