



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at aplahealth.org.

We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *10 Paid Holidays*
- *3 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

This is a great opportunity to make a difference!

POSITION SUMMARY:

Under the direction of the Clinic Director, the Front Office Administrator is responsible for greeting and helping primary care patients; scheduling appointments; maintaining records and accounts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Welcomes patients and visitors in person or on the telephone; transfers call to appropriate clinical staff (as necessary).
- Presents a professional front office environment for all patients and visitors in appearance, manner, and quality of work at all times.
- Registers patients in eClinicalWorks according to clinical protocol.
- Confirm medical/dental/behavioral health appointments on the schedule of the following day.
- Collects payments from patients before services are rendered when necessary.

- Checks/Verifies patients insurance eligibility/ sliding fee status two days prior to and at each visit.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling/registering patients appointments in eClinicalWorks in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Ensures the waiting area is maintained neat and well organized.
- Maintains patient accounts in eClinicalWorks by obtaining, recording, and updating personal and financial information.
- Protects patients' rights by maintaining strictest confidentiality of personal and financial information; adhering to all HIPAA guidelines/regulations.
- Maintains operations by following policies and procedures; reporting needed changes.
- Assist in maintaining office and building fire/safety regulations.
- Ensures clinic flow by being an active team member.
- Evenings and Saturdays required as assigned.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

Training and Experience:

High school diploma or GED required, AA degree preferred. At least two (2) years experience working in a medical office or similar environment. Bilingual English/Spanish required.

Knowledge of:

Must be proficient in the use of Microsoft Office programs. Knowledge of electronic health records - eClinicalWorks preferred.

Ability to:

- Must be extremely organized and detailed orientated
- Must have excellent communications and written skills
- Strong telephone etiquette
- Must have a courteous, professional nature and customer service oriented
- Must maintain a strict discipline in time management with a focus on quality
- Knowledgeable about insurance plans, Medi-Cal / Medicare
- Good computer skills

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

SPECIAL REQUIREMENTS:

Must possess a valid California drivers license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes. The position may require work on weekends.

COVID vaccination is required and APLA Health will consider accommodations for disability- and religious-based reasons.

Equal Opportunity Employer: minority/female/disability/veteran.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=53636&clientkey=A5559163F67395E0A2585D2135F98806>