

APLAHealth

APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance*
- *Vision Insurance*
- *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!

Requisition #: 48297

Status: Full-time, Non-Exempt

Schedule: Monday – Friday, 8AM – 5PM

Onsite or Hybrid: Onsite

Bilingual (English/Spanish): Yes: Spanish Assessment required to pass prior to offer.

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

POSITION SUMMARY:

Under the supervision of the Quality Manager, the Outreach Coordinator will support patient care services with patient outreach and care coordination activities. This position will improve MCAS measures by increasing access to and completion of screenings

services among HCLA patients. The Outreach Coordinator focuses on patient education, scheduling, tracking, and data reporting to support quality improvement goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identify patients due for screenings using internal systems and external portals, including Cozeva/RadNet/UMIH.
- Conduct outreach via phone calls, text messages, and mailed correspondence to notify patients and schedule screening appointments.
- Schedule breast cancer and cervical cancer screening services with contracted radiology and specialty providers (e.g., UMIH, RadNet).
- Identify and address barriers to care such as transportation, language, scheduling conflicts, and access issues.
- Maintain accurate tracking logs of patients due for screenings, appointments scheduled, screenings completed, and follow-up status.
- Track normal and abnormal screening results and ensure appropriate follow-up appointments are scheduled when clinically indicated.
- Confirm receipt of screening results and consult notes (e.g., OBGYN) from external providers and ensure timely upload into the patient's medical record.
- Coordinate with external vendors, specialty providers, and managed care plans to verify completed screenings and obtain results via fax or portals.
- Compile, review, and report screening data to support performance monitoring and quality improvement initiatives.
- Submit supplemental screening data through Cozeva and other reporting portals to ensure accurate capture of quality measures.
- Participate in regular meetings with quality and leadership teams to review progress, outcomes, and performance trends.
- Effectively communicate with clients/patients in English and Spanish as required per aforementioned job duties.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

High school diploma or GED and two-year outreach coordinator or clinical quality work experience. Proficient use of Microsoft Office and electronic health records. Bilingual English/Spanish required.

Knowledge of:

- Medical terminology and patient care methods and techniques.
- 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.

Ability to:

- 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, procedures and protocols applicable to work.
- 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: APLA Health is an EEO Employer

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:
<https://www.paycomonline.net/v4/ats/web.php/portal/A5559163F67395E0A2585D2135F98806/jobs/353686>