



Reputable Community Healthcare Clinic seeks Full Time Bilingual Call Center Agent

Join an organization which is respected and well loved by the Community we serve!

This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary medical and dental care within a broad array of services - including prenatal, a teen center, all ages dental care, mental health, nutrition health services - that help our patients' live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish speaking patients.

AMC's Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 18!

What you will do at AMC:

The Bilingual Call Center Agent is an entry level role which primarily functions in the Clinic's Call Center. Operates multi-line telephone system to answer incoming calls and routes members to appropriate AMC personnel. In addition, schedules appointments, responds to questions, and documents each call within the electronic health record (EPIC) and/or email. Inputs and provides information related to member's accounts including demographics and billing/insurance information. Able to work successfully in a fast pace, dynamic work environment while providing high quality customer service. Ability to handle several tasks at the same time. Able to read, write and speak fluently in Spanish and English required. Must be detail-oriented in collecting, tracking, and monitoring information.

- Assigned to a care team, and is involved with all care team huddles and any back-up support as needed.
- Answers phones, routes calls, schedules patient appointments, and ensures that patient demographics and insurance information are accurate.
- Check all insurance eligibilities for following day and create billing notes for outstanding documents.
- Works toward making patients feel valued and supported within the health center.
- Responsible for extensive knowledge of appointment protocols (new patient, controlled medication screening, mental health, women's health and etc.)
- Must comply with all federal, state and local laws and regulations, and AMC policies.
- Create telephone encounters, messages, email, notations and assign properly to staff
- Enters information into the electronic health record such as faxes, previous medical records, radiology results, and assist with communication with other medical facilities through the electronic health record.

- Questions patients when necessary to correct/update fiscal and demographic data.
- Schedules health center's appointments and "no show" information into the computer system.
- Discusses overdue payments with patients and tracks patient billing histories to identify outstanding balances.
- May send DNK letters (did not keep appointment letter) to patients that missed their appointment.
- Checks Voicemails daily upon arrival and return within 2 hours of start time as assigned; ensures Voicemails are returned by the end of each business day.
- Acts as a patient navigation resource on various health center programs and community resources
- Assists in the adoption and implementation of new technologies and activities that improve patient care and clinic efficiencies.
- Responsible for copying, scanning, faxing, filing, and other general office duties as assigned
- Conducts confirmation calls to patients the day before their appointment as a reminder.
- Other duties as assigned.

You must have the following qualifications:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- Must be able to type 45 WPM, is proficient with Internet and web-based systems, and MS Office (Word, Excel, and Outlook).

Work Schedule:

This position is expected to work onsite and is not remote.

How to apply:

Please email your resume to hr@alliancemed.org or fax resume to (707) 385-2148.

COVID-19 considerations

AMC strongly adheres to CDC requirements and our Infection Control policy and procedure. We have compliant workflows to screen employees and patients before entering our facilities. AMC is committed to closely monitoring staff safety and ensure social distancing measures.

Alliance Medical Center is an Equal Opportunity Employer. No third party recruiters please.

