



# 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:** March 14, 2025

**EXEMPT:** No

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

**SHIFT:** Day

**LOCATION:** LNHC

**DURATION:** Regular Full-Time

**CLOSES:** March 28, 2025

**JOB CODE:**

**DIVISION:** Behavioral Health

**DEPARTMENT:** Behavioral Health

**SUPERVISOR:** BH Administrator

**VACANCIES:** 1

**JOB SUMMARY:** The Administrative Assistant/Patient Care Coordinator serves as a primary point of contact for patients in the Behavioral Health Department, ensuring exceptional customer service while coordinating, scheduling, and registering clinic appointments. Key responsibilities include answering phones, scheduling, admissions, insurance verification, and updating patient demographics. While primarily based in the Behavioral Health Department, this role may also provide support in Medical, Pediatrics, Physical Therapy, and Dental departments as needed. The employee will assist patients in accessing healthcare resources, including medical benefits, health transportation, contract health services, and public health programs. This position also provides administrative and clerical support to the Behavioral Health Division, contributing to efficient operations and quality client services. The Administrative Assistant/Patient Care Coordinator works closely with the Behavioral Health Administrator and Clinical Director to support the delivery of outpatient services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following but not limited to:

1. Check in patients for appointments and verify necessary documentation.
2. Assist and direct patients appropriately to ensure a smooth clinic experience.
3. Serve as backup for interviewing, screening, and scheduling appointments and specialty clinic visits.
4. Schedule follow-ups and procedures accurately per physician preferences.
5. Make appointment reminder calls within 24 hours to confirm scheduled visits.
6. Interview patients to assess scheduling needs and find appropriate appointment times.
7. Serve as backup for answering the main clinic multi-line phone system.
8. Assist callers with appointments, medication refills, transportation, and general inquiries.
9. Obtain, verify, and scan patient demographic and insurance information for Direct Care and Purchased/Referred Care (PRC) eligibility. Required documents include:
  - Current Annual Update
  - Photo Identification
  - Proof of Tribal Enrollment
  - Insurance Card
  - Social Security Card
  - Proof of Address
  - Birth Certificate
  - Guardianship documentation (if applicable)

10. Ensure all required forms are signed for billing and PRC eligibility.
11. Make necessary corrections to maintain accuracy in the patient registration system.
12. Provide patients with information on external services not available at LNHC.
13. Assist patients in completing required forms.
14. Create and update provider schedule templates in Ochin Epic.
15. Manage the Open Access calendar and therapy room scheduling.
16. Serve as backup for the Lead Data Analyst.
17. Prepare, process, and route administrative paperwork, including client referrals, mail, reports, and personnel forms.
18. Provide logistical support for periodic staff meetings, including securing space, preparing materials, and ensuring necessary supplies.
19. Collect and submit staff timecards for management approval.
20. Maintain office supplies, including copy paper and ink cartridges.
21. Deliver excellent customer service while maintaining strict patient confidentiality.
22. Adhere to HIPAA guidelines and uphold professional standards.
23. 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.

**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](mailto: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.