

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 \$23.37 - \$27.45 hourly. Salary is commensurate with experience.

POSITION SUMMARY:

Under the direct supervision of the Utilization Manager and in collaboration with all Clinic Directors, the Medical Records Coordinator (MRC) is responsible for managing the medical records for all APLA Health & Wellness clinics, including preparing, scanning, and retrieving patient health records in response to internal and external requests. The medical records coordinator reviews medical records for compliance with

approved policies and responds to medical records requests per APLA Health & Wellness medical records protocols/policies. The MRC is also responsible for eCW fax management for all APLA Health & Wellness clinic sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responds to requests for patient records, both within the facility and by external sources, retrieving them and transmitting them appropriately.
- Creates digital images of paperwork to be stored in the electronic medical record.
- Responsible for safeguarding patient records and ensuring compliance with HIPAA standards.
- Performs other clerical tasks as needed, such as answering phones and faxing.
- Suggests means by which procedures for maintaining medical records can be improved upon.
- Monitor a centralized eCW fax and appropriately distribute received records/information.
- Ensures that it is easy to troubleshoot problems relating to the maintenance and regular update of medical records.
- Contribute to departmental quality initiative or similar projects.
- Act as back-up for referral coordinators when needed.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

Required: High school diploma or GED. A minimum of one year of experience in a community-based organization, clinic, dental office, or healthcare related field. Must be bilingual in Spanish.

Preferred: Completion of Associate degree in Health Administration, related field of academic discipline, or possession of a certificate in Medical Assistant. Experience working with multiple benefits coverage programs including private insurance and government programs. Possession of proven organization, mathematical, and analytical skills; strong time management skills, effective interpersonal, communication skills and problem-solving skills; proven documentation and data entry management skills.

Knowledge of:

Advance computer skills including Microsoft Office, Excel; HIV disease, other health disparities and co-occurring disorders, Los Angeles County HIV and primary care service delivery system, HIPAA and OSHA guidelines, medical office filing systems, quality management and basic knowledge of the eClinicalWorks Electronic Health Record system. Knowledge of managed care eligibility and authorization process. Understanding of quality assurance and performance improvement procedures. Familiarity with medical terminology and diagnosis/procedure codes. Knowledge of office billing procedures.

Ability to:

Participate as an effective member of a large service-providing agency; demonstrate non-judgment and compassion towards people, especially low-income individuals, members of the LGBTQ communities, and individuals living with HIV. Maintain confidentiality of clients; complete assigned tasks with minimal supervision; demonstrate excellent written and verbal communication skills; and operate standard office equipment; perform word processing and data entry tasks on a personal computer; and meet assigned deadlines. Medical records coordinators must have strong attention to detail to ensure patient records are complete and accurate. Ability to keep the medical records of patients in confidence without divulging it to unauthorized persons; ability to take the initiative where and when necessary. Proven ability to work with or without regular supervision. Ability and/or inclination to follow instructions. Ability to pay attention to detail and maintain quality focus and professionalism. The ability to be effective working as part of a team.

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=122975&clientkey=A5559163F67395E0A2585D2135F98806>