

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 3  
ARCADIA MENTAL HEALTH CENTER**

**TRANSFER OPPORTUNITY**

**THIS IS NOT AN OFFICIAL EXAMINATION BULLETIN  
RESTRICTED TO LOS ANGELES COUNTY EMPLOYEES ONLY**

**Patient Resources Worker**

Arcadia Mental Health Center is an adult outpatient clinic located in San Gabriel Valley with an opening for a Patient Resources Worker. The position is currently part of the Arcadia Wellness Center, but may move within a few months to the new clinic (East San Gabriel Valley Mental Health Center) currently under construction in Covina.

**DUTIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Interviews clients and completes financial screenings using the Uniform Method of Determining Ability to Pay (UMDAP) and the Patient Financial Information forms;
- Enters financial bundles into the electronic charting system, IBHIS;
- Refers clients to County General Relief programs and other social welfare programs;
- Provides financial information and benefits eligibility information to case managers;
- Helps Patient Financial Services Workers to complete Unbilled Medi-Cal Report;
- Updates the client fee cards and completes clinic receipt transmittals;
- Prepares Monthly Activity Accounts Receivable (MAAR) and trial balances, reviews client fee cards and posting client's services for payment, and reports any account outstanding balances to Treasurer and Tax Collector and MAAR report;
- Investigates and analyzes rejection claims from Denied Error Correction Report and Error Correction Report to determine opportunities to re-bill and generate lost revenue;
- Computes plans of payments for patients whose medical share of cost has already been established; and
- Identifies and locates financial resources, obtains Medi-Cal or other insurance information, and prepares and processes documents for reimbursement through third-party resources.

**DESIREABLE QUALITIES:**

- Excellent customer service skills
- Excellent time management and organizational skills
- Fluency in Spanish

Interested individuals currently holding the title of Patient Resources Worker are encouraged to submit their resume to the address below by October 7, 2016. Please submit your resume, Performance Evaluations and Master Timecard Variances for the last 2 years.

**Fax or Email information to:**

Elizabeth Gross, Ph.D.

[egross@dmh.lacounty.gov](mailto:egross@dmh.lacounty.gov)

Phone number: (626) 471-1435 \*\*\* Fax number: (626) 821-0858