



NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111

Developing children, families and future leaders of our communities through empowerment, education and wellness from our house to yours.

JOB ANNOUNCEMENT

MEDICAL OFFICE ASSISTANT II

DATE POSTED: February 6, 2017

APPLICATION DEADLINE: OPEN UNTIL FILLED

Completed applications may be scanned/ emailed to: recruiting@neighborhoodhouse.org.

Position no. / Range: 4026 / 46.01

Union Status: Non- Union

Starting Pay: \$16.55- \$18.27 p. hr.

No. of Weeks: 52

Hours of Work: 8:00 a.m. - 5:00 p.m.

Status/ Hours: Full Time/ Non- Exempt

Location: 286 Euclid Av. Ste. 102, SD, CA 92114

Dept. Program: Project Enable

Basic Job Assignment:

Under general supervision, the Medical Office Assistant II performs a wide variety of routine to moderately difficult and lead medical office support functions in billing, benefits, claims utilization and day-to-day management of an outpatient mental health clinic, provides office administrative and basic secretarial support services to managers and clinical staff, and provides backup to other office staff; and performs related duties as assigned.

Employment Requirements:

The ideal candidate is a self-motivated, independent worker who possesses a solid understanding of Standard medical office administration practices and procedures; Knowledge of medical office billing and claims processes; Industry-relevant best practices, organizational skills and technology to efficiently manage the front office of a healthcare service provider; Customer service in a healthcare environment; NHA and program rules, policies and procedures applicable to assigned areas of work; Recordkeeping and filing practices and procedures; Word processing, spreadsheet and other standard business software; Records management practices and procedures; the ability to Cross-train and update client information, insurance verification, billing, verification of payment and claims tracking and reconciliation; Multi-task, pay attention to detail, and prioritize daily work flow, with a focus on results and quality; Type accurately at a minimum of 40 wpm; Exercise sound independent judgment within areas of responsibility; Organize and maintain office and specialized files; Use electronic health record and billing systems efficiently in updating client demographic and insurance information, scheduling client appointments, and pulling a variety reports required by clinicians and management on a timely basis; communicate effectively orally and in writing with staff, managers, clients/ participants, and individuals of varying levels outside of the department and organization using tact discretion and diplomacy; establish and maintain effective working relationships with all levels of Association management, employees, and others encountered in the course of work; is well organized and is able to plan and prepare in a thorough fashion; Correct English usage, including spelling, grammar and punctuation; and has demonstrated experience working with culturally and ethnically diverse, low income or no income clients and unique populations.

Qualifications:

- Graduation from high school or G.E.D. equivalent, **AND**
- Three years clerical or secretarial experience in a healthcare or medical office environment;
- Billing and financial training and/or certification, Anasazi EHR training, **OR** an equivalent combination of training and experience.
- Valid California Driver's License



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Example of Major Functions:

- Opens the office upon arriving and checks the lobby and around the facility to ensure it is in good order and ready for a working day;
- Welcomes and greets clients and visitors in person or on the telephone; answering or referring inquiries;
- Optimizes clients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone;
- Keeps client appointments on schedule by notifying provider of clients' arrival; reviewing service delivery compared to schedule; reminding provider of service delays;
- Comforts clients by anticipating clients' anxieties in a non-clinical fashion; answering questions and maintaining the reception area;
- Helps clients in distress by responding to emergencies and seeking support from supervisor as appropriate;
- Prepares new client charts and reviews open charts ensuring administrative quality of records in an efficient and timely manner;
- Ensures availability of treatment information by filing and retrieving client records
- Maintains client files and electronic health records by obtaining, recording and updating personal, insurance and financial information and verifying information at each client visit to the clinic;
- Verifies client insurance and financial eligibility (UMDAP) as required
- Completes and submits insurance claims; tracks payments and investigates and resolves denied claims promptly;
- Acts as liaison with the County billing unit and with health plans, assists with resolution of billing and compliance issues and coordination of various managed care requirements;
- Prepares correspondence between medical providers and their clients;
- Faxes authorization forms to health plans and tracks approved visits in Excel spreadsheets;
- Retrieves incoming faxes, logs and disseminates promptly;
- Assists clinical team with utilization management process, which includes processing referrals, authorizations, and requests for medical records;
- Provides quality customer service to clients and team members;
- Operates a variety of standard office equipment; troubleshoots and performs minor maintenance on duplicating equipment and other office machines;
- Maintains business office inventory and equipment; anticipates needed supplies; places and expedites orders for supplies; verifies receipt of supplies; schedules equipment service and repairs;
- Protects clients' rights by maintaining confidentiality of personal and financial information;
- Maintains operations by following policies and procedures; reporting needed changes;
- Types, formats, edits, revises, proofreads and prints reports, correspondence, memoranda, transmittal sheets, statistical charts, policies, procedures, and other documents;
- Assists with routine office operational functions such as purchasing and inventory tracking and management;
- Types purchase requisitions, submits for processing and tracks accordingly;



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- Operates a variety of standard office equipment; troubleshoots and performs minor maintenance on duplicating equipment and other office machines;
- Assists with personnel administrative activities, such as training and supervising others in the section's work and procedures;
- Performs other office support functions as assigned.

APPLICATION SUBMITTAL INSTRUCTIONS:

Applications may be obtained at 5660 Copley Drive, San Diego, 92111; 841 S. 41st Street, San Diego 92113; or on the Agency website at www.neighborhoodhouse.org. Completed applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111 or scanned/ emailed to: recruiting@neighborhoodhouse.org.

Applications must be fully completed (per instructions), signed, and dated when submitted. Any applicable supplemental application questions must be attached to the application at the time the application is submitted. All statements on the application will be subject to verification and investigation prior to employment. In order for your education or certification(s) to be considered, you must attach a copy of your degree transcripts, diploma, or foreign equivalency report and/ or certification to your application. If you are selected for further consideration official degree transcripts may be requested. Please only submit the documents required.

NOTE: Only those candidates being considered will be contacted for an interview and reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions of job on a case by case basis.

BENEFITS:

Eligible positions receive the following benefits: Vacation; sick leave; 13 holidays; 2 personal days and 4 days bereavement leave; medical; dental; life and disability insurance; Social Security and Retirement Plan.

INTRODUCTORY PERIOD:

All regular appointees serve 6 months introductory period.

CITIZENSHIP/IMMIGRATION STATUS:

In accordance with the Immigration Reform and Control Act of 1986, Neighborhood House Association hires only U.S. citizens and others lawfully authorized to work in the U.S.

This Job Announcement is not an offer of employment. The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.



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**Please note that offers of employment are only valid if they are made by the Human Resources
Department**