“To enhance the quality of life for men, women and children in the greater Los Angeles area through the provision of high quality, accessible and affordable healthcare services.”

We offer fantastic benefits, competitive pay, and a great family-oriented environment!

We offer:

- Medical Benefits - FHCCGLA pays 100% of employee’s Kaiser; Anthem Blue Cross; Health Net; and United Health Care coverage (HMO Plan) subject to change during open enrollment.

- Dental Benefit - MetLife Only (HMO/PPO Plan).

- Vision Benefit - MetLife Plan.

- Life Insurance - Accidental Death & Dismemberment; and Long-term Disability.

- Employee Assistance Program

- AFLAC Benefits

License Reimbursement:

- Medical License
- DEA licenses
- CPR

- 403 B - Through Mutual of America, the company matches up to 4% of employee's salary.

- 11 Holidays Observed.

- 2 Floating Holidays

- 1 Birthday Holiday

- 7 Paid Sick Leave - 56 hours.

- 2 weeks’ Vacation

- 2 weeks’ Vacation

This would be a great opportunity to make a difference with you onboard!

This position pay rate $ 19.28 - $21.88  Salary is equivalent with experience…

To Apply Visit our website at: https://careers-fhccgla.icims.com/

(If the link above is not click-able, please copy the link and enter it into your browser).

JOB DESCRIPTION
**POSITION TITLE:** Behavioral Health Coordinator

**DEPARTMENT:** Behavioral Health (B.H.)

**REPORTS TO:** Chief Medical Officer (CMO)

**POSITION OVERVIEW:**
The B.H. Coordinator functions as a core member of the Behavioral Health collaborative care team that involves the patient’s primary care provider, other mental health providers (e.g., Psychiatrist (if available) LCSW, LMFT) that may be available in the primary care clinic. The B.H. coordinator is responsible for supporting mental health care provided by primary care providers in consultation with the B.H. team as described above) as appropriate. The B.H. coordinator is also responsible for coordinating referrals to clinically indicated services outside of FHCCGLA’s primary care clinic setting (e.g., social services, mental health specialty care, substance abuse treatment, etc.).

**DUTIES/RESPONSIBILITIES:**
1. Provides appropriate linkages, referrals, coordination, and follow-up for patients to services, including long-term services and support services.
2. Provides health care appointment scheduling for patients to mental health, substance abuse, and physical health providers.
3. Participates in patients discharge processes and communicates with pertinent providers and/or family members to ensure as smooth of a process as feasible.
4. Calls no-show behavioral health appointments to check in and address any barriers. Follows up by phone or letter with at-risk patients to help keep them connected to resources.
5. Receives “warm hand-offs” for patients with behavioral health needs presenting for a medical appointment. Reviews skills, connects to resources, educates patients on Mental illness/Chemical Dependency disorders and treatment, and discusses care plans, as appropriate.
7. Creates and develops relationships with community providers to promote availability of affordable behavioral health resources not provided by FHCCGLA.
8. Communicates and collaborate with hospital emergency department staff to ensure the coordination of patient care and treatment.
9. Assists patients in obtaining necessary medications and increasing medication compliance.
10. Serves as a community educator by providing mental health information to relevant organizations and groups.
11. Works closely with community resources and organizations in coordinating client services.
12. Advocates for patients who may be vulnerable or need additional support.
13. Completes and file all documentation as required in a timely manner.
14. Ensures releases of information and other required documents are completed and filed.
15. Attends provider team meetings to promote collaboration of service and treatment providers.
16. Enhances communication with patients regarding FHCCGLA services to improve quality service, reduce no-show rates, retain patients and ensure utilization of all services such as:
   - Women’s Health
   - Behavioral Health
   - Dental
   - Optometry
   - Nutrition
   - Podiatry
17. Works in conjunction with quality improvement department with guidance from the C.M.O. to develop and implement strategies to better engage and retain patients.
18. Contacts new, existing and non-active patients to connect them to pertinent care services as needed.
19. Responds to patients’ inquiries and follows-up on patient issues and resolutions to ensure quality customer service.
20. Coordinates resources to improve patient ability to adhere to appointments, including assistance with transportation (e.g., including health plan transportation services).
21. Maintains knowledge of eligibility, enrollment, and program specifications for CHDP, Medi-Cal, Medicare and other insurance programs.
22. Conducts GAP reports from, NextGen and COZEVA to track utilization of services and determine which patients are due for various preventive care health maintenance measures and follow-up.
23. Follows all FHCCGLA safety, regulations, practices and policies & procedures.
24. Works with the operations managers to manage patient scheduling and flow to address bottlenecks, scheduling issues, etc. – notifies supervisor of all concerns.
25. Ensures HIPAA compliance by maintaining strict confidentiality of all patient data and E.H.R./Practice Management System (PMS) according to regulations and FHCCGLA’s P&P’s.
26. Remains informed of specific programs/payors, insurances accepted, and services being offered at FHCCGLA.
27. Serves as a liaison between clients and medical staff.
28. Assists clients with completion of forms.
29. Educates clients regarding available benefits (health coverage programs) and will refer directly to FHCCGLA outreach & enrollment specialists for eligibility screening and/or application assistance.
30. Participates in key pertinent meetings, such as:
   - Quarterly Staff (Q.S.) Training
   - Medical Advisory Committee (M.A.C.), as needed
   - Q.I./Q.A.
   - Etc.
31. Accomplishes all tasks as appropriately assigned or requested.
32. All other tasks as assigned.

MINIMUM QUALIFICATIONS:
1. FQHC experience, highly preferred.
2. Excellent analytical, critical thinking skills & reasoning skills. Motivation to take initiative and multi-task to ensure all tasks performed are completed thoroughly, accurately and with minimal or no errors.
3. Excellent writing and verbal communication skills. Ability to communicate effectively,
in both English & Spanish.
4. Highly enthusiastic, approachable and confident communication style capable of motivating others.
5. Computer knowledge preferred (e.g., NextGen (E.H.R. & PMS), Microsoft Word, Excel & PowerPoint).
6. Ability to adapt to agency growth/expansion, changing schedules, deadlines and demands, and a heavy workload (e.g., late entry to stay late to contact patients unable to reach if needed).
7. Exercises good judgment and professionalism when dealing with all FHCCGLA patients.
8. Ability to work with patients and staff from diverse socio-economic, ethnic and cultural backgrounds, preferred.
9. Strong interpersonal and problem-solving skills, to include persuasiveness, assertiveness and sensitivity when dealing with patients as well as agency staff.
10. Ability to function self-sufficiently, self-motivated- requiring little supervision.
11. Commitment to the mission, vision & core values of Family Health Care Centers of Greater Los Angeles, Inc.
12. Transportation required. May need to travel to FHCCGLA clinic sites as necessary.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:
1. Ability to effectively engage clients in a therapeutic relationship.
2. Ability to work with clients by telephone or in person.
3. Experience with screening and assessment for common mental / substance use disorders, preferred.
5. Basic knowledge of evidence-based psychosocial treatments for common mental disorders, preferred.
6. Familiarity with brief, structured counseling techniques (e.g., Motivational Interviewing, Behavioral Activation, etc.), preferred.
7. Basic knowledge of psychopharmacology for common mental disorders, preferred.
8. Ability to work well with others in a professional and team-oriented environment.
9. Well-developed interpersonal skills, friendly personality and able to motivate staff by promoting teamwork.
10. Willingness to travel.
11. Strong planning and organizational skills.
12. Excellent customer service skills.
13. Comfort with the pace of primary care.
14. Knowledge of the following (but not limited to), preferred:
   - My Health LA
   - Medicare
   - Medi-Cal
   - PPO’s
   - Family PACT
   - Managed Care Plans
   - HMO’s
   - CHDP
   - Medi-Cal
   - Managed Care Plans