



Non-Exempt  
May 11, 2010

## JOB ANNOUNCEMENT

**Position:** Patient Relations Services Coordinator

**Reports to:** Marketing Coordinator

**Salary Range:** Starting salary based on experience, qualification, and budget.  
(Hourly as needed)

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### **Position Purpose:**

The Patient Relations Services Coordinator (PRSC) provides a bridge between patients and the clinic and other applicable agencies, such as insurance carrier. The PRSC is responsible for creating, maintaining and fostering a welcoming, caring atmosphere for all patients.

### **Principal Responsibilities:**

1. Welcomes all new patients by ensuring the mailing of the applicable JWCH Welcome Packages within 48 hours of establishing patient-clinic relationship.
2. Follows-up via phone with all new patients within five business days of the established patient-clinic relationship, to inquire, clarify and personally welcome new patients to JWCH.
3. Ensures and coordinates new patient data entry into the appropriate JWCH patient database.
4. During the welcoming stage and *when appropriate*, the PRSC will act as an eligibility screener by interviewing clients of diverse socioeconomic background in person to determine eligibility for federal, state, and county-funded health insurance programs; assess client eligibility and assist client to complete the application form; gather required eligibility documentation; submit applications to appropriate agency.
5. Coordinate and assists patients with timely scheduling of initial health assessments and preventive care visits, clinic tours, etc.
6. Serves as the patient advocate by evaluating, resolving, and educating patient regarding insurance/billing issues, coverage options and the programs available to the patient through JWCH directly or JWCH partnerships, as well as educates patients on how to access other community resources.
7. As the patient advocate documents and addresses all patient concerns regarding JWCH services and provides timely feedback and resolution to all parties involved.
8. Contacts the patients by phone and mail if appropriate, to follow-up on missed appointments and assist them with rescheduling needs.
9. Contact patients in a timely basis both via phone and mail to advise them when there is a change of insurance coverage (for example, loss of coverage, etc.).
10. The PRSC is charged with building and maintaining patient loyalty through the formation of constant, favorable and prompt communication regarding JWCH services. As well as by being a proactive advocate for the patient in any issues that may arise regarding coverage, services, etc.
11. Collaborates with Marketing, Clinic Administration and other key JWCH Departments in the outreach and marketing efforts to continue to favorably promote JWCH services.
12. In conjunction with applicable key members the PRSC will develop, present, coordinate and implement various marketing strategies to aide in maintaining and attracting patients to JWCH services.
13. Conducts periodic patient surveys, this may include providing patient data analysis based on patient survey results, as well as on patient retention and turnover.
14. The PRSC will be responsible for developing strong and favorable relationships with all applicable vendors, insurance providers, referring physicians or referring entities. This may include immediate intervention in resolving issues that may put in jeopardy the business relationship. In these situations the PRSC will work with the appropriate Clinic Management staff and/or appropriate JWCH Executive to seek immediate resolution.
15. Performs other duties as assigned.



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**Requirements:**

1. Candidates must be highly motivated, have exceptional customer service and computer skills.
2. Excellent interpersonal, written and verbal skills a must.
3. Knowledge of health insurance lingo and practices strongly preferred
4. Certified Application Assistant (**CAA**) in the state of California or,
5. A combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.
6. Bilingual English-Spanish strongly preferred
7. Proven ability to multitask and follow up on multiple projects is a must.
8. Excellent organizational skills
9. Experience working with clients from diverse socio-economic, ethnic, and cultural backgrounds required.
10. Reliable transportation and current and valid California Driver's License required (this position may require that you travel from site to site, with or without ample notice).

**To apply, please fax or email resume or list of qualifications including the job code number to:**

**JWCH Institute, Inc.  
1910 W. Sunset Boulevard, Suite 650  
Los Angeles, CA 90026  
Attn: Human Resources Department  
Job Code: 309  
Fax Number (213) 413-3443  
E-Mail [hresources@jwchinstitute.org](mailto:hresources@jwchinstitute.org)**

Closing date: Open until filled.  
JWCH Institute, Inc, is an Equal Opportunity Employer (EOE).