



Job Title: PATIENT ACCESS COORDINATOR – Bilingual (Spanish/English) PT/FT

Department(s): Business Operations

Position Summary: Orients new patients to NHS services, programs, insurance/sliding fee options, clinic policies, e.g. setting appointments. Provides public health insurance awareness, education, coordination and enrollment support to increase access to health care. Assist clients in navigating the intake and billing process. Conducts community outreach activities as requested.

Supervision Received: Patient Accounting Supervisor

Supervision Exercised: None

Hours/Week 32-40 Full-Time Part-Time Exempt Non-Exempt

FLSA Definition:

ESSENTIAL FUNCTIONS:

- Orients new patients to clinic services, resources, supports, and related policies and procedures to promote and help ensure optimal access to and use of NHS health care services
- Provides outreach and education to patients, NHS staff and community members regarding public health insurance availability and options
- Assists in development of, promotes and oversees mechanisms to link patients to enrollment assistance, in cooperation with HR/Patient Accounting Manager and other Patient Access Coordinators
- Screens uninsured patients for eligibility for public program options for health insurance
- Assists patients with applications for the sliding fee scale. Works in conjunction with the billing office staff to help patients establish payment plans as needed.
- Identifies program eligibility and provides case management assistance to complete applications
- Liaisons with relevant County and State personnel and entities to help ensure successful outcomes: completed and approved enrollment applications
- Participates in staff/team and other meetings, trainings and activities required by the organization and funding sources to promote comprehensive and integrated health care and related services

- Maintains record keeping systems to manage, track and report service delivery and outcomes to meet organization and funder needs and requirements. Submits regular written narrative and statistical reports as required.
- Backs up front desk for breaks, lunch and end of day as needed

CORE REQUIREMENTS:

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification
- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant, Front Desk)
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

QUALIFICATIONS:

- Community Health Worker certification and minimum one-year experience, or some college with focus on health education, human services or equivalent with at least one year experience working with multicultural, low-income families preferred
- Fluent and excellent communication skills in English and Spanish, both oral and written

- Valid drivers license, insurance and vehicle preferred
- Familiarity with North and Northeast Minneapolis community preferred
- Able to:
 - Effectively present information to and respond to questions from various groups and individuals including patients, co-workers, agency representatives, funders and the general public
 - Work occasional evenings and/or weekend days
 - Write reports and correspondence.