

*Connecting care with a culture of comprehensive wellness*

## Job Description

**Job Title:** Office Coordinator

**Employment Category:** Full-time

**Dates:** Start as soon as available

**FLSA Status:** Non-Exempt

**Department:** Medical (Sub –Department: Clinic Reception Front-End)

**Reports To:** Practice Manager

**Supervisory Responsibilities:** None

**Salary Level:** Based on skills/experience

**Summary:** The Office Coordinator plays a key role in the AIHFS revenue cycle, ensuring that clients who register for AIHFS medical and behavioral health services are entered into the agency's electronic database, that provider scheduling is conducted so as to maximize clinic efficiency, that client insurances/methods of payment are verified and records kept up to date so as to increase revenues, that clients are reminded of their appointments so as to minimize no-show rates and other key responsibilities related to the clinic's front office.

### Clinic Office Responsibilities and Duties:

- Welcomes all clients/visitors and staff in positive, friendly, professional and customer service-oriented manner at all times, announcing and directing visitors to appropriate staff.
- Maintains sign in sheet and provides guest badges for all visitors to ensure security of facilities in accordance with HIPAA guidelines.
- Answers all incoming phone calls in a customer-friendly and professional manner and forwards to appropriate personnel as needed.
- Schedules all clients' appointments, verifies eligibility, and calls clients or sends letters to remind them of appointments.
- Ensures accuracy of required registration documentation, updating as necessary, by providing appropriate forms and guidance in meeting registration requirements to all new and established clients, collecting documentation, and entering data.
- Responsible for verifying active insurance of all scheduled patients
- Operates electronic appointment reminders, satisfaction surveys, and no-show reminders
- Responsible for rooming patients through telehealth services (ex: Zoom Office)
- Responsible for accurate calculations, collections, and processing of payments, co-payments and/or administration fees.
- Offers and arranges for transportation and/or translation for all eligible clients.
- Ensures correct records have been pulled for the clinic day by reviewing appointment schedule.
- Maintains a waiting list of clients needing appointments and performs follow-up calls.
- Tracks client activity rates, contacting and offering services to clients who may soon be considered inactive.

- Protects client's rights by maintaining confidentiality of personal, financial, and clinical information and following AIFHS policies and procedures as they apply to client services.
- Attends in-services, conferences, and training seminars and participates in Team and All Staff Meetings.
- Maintains a clean working area including orderliness and cleanliness of the reception and common areas.
- Assist in agency sponsored events
- Performs other duties as assigned

**Duties and Responsibilities for Health Records:**

- Pulls records for daily client visits
- Performs health record analysis by reviewing records to ensure accuracy, completeness, and authentication.
- Scans various clinical documents into the appropriate client files within the specified time frame.
- Scans documents used to determine eligibility.
- Answer agency multi-line phone, directing callers to appropriate staff and assisting office staff with coverage as needed.
- Assists the Practice Manager with client registration reports and Health Information Management (HIM) errors.
- Maintains confidentiality of client health records and other information as required by law.
- Verifies and completes requests for release of information within the specified time frame.
- Fax and receive various documents

**Education/Experience:** A valid high school diploma or general education degree (GED) required. Associates Degree or higher preferred. A minimum of two years of combined education and experience in client registration, health records; or other direct health care experience. Must have experience working with PC based computer operations and strong customer service experience. Must be able to demonstrate requirements during the interview process.

**Qualifications:**

- Must be self-directed. Able to maintain confidentiality, handle crisis, and tolerate stress professionally.
- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Ability to promote an alcohol, tobacco and drug free lifestyle.
- Ability to apply proficient understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- **Other Requirements:** Familiarity and/or experience working with the Native American Community at a local level; Respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American Community, as well as an ability to work with other racially, culturally and ethnically diverse populations. Preference given to bilingual candidates; English/Spanish speaking – will assist medical team with basic translation services

**Work Environment/Physical Demands:** The characteristics demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to type or handle. The employee is often required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 15 pounds and frequently lift and/or move up to 30 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN TITLE 25 USC 44-46 & 474.**

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ENTERED INTO PERSONNEL FILE BY: \_\_\_\_\_ DATE: \_\_\_\_\_

*Revised: 08/2024*