

APLA Health

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 (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 \$25.60 - \$28.82 per hour. Salary is commensurate with experience.

POSITION SUMMARY:

The Behavioral Health Intake & Placement Coordinator provides essential administrative and coordination support for Behavioral Health referrals, patient intakes, and documentation processes. Working under the supervision of the Behavioral Health Intake & Placement Supervisor, this role manages communication systems, tracks referrals, updates databases, and ensures smooth onboarding of new patients. The Associate plays a key role in reducing backlogs, maintaining accurate data, and improving patient access to care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Process referrals and input data into ECW, Salesforce, and Excel trackers.
- Assist Behavioral Health Enrollment & Eligibility Coordinator w/ verification of insurance eligibility, as needed.
- Send and monitor completion of PandaDoc consent forms and ROIs.
- Maintain accurate and current records of client referrals, statuses, and clinician caseloads.
- Track expired forms and update documentation as required.
- Schedule intake appointments and handle reschedules or cancellations.
- Support same-day scheduling adjustments and call-outs.
- Maintain accurate waitlists, ensuring all updates are communicated to the Supervisor.
- Manage incoming calls, voicemails, emails, and messages through multiple platforms.
- Return patient and external calls promptly; redirect non-BH calls appropriately.
- Conduct follow-up outreach for no-shows, inactive clients, and expired consents.
- Provide administrative and coverage support to the Supervisor as needed.
- Assist older or technology-limited patients with navigation and paperwork.
- Support ongoing data-cleaning, backlog reduction, and compliance initiatives.
- Generate daily and weekly summaries of referrals, calls, and scheduling activities.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

High school diploma or GED required; Associate degree in psychology, health administration, or related field preferred. Minimum one year of experience in a behavioral health or medical setting required.

Bilingual required – English/Spanish.

Strong attention to detail, organization, and ability to manage multiple platforms. Understanding of patient confidentiality, HIPAA, and FQHC behavioral health operations.

Knowledge of:

Basic principles of behavioral health or medical office operations.

General office practices, data entry, and customer service.

Common computer software (e.g., Microsoft Office, Google Workspace).

Professional phone and email etiquette.

Confidentiality standards and the importance of HIPAA compliance.

Cultural sensitivity and awareness when serving diverse communities.

Ability to:

Prioritize and manage competing deadlines

Maintain professionalism in high-volume communication settings

Utilize Excel and data reporting tools effectively

Exercise sound judgment in managing patient-sensitive information

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is a hybrid-remote position which will allow the employee to work remotely 60-80% of the time, in-office up to 20-40%. This position 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:

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

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/337897>