



Patient Care Coordinator

The Achievable Foundation (aka “Achievable”) is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

JOB SUMMARY

Reporting to the Health Center Manager the Patient Care Coordinator will be responsible for providing case management services to coordinate care across the continuum of care to a group of complex individuals with intellectual and developmental disabilities (I/DD), families, and other clients of The Achievable Foundation.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Assist the provider in assessing the needs of the individual with I/DD and/or families.
- Assist patients and families with the coordination of care with other healthcare providers or social service agencies.
- Communicate and conduct referral recall with patients, families, service coordinators to ensure all service needs have been met.
- Work with the Medical Records clerk to request records for services rendered to close the loop for requested services.
- Advocate for the patient and families within the health care system and community.
- Track and manage programs and referrals provided at Achievable (including but not limited to: Hospital Admissions tracking, Prenatal tracking, Every Woman Counts, Psychiatry and Transportation)
- Perform other general office duties as needed.
- Maintain confidentiality and security of Protected Health Information.
- Other duties as assigned.

QUALIFICATIONS

- Must have knowledge of medical terminology and basic anatomy.
- Must have a good working knowledge of personal computer applications and have the ability to type at a moderate speed; knowledge of an electronic health record is a plus.
- Must be able to interact with people of various socioeconomic status.
- Ability to address sensitive issues with tact and diplomacy.
- Must be bilingual in English and Spanish.
- Strong communication skills both verbal and written are a must.
- Must possess an understanding of private and public health plans.
- Must have a basic understanding of ICD-10 and CPT coding.
- Working knowledge of the various insurances.



- Deliver excellent customer service while interacting with patients, their caregivers, and other guests of The Achievable Foundation.
- Provide translation services when needed.

PHYSICAL DEMANDS

While performing the essential functions of this job, the incumbent must be able to do the following: stand for extended periods; sit for extended periods; bend and reach for filing and other job-related functions; climb up and down stairs; bend, stoop, and lift to move and retrieve materials; pull, push, and lift; reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work. Manual dexterity to operate computer and other office equipment required.

Interested candidate should send cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.