

APLAHealth



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*
- *12 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!

This position will pay \$58,302.40 - \$72,420.60 Salary is commensurate with experience.

POSITION SUMMARY:

Under the direction of the Clinic Director II, the Clinic Manager is responsible for the coordination and supervision of non-clinical operations (in areas of Medical, Dental, and Behavioral Health) in order to provide administrative and organizational support,

maximize efficiencies, and champion customer service within the clinic.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, organize, implement, and monitor non-clinical front office Medical, Dental, and Behavioral Health operations, including but not limited to, the following areas:
 - Customer service
 - Appointment Scheduling
 - Communication with patients/clients, external agencies (e.g. MedPOINT, HCLA IPA, Regal IPA, etc.), and/or staff
 - Volunteer recruitment and supervision
 - Supervision of non-clinical, front office staff
 - Coordination of patient registration and intake processes via Phreesia and/or other platforms that may be implemented
 - Ordering and Inventory management of general office supplies
 - Coordination of care for patients/clients accessing multiple services (e.g. Medical, Dental, Behavioral Health, other APLA Health ancillary services)
- Provide direct supervision of medical front office administrators and patient ambassador.
- Manage staff by assigning and delegating tasks as needed.
- Develop and/or enhance clinic flow procedures to improve staff productivity.
- Oversee staffing including attendance, tardiness and time off requests and review accuracy and ensure that all direct reports are recording time worked accurately in the PayCom system.
- Perform weekly medical chart audits (per the chart audit tool) to ensure that demographic information is correctly entered in patient charts; appropriate documents are scanned and/or updated in patient charts as needed; appointments are checked in and cases attached as required, etc.
- Perform regular check-ins and performance evaluations with direct reports.
- Exhibit cultural competency with the LGBTQ+ population, underrepresented and underserved communities, and populations living with/at high risk of contracting HIV.
- Coordinate and maintain an accurate account of all monies received and spent by clinic in conjunction with the Finance department:
 - Batch reconciliation for payments received
 - Resolve billing inquiries/discrepancies with the Billing department
 - Check requests with Accounts Payable
 - Act as “Petty Cash Custodian”
- In conjunction with Human Resources and the Clinic Director:
 - Hire, train, and recognize qualified non-clinical front office staff fitting APLA H&W’s mission statement and performance expectations
 - Monitor, coach, and appropriately discipline under-performing staff
- Responsible for opening and closing the health center.
- Work in conjunction with the Quality Department staff to coordinate completion of patient satisfaction surveys and implement improvement plans in order to promote exceptional service levels among the health center’s patient population.
- Work with the referral coordinator and/or referring agencies to coordinate patient appointments.

- Coordinate auxiliary services to assist patients with barriers to access to healthcare (e.g. interpreter services, transportation).
- Work with the patient engagement and retention specialist and/or patient ambassador to coordinate ED/ER follow up patient appointments.
- Work in conjunction with the enrollment and eligibility manager to conduct quality assurance audits to ensure registration and eligibility processes are completed according to clinic policies/protocols.
- Work with billing staff and the enrollment and eligibility manager to identify action plans and develop health center staff training to address billing errors that result from registration and eligibility activities.
- Review encounter reports quarterly to ensure demographics are captured according to state and federal reporting requirements.
- Submit and follow-up on maintenance requests with the Facilities department to maintain working condition of equipment, cleanliness, and orderliness of the clinic
- Enforce safety standards and regulations (e.g. OSHA, fire safety, ADA) and work closely with security personnel, safety team, and Facilities department to maintain safety and security of patients and staff in and around the clinic.
- Ensure privacy protocols and regulations (e.g. HIPAA) are followed in order to keep staff, patients, clinic assets, and data safe and secure.
- Apply knowledge and awareness of community needs to process improvement decisions.
- Assist with emergency management and preparedness plans and tasks.
- Assist with grant-funded and managed care organization facility and medical record audits.
- Promote a welcoming and nurturing environment for patients/clients as well as staff
- Assist patients with understanding the limitations of certain services and assist them in finding a solution to their concerns.
- Present a professional, front office appearance to visitors, granting agencies, other FQHCs, AIDS services organizations, and community-based organizations.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

On occasion, based on business necessity, staff may be required to work a non-standard schedule.

REQUIREMENTS:

Training and Experience:

- Completion of Associate's in Health Administration or related field of academic discipline preferred
- A minimum of three years of experience in managing a clinical practice (including dental and/or mental health practice preferred)
- Applied knowledge of ADA procedures and codes
- Experience supervising and developing personnel
- Experience working with physicians and providers in the primary healthcare system, dentists, mental health providers, and with community-based organizations and clinics

- Experience coordinating care between health care organizations, including acute, outpatient, and clinic settings
- Experience working with multiple benefits coverage programs, including private insurance and government programs
- Experience working in a Federally Qualified Health Center preferred
- Bilingual English/Spanish preferred
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Knowledge of:

- Advanced computer skills including the Microsoft Office suite
- Clinic/health care operations management
- HIV disease, and other health disparities and comorbidities
- Los Angeles County HIV and primary care service delivery system (including Ryan White)
- HIPAA and OSHA guidelines
- Quality management and performance improvement
- eClinicalWorks or similar electronic health record system
- Managed care eligibility and authorization process
- Public health outcome management methodologies
- Medical terminology; current ICD and CPT coding
- Healthcare billing processes and insurance plans (Medicaid, Medicare, and private/commercial plans; including dental and/or mental health preferred)

Ability to:

- Participate as an effective member of a large service-providing agency
- Demonstrate non-judgmental and compassionate care towards the LGBTQ+ population, underprivileged and underserved communities, and populations living with/at high risk of contracting HIV
- Maintain strictest confidentiality of clients
- Operate standard office equipment
- Demonstrate excellent written and verbal communication skills
- Perform word processing and data entry tasks
- Meet assigned deadlines
- Complete assigned tasks with minimal supervision
- Communicate effectively with clients, patients, staff, peers, and superiors
- Meet assigned deadlines.

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 driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

COVID-19 Vaccination and booster or Medical/ Religious Exemption required.

Equal Opportunity Employer: minority/female/disability/transgender/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=93687&clientkey=A5559163F67395E0A2585D2135F98806>