Community Health Alliance of Pasadena (ChapCare)
Job Description

Title: Member Services Coordinator
Department: Member Services
Reports To: Member Services Manager
Directs: None
EEOC: Admin Support
FLSA Status: Non-Exempt

Summary
The Member Services Coordinator will work as an active member of ChapCare’s Member Services Department. The Coordinator will perform various department functions, which will expand access to ChapCare’s services and support the overall patient experience. The candidate will provide culturally and linguistically sensitive services. Excellent verbal communication skills are required. Bilingual English/Spanish is a must. The Coordinator will support ChapCare’s centralized Call Center as needed.

ChapCare’s Expectations of all Employees
- Adheres to all ChapCare’s Policies and Procedures
- Conducts self in a manner that represents ChapCare’s core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities
- Work as an effective member of ChapCare’s Member Services Department
- Support dissemination of reminder text messages to ChapCare patients and newly assigned members via the CareMessage platform
- Conduct follow-up calls for Outreach and Member Service Department leads to schedule appointments at ChapCare health centers
- Ensure accurate registration, appointment scheduling, and follow-up appointment in Epic Practice Management System
- Ensure accuracy of patient information by verifying patient’s appointment, update, and verify patients demographic in the Epic Practice Management System (i.e. address, telephone, Federal Poverty Level (FPL) and/or insurance coverage)
- Accurately track call results
- Respond to patient’s questions and needs
- Follow-up on Patient Grievances to ensure the matter is investigated, and that patient’s receive a timely response

Call Center Support Services:
- Provide support to ChapCare’s centralized Call Center (as needed)
- Screen and route patient calls efficiently
- Call patients 1-2 days before their appointment to remind them of their appointment
- Updating patient information by editing, canceling, and re-scheduling appointments as necessary according to ChapCare’s policies and procedures
- Address patient concerns and effectively communicate to appropriate staff
• Work with clinic operation and medical staff to facilitate efficient patient flow

Other Performance Expectations:
• Work on Saturdays (as needed).
• Work as a team player and be willing to assist other members in other duties within his/her capabilities, to aid the clinic team in providing good efficient patient care
• Maintain professional demeanor at all times with patients, caregivers, and other staff
• Attend and participate in clinic staff meetings and trainings as directed
• Other duties as assigned by supervisor

Job Requirements
• High school diploma or equivalent with 1-2 years progressive work experience in a medical setting.
• Bilingual English/Spanish
• Effective interpersonal and communication skills required.
• Excellent telephone etiquette required.
• Knowledge of medical terminology preferred.
• High level of skill in entering data into computer while talking with patients.
• Must have excellent customer service skills (i.e. the ability to develop and maintain effective working relationships with staff and patients).
• Must be able to type 35 wpm with 90% accuracy on the typing test.

Physical Demands/Working Conditions
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the greater San Gabriel Valley and/or greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt
I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

________________________________________
Employee Name

________________________________________
Employee Signature    Date