



Job Posting

Title: Director of Patient Access

Base Salary Range: \$120,000-\$140,000 plus benefits

FTE: Full-Time - Exempt

Our Mission: The Mission of South-Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary: We are seeking a dynamic and experienced Director of Patient Access who will play a critical role in managing various initiatives and strategies related to healthcare access, eligibility & enrollment, and patient engagement. The Director of Patient Access will be responsible for overseeing specific operations departments and implementing innovative and forward-thinking programs that ensure SCFHC patients continuously have access to high-quality healthcare. The director of Patient Access will play a pivotal role in overseeing and coordinating care management activities, ensuring the delivery of effective and efficient healthcare services to our patients. This role requires a combination of clinical expertise, patient advocacy, and a passion for improving patient outcomes. The Director will develop and implement strategic initiatives, maintain compliance with federal and state regulations, and promote a culture of continuous improvement in patient care. Additionally, the Director will be responsible for overseeing the Managed Care, Community Outreach Department and Enhanced Care Management Department and ensuring their professional development.

- Develop and implement managed care programs, policies, and procedures to ensure efficient and effective delivery of care.
- Collaborate with cross-functional teams to negotiate contracts and analyze provider networks, ensuring optimal value and quality.
- Monitor and evaluate managed care contracts, performance, and reimbursement rates to identify areas for improvement.
- Stay abreast of changes in healthcare regulations and industry trends and recommend adjustments to managed care strategies to meet evolving needs.
- Analyze healthcare data, utilization patterns, and financial metrics to identify opportunities for cost savings and process improvements.
- Interface with executive leadership to provide regular updates, reports, and recommendations related to managed care operations.
- Collaborate with marketing and communications teams to develop materials and educational resources to promote and educate members about managed care options.
- Manage and oversee the daily operations of the Enhanced Care Management Department, Managed Care, and Community Outreach Department including staffing, scheduling, and coordination of patient care services.
- Build and maintain strong relationships with external stakeholders, including health plans, community-based organizations), and other funders.



Job Posting

- Oversight of reoccurring monthly and ad-hoc meetings to inter/intra-departmentally coordinate Patient Access activities.
- Lead the identification, coordination, and analysis of all financial, access and utilization data that results in clear business performance reporting and monitoring by payer and by lines of business
- Oversees the managed care plan, operations, credentialing of health plans, obligations & responsibilities inter-departmentally throughout the SCFHC System. Directs department operations, activities, and resources to meet budget and goals. Communicates and resolves issues.
- Develop and implement strategies to drive membership growth, retention, and reduce avoidable month-to-month lapses in health coverage.
- In partnership with SCFHC leadership, lead the management and optimization of various workflows and technological platforms, including patient enrollment & eligibility, NextGen, the Patient Portal (patient access to their health information) Develop reporting mechanisms and key performance indicators to evaluate the effectiveness of the department(s) and ensure continuous improvement
- Implement and oversee the department, ensuring proper member assignments to Enrollment and Eligibility Specialists
- Create a consistent outreach plan and strategies to provide education and build awareness of all SCFHC programs and services.
- Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams, as well as establish credibility and work effectively in a complex environment.

Education and Experience Knowledge:

- BA Degree in Health education or related field required.
- Certification within the Healthcare Financial Management Association (HFMA) and/or the National Association of Healthcare Access Management (NAHAM) preferred.
- Through knowledge of wellness, health care, and patient education concepts required.
- General knowledge of health care systems is required.
- Knowledge and understanding of LA County Health system preferred.
- Must have a minimum 3 – 5 years prior experience in developing and managing programs.
- Minimum 3 – 5 years of previous supervisory experience required.
- Supervise, support, and evaluate the performance of the Patient Benefit Counselors and Outreach Workers, providing guidance, training, and mentorship to ensure optimal patient outcomes and service delivery.

Skills and Abilities

- Bilingual and Bi-literate Spanish/English required.
- Displays excellent oral, written and customer service skills.
- Excellent interpersonal, organizational, and project management skills
- Computer skills in Microsoft, Excel and the Internet.
- Must be able to communicate effectively, in English, both verbally and written.
- Demonstrate ability to act as liaison between SCFHC staff, and patients.



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Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Life Insurance
- 403 (b) Retirement Plan
- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>