

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*
- *11 Paid Holidays*
- *4 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 \$25.00 - \$26.92 hourly. Salary is commensurate with experience.

POSITION SUMMARY:

The referral coordinator will provide patient care services under the direction of a licensed health care provider. This includes handling referrals, health follow-ups and coordination services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates and manages authorizations for referrals from our primary care providers to outside providers, including to medical specialists and outside facilities for special testing/imaging in a timely manner.
- Facilitates and ensures the receipt of consult/specialty notes and test results after a patient has been referred to an outside provider in a timely manner.
- Communicates with primary care provider (PCP) to inform of any delays or barriers to patients care.
- Serves as clinic liaison to outside agencies and partners.
- Communicates with Supervisor when unable to process all referrals or follow-ups to avoid delays.
- Involve in all quality improvement and other team projects actively.
- Reporting of incoming and outgoing calls logs to the supervisor as needed.
- Coordinator and tracking imaging, voicemails and incoming faxes inside and outside facilities.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

High school diploma or GED. Proficient use of Microsoft Office and electronic health records. Bilingual in Spanish/ English required

Knowledge of:

- Basic medical terminology and patient care methods, techniques and healthcare background.
- Methods and standard procedures for the maintenance of medical records.
- Safety policies and safe practices applicable to the work.
- Effective communication skills; general computer knowledge.
- Knowledgeable with CPT and ICD-9 codes.
- Knowledge of insurances, managed care and IPA's

Ability to:

- Prioritized work load and maintained an organized work space
- Communicate effectively with people of various educational, socio-economic and cultural backgrounds.
- Understand and follow written and oral instructions from physicians, mid-level providers and nurses and apply departmental policies, guidelines and protocols applicable to APLA.
- Communicate clearly and effectively, both orally and in writing.
- Operate a computer and standard business software.
- Maintain highly confidential personal and medical information in accordance to HIPAA regulations.
- Exercise tact, objectivity, sensitivity and sound judgment in dealing with a variety of people in a variety of sensitive situations.

- Establish and maintain effective working relationships with other staff members, patients and others encountered in the course of work.

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.

COVID-19 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=149181&clientkey=A5559163F67395E0A2585D2135F98806>