

# 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).

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***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!***

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This position will pay \$25.00 - \$27.28 hourly. Salary is commensurate with experience.

## **POSITION SUMMARY:**

Under the direction of the Clinic Director II, the Contact Center Specialist is responsible for handling inbound and outbound calls to and from patients and scheduling medical appointments.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Handle inbound and outbound patient calls and provide accurate, satisfactory answers to their queries and concerns.
- Assist patients with understanding the limitations of certain services and assist them in finding a solution to their concerns.
- Handle all scheduling calls and transfer other calls/patient inquires as appropriate.
- Schedule patient appointments according to clinic scheduling protocols.
- Register patients in eClinicalWorks according to clinic protocols.
- Verifies patients' insurance coverage and if patient is out of network, unassigned to APLA Health, or uninsured, refers patient to enrollment team.
- Protects patients' rights by maintaining strictest confidentiality of personal and financial information; adhering to all HIPAA guidelines/regulations.
- Maintains patient accounts in eClinicalWorks by obtaining, recording, and updating personal and financial information.
- Exhibit cultural competency with the LGBTQ+ population, underrepresented and underserved communities, and populations living with/at high risk of contracting HIV.
- Work with the referral coordinator and/or referring agencies to coordinate patient appointments.
- Work with the patient engagement and retention specialist to coordinate ED/ER follow up patient appointments.
- Coordinate auxiliary services to assist patients with barriers to access to healthcare (e.g. interpreter services, transportation).
- Ensure privacy protocols and regulations (e.g. HIPAA) are followed in order to keep patient protected health information safe and secure.
- Coordinate with other call center agents to improve customer service.

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:

- High school diploma or GED required.
- At least two (2) years' experience working in a medical office or two (2) years of other customer service experience preferred.
- Bilingual English/Spanish strongly preferred.
- Knowledge about insurance plans as well as Medi-cal/Medicare strongly preferred.

#### Knowledge of:

- Basic computer software (Microsoft Office Suite)
- Call Center operations
- HIPAA and OSHA guidelines
- eClinicalWorks or similar electronic health record system
- Ring Central or similar phone system
- Managed care eligibility
- Healthcare 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
- Be customer service oriented
- Possess great active listening skills
- Strong telephone etiquette
- Maintain strictest confidentiality of patients
- Maintain a strict discipline in time management
- 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 patients, staff, peers, and superiors

**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:**

Covid Vaccination and booster 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=230199&clientkey=A5559163F67395E0A2585D2135F98806>