



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- MCH

Lummi Nation Health Center (LNHC)

OPEN: March 26, 2026

CLOSES: April 17, 2026

EXEMPT: No

JOB CODE:

SALARY: (8) \$23.05-\$25.96/hr. DOE

DIVISION: Health & Human Services

SHIFT: Day/Flexible

DEPARTMENT: LTHC-Administration

LOCATION: LTHC

SUPERVISOR: PCC Supervisor

DURATION: Regular Full-time

VACANCIES: 1

JOB SUMMARY: The Patient Care Coordinator (PCC) is one of the first points of contact at the Lummi Nation Health Center and is responsible for providing excellent customer service while coordinating, scheduling, and registering patients for clinical appointments. This position maintains electronic health records and performs a wide range of administrative functions, including front desk reception, call center support, appointment scheduling, and management of inbound and outbound phone calls through the G12 system.

The PCC supports multiple service areas, including Medical, Pediatrics, Psychiatry, WIC, and Telemedicine, and utilizes the EPIC electronic health record system for registration, scheduling, referrals, and documentation accuracy. In addition, the PCC performs WIC Clerk duties such as income and insurance verification, participant outreach, appointment scheduling, spreadsheet maintenance, pregnancy-related coordination, and assistance with WIC benefits when appropriate.

This role requires strong organizational skills, attention to detail, effective communication, and the ability to work efficiently in a fast-paced, patient-centered healthcare environment while maintaining confidentiality and compliance with applicable policies and procedures.

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 Tribal Health Center verifying demographic information and insurance.

5. Responsible for obtaining, verifying, and scanning accurate demographic and insurance information at every visit for Direct Care and PRC eligibility, including:
 - 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 in/out and schedules follow-up appointments and procedures accurately/concisely according to physician's preference as needed.
13. Schedules appointments and provide appointment reminders for WIC, Psychiatry, Pediatrics, and Telemedicine.
14. Responsible for making appointment reminder calls to patients within 24 hours utilizing Artera Well texting app.
15. Interview patients to obtain information to better find the appropriate scheduling time as needed and assist the patient preferences.
16. Responsible for the main clinic multi line telephone system and assists patients with appointments, medication refill, transportation, general questions, etc.
17. Handles patient calls and effectively manages clinical schedules.
18. Provides PCC service to all areas of the Lummi Tribal Health Center to include Medical, Physical Therapy, Behavioral Health, Pediatric, Psychiatry and Dental.
19. Make corrections as necessary to improve the patient registration system.
20. Provide patients with information on outside services not available at the clinic.
21. Assist patients with filling out any required forms.
22. **Performs WIC Clerk duties with clear separation of duties and adherence to WIC program requirements, including:**
 - Conducting income checks for all certifications prior to appointments, including verifying insurance and gathering proof of income.
 - Handling WIC-related phone inquiries (appointment scheduling, card replacement, appointment reminders).
 - Maintaining the WIC participant spreadsheet to ensure all appointments and appointment types are logged to manage benefit continuation.
 - Conducting participant outreach, including adding new participants and scheduling certification appointments.
 - Providing pregnancy assistance by:
 - Connecting new pregnancies with Tribal Assisters to update insurance.
 - Scheduling certification appointments for pregnant participants.

- Ensuring clinic charts are completed prior to WIC appointments.
- Scheduling in EPIC, including transferring all Cascades appointments into EPIC.
- Assisting with breast pumps, supplies, and formula distribution when a CPA is not available.

23. Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High School diploma or GED required AND 3 years of experience working in a healthcare setting - **Required**
- AA Degree or 3 years office experience - **Required**
- Lummi/Native American/Veteran preference policy applies

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to work effectively in a fast-paced, high-volume medical and call center environment while maintaining accuracy and professionalism.
- Ability to work independently and collaboratively using established policies, procedures, and workflows.
- Knowledge of medical office operations, front desk functions, scheduling workflows, and patient registration processes.
- Knowledge of patient eligibility requirements, insurance verification, income verification, and documentation standards, including PRC and WIC program requirements.
- Skill in accurate data entry, documentation, and maintenance of patient records across multiple systems.
- Proficiency in scheduling and managing appointments across multiple service lines, including Medical, Pediatrics, Psychiatry, WIC, and Telemedicine.
- Working knowledge of electronic health record systems, preferably EPIC, including registration, scheduling, referrals, and chart preparation.
- Ability to manage multi-line phone systems and call center platforms (including G12), ensuring timely, courteous, and efficient call handling.
- Knowledge of Medicaid, WIC, and other public assistance program policies and guidelines.
- Ability to maintain separation of duties and comply with program-specific regulatory requirements.
- Skill in using Microsoft Office applications (Word, Excel, Outlook) and spreadsheets for tracking, reporting, and outreach activities.
- Excellent verbal and written communication skills, including the ability to explain processes clearly to patients and families.
- Strong customer service and patient-centered communication skills, including the ability to manage sensitive situations and de-escalate concerns.
- Ability to remain neutral and follow established grievance policies and procedures when patient or staff conflicts arise.
- Knowledge of medical terminology preferred.
- Ability to assist patients with technology platforms such as MyChart, telehealth (Zoom), and appointment reminder systems.
- Ability to maintain effective working relationships with supervisors, providers, and LNHC staff across departments.

- Demonstrated organizational, time-management, and prioritization skills.
- Ability to maintain strong work ethics, including reliability, attendance, punctuality, and confidentiality.

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 Tribal 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.