

# 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](http://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 (6%) 403b Retirement Plan*

***This is a great opportunity to make a difference!***

---

This position will pay \$25.00 - \$26.20 hourly. Salary is commensurate with experience.

## **POSITION SUMMARY:**

Responsible for all onsite aspects of front office administration at assigned APLA Health Clinic location.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Welcome patients and visitors in a friendly, professional and courteous manner both in person and on the telephone.
- Schedules appointments for all providers to optimize patient satisfaction, provider time, and exam room availability.
- Utilize a variety of electronic systems to ensure patients are registered and all necessary demographic and/or financial information is entered into the patient record.
- Assist patients with checking in and registration in new online system answering questions as needed.
- Update patients' financial information, recording and collecting patient charges, providing patients with transaction receipts.
- Checks/verifies patient's insurance eligibility/sliding fee status prior to and at each visit.
- Communicates appointment changes to patients and staff.
- Comfort patients by anticipating patients' anxieties; answering patients' questions and/or referring them to the appropriate clinical staff.
- Respond to patient inquiries promptly, and follow-up on patient issues and resolutions to ensure quality customer service.
- Assist patients with patient portal – showing them how to sign up, send messages, have telehealth visits, etc.
- Ensure that the waiting area is maintained neat and well organized.
- Learn and promote APLA Health's services, facilities, and programs and be able to direct patients/guests accordingly.
- Participate in special projects to promote a wider range of APLA Health clinical and non-clinical services thereby contributing to efforts to meet contract goals and reach quality markers.
- Protect patients' rights by maintaining strictest confidentiality of personal and financial information; adhering to all HIPAA guidelines/regulations.
- Understand and comply with OSHA and other regulatory requirements.
- Assist in orientation of new personnel as directed.
- Work as a contributing team member and act in a professional and respectful manner at all times.
- Comply with all standard operating policies and protocols of APLA Health & Wellness.
- \*Schedule is Monday - Friday, 8am - 5PM, occasionally working 10am-7pm schedule.\*

OTHER SPECIFIC DUTIES/TASKS MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

## **REQUIREMENTS:**

Training and Experience:

High school diploma or GED required; AA degree preferred. Experience working in a medical office preferred; or two (2) years of other customer service experience. Bilingual English/Spanish strongly preferred. Knowledgeable about insurance plans as well as Medi-Cal/Medicare.

Knowledge of:

Must be proficient in the use of Microsoft Office programs. Knowledge of electronic health records preferred.

Ability to:

- Must be extremely organized and detailed oriented
- Must have excellent communications and written skills
- Strong telephone etiquette
- Must have a courteous, professional nature and customer service oriented
- Must maintain a strict discipline in time management with a focus on quality
- Knowledgeable about insurance plans, Medi-Cal / Medicare
- Good computer and typing skills.

## **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 vaccination required or medical/religious exemption.

Equal Opportunity Employer: minority/female/disability/transgender/veteran.

**To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:  
<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=184979&clientkey=A5559163F67395E0A2585D2135F98806>