



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: Physical Therapy Patient Care Coordinator

OPEN: December 15, 2025

EXEMPT: No

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

SHIFT: Day/Flexible

LOCATION: LNHC

DURATION: Regular Full Time

CLOSES: January 06, 2026

JOB CODE:

DIVISION: LNHC

DEPARTMENT: LNHC Medical Records

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

MINIMUM QUALIFICATIONS:

- Associates of Arts (AA) Degree required or higher degree.
- 2 years working in a medical office setting **OR** 4 years working in professional office setting ***required***
- Experience in developing and monitoring data tracking system in Excel or related software application.
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance, *Required*.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to work in a fast paced office setting, prefer medical office.
- Ability to work independently and as part of a 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 skill.
- 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 EHR application preferred.

- Ability to maintain good working relationship with Supervisor and other LNHC 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 Tribal Elders or vulnerable adults 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).

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.