

# Job Announcement



**Position Title:** Patient Retention Specialist  
**Supervises:** None  
**Reports To:** Managed Care Administrator  
**Written by:** Human Resources Department

**Department:** Clinical  
**FLSA:** Non-Exempt  
**Effective Date:** 03/2022  
**Approved by:** CEO

**Mission Statement:** It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services

## General Summary:

*The Patient Retention Specialist is responsible for providing a variety of information regarding services and programs to those who have insurance enrollment services, including noninsured. The position will be conducting outreach and in-reach to individuals and community organizations, including schools, about health care and availability of SCFHC services and programs.*

## Summary of Essential Duties:

- Verification of enrollment, tracking utilization of healthcare services, and encouraging renewal applications to help retain and grow patients
- Educates patients about health insurance enrollment process and programs.
- Assist patients in person, by phone, and/or email to support patient engagement and retention in health services and ancillary services as needed to support patient wellbeing.
- Acts as a liaison to identify patient insurance and ensure reengagement to SCFHC services.
- Acts as a liaison to the Managed Care Department by maintaining, processing, and reviewing the department databases and reporting
- Responsible for performing in-reach activities to schedule new patients enrolled in the different programs SCFHC manages
- Responsible to ensure timely and accurate completion of enrollment forms for private, Commercial Insurance, Medicare, and Medi-Cal, as well as other County or State health insurance programs.
- Completes production reports, Medi-Cal reports, Medicare Reports, Commercial Insurance Reports, Communication Sheets, PCP changes and tracking, and all other applicable reports.
- Handles Medi-Cal, My Health LA, Medicare, Covered California, and other renewals on an annual basis to retain coverage.
- Ensure continuity of health care coverage, through ongoing tracking of patients' redetermination dates, following-up with patients and providing necessary educational information.
- Utilize active listening skills to understand patient needs and/or concerns to direct them to appropriate department and improve patient retention.
- Responsible for establishing trusting relationships with patients and their families while identifying, connecting, and supporting social determinants of health needs.
- Provide ongoing navigation with patients/families to assure patient satisfaction, evidenced by patient retention.
- Conducts education seminars to parents and students through PTA meetings, ESL, and other groups.
- Identifies and develop initiatives to promote patient satisfaction and advocacy efforts

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- Analyze patient feedback and ensure patient retention.

**Job Specifications:** *(Knowledge, skills, abilities and experience normally required for competent performance)*

## Education and Knowledge

- High School Diploma or equivalent required
- Knowledge of Los Angeles County health care system and community-based organizations

## Experience

- Must have minimum 2 – 3 years' experience in community-level health education or related field
- 3+ years of customer service experience in a fast paced, customer focused environment
- Must be able to work independently within scope of assigned task with minimum supervision
- Familiar with Covered CA, Medi-Cal, Medi-Cal for Families and My Health LA

## Required Skills/Knowledge/Abilities

- Must be able to communicate effectively, in English, both verbally and written
- Excellent written, oral and customer service skills with patients, visitors, and staff
- Ability to prioritize multiple tasks, work effectively under stress, meet short deadlines, and take direction
- Bilingual and Bi-literate Spanish/English required

## **Licensure and Certifications**

- Certified Application Assistant (CAA Certificate) preferred

**Deadline: Open until filled**

**TO APPLY:** Send cover letter & resume to Human Resources at [hr@scfhc.org](mailto:hr@scfhc.org) or fax to (323) 432-4877

**TO APPLY PLEASE VISIT:** <https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>