



PATIENT SERVICES ASSOCIATE JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff work as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Patient Services Associate (PSA) is responsible for performing a variety of administrative office duties which contribute to the successful operation of the Medical Records Department, specifically delivery of affordable, quality healthcare to our patients. As a team member of the Medical Records Department, the PSA may also provide support to other departments within Operations. This position requires exceptional critical thinking, staff and patient relations, organizational and time management skills, as well as attention to detail.

Classification: Full-Time, Hourly, Non-Exempt

Reports to: Chief Operating Officer

Compensation: \$23.00 - \$26.52 per hour, DOE

Location: Administrative Office

Hours: 8:00AM-5:00PM (some flexibility)

Language: Bilingual in English and Spanish preferred

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Use computer and electronic medical record (EMR) to locate, file, prepare, and route patient documents, correspondence, and external medical records
- Access external health center portals to retrieve and download patient medical records for inclusion in the SCCH EMR, OCHIN Epic

- Scan documentation into EMR following protocols
- Prepare documentation for provider signature as it relates to prior authorizations for medications, prescription assistance program and state or federal forms
- Operate copy machine and fax machine upon instruction
- Perform other administrative support duties as assigned

QUALIFICATIONS:

Minimum Qualifications:

- High School Diploma or GED
- Experience and/or interest in health care
- Technical competency with computers
- Excellent patient/customer service, communication, and follow-through skills

Preferred Qualifications:

- Bilingual in English and Spanish
- BA or college coursework related to healthcare
- Previous experience in a primary care health care setting, especially Medical Records experience

BENEFITS:

We offer a quality benefits package designed to support your well-being and work-life balance! Enjoy competitive compensation and a comprehensive benefits suite for those working 20+ hours per week, including employer-subsidized health, dental, vision, and life insurance plans, plus optional pet insurance and supplemental coverage; coverage begins the first of the month after 30 days of employment. From day one, you'll accrue paid time off, have paid holidays, and a 2% automatic 401K enrollment with a 2% company match. You'll also benefit from access to a wellness reimbursement program, a telecommuting stipend when applicable, plus, we cover license and certification fees and provider CME (fees and days off). Celebrate with us at monthly staff events and bi-annual company-wide celebrations and take advantage of ongoing training opportunities.

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D)