



Job Posting

Title: Patient Services Coordinator

Base Salary Range: \$45,760 - \$53,000 plus benefits

FTE: Full-time, Non-Exempt

Company intro: South Central Family Health Center (SCFHC) is a primary healthcare clinic that has been committed to providing quality healthcare for uninsured families and individuals for more than 37 years. Seeks passionate individuals to join our team.

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.

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.

Responsibilities: The Patient Services Coordinator is responsible in maintaining the uniform standards for the medical front office operations throughout the organization including, but not limited to the following areas: front office protocol, managed care billing, estimation of benefits review, referrals, and pre-authorizations.

- Standardization of medical front office procedures
- Assist Clinic Supervisor with front office work schedules
- Regular evaluates of medical front office processes/procedures.
- Training of medical front office staff to ensure standard practices and compliance
- Trains on Electronic Practice Management (EPM), Health Record (EHR), and Medical Record (EMR) Software for front office staff. Train of back-office staff, as necessary on EPM, EHR, and other front office software
- Generates of practice management reports to facilitate managed-care medical billing
- Review, organization, and filing of managed-care estimation of benefits statements. Investigation of denials and pended claims. Resubmission of denied and pended claims, as necessary. Communication with managed-care plans/representative to resolve claim denials or concerns
- Investigation and resubmission of denials,
- Coordinates with providers and back-office staff that pre-authorizations are submitted when necessary
- Reviews of monthly managed-care rosters, submission of rosters to medical team members assigned to outreach, review of outreach results, and filing and organization of results
- PSR Coordinator will fulfill the responsibilities of the Medial Patient Service Representative position, including the responsibilities for registering and processing patients for appropriate appointments and services, including, but not limited to scheduling and canceling appointments; and verifying eligibility for specific programs and services

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health care, dental, life insurance
- 403 (b) Retirement plan
- Education Reimbursement



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- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

Qualifications:

- High School Diploma or equivalent required
- AA Degree preferred
- Medical terminology, a plus
- Must have minimum 4+ years office experience, preferably in a medical clinic setting
- Vocational training in Office Administration, preferred

Contact/application information:

To apply please visit South Central Family Health Center's website at:

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