Full-Time Coordinator Position

- **Working Hours and Days:** 9am – 5pm from Mondays to Fridays
- **Benefits offered:** Paid sick days, personal days, holidays and family leave. Dental and Vision Insurance is provided.
- **Pay Rate:** Depends on experience, negotiable salary for more experienced. No experience would begin at $15/hour.
- **Must have at least a high school diploma**
- **Ideal candidate must have a lot of patience and know how to communicate with people and patients.**
- **Must be able to SPEAK in Chinese and English (Patients are mainly Chinese speaking)**
- **Must be able to READ and WRITE in Chinese and English (Communication with insurance company is needed)**

Coordinator Responsibilities

1. **Patient**
   1) **The patient doesn’t have Aide**
      - Receive patient from marketing
      - Receive the patient’s basic information (gender, address, language, service schedule)
      - Choose 3-3 aides for backup
      - Receive Authorization from insurance company
      - Confirm the patient’s information via phone call (health, special need for aide, language, service schedule)
      - Input patient’s data
      - Confirm aide
      - Confirm a visit between the patient and the nurse
   2) **The patient has Home Health Aide**
      - Receive patient from marketing
      - Receive the patient’s basic information (gender, address, language, service schedule)
      - Receive Authorization from insurance company
      - Confirm the patient’s information via phone call (health, special need for aide, language, service schedule)
      - Input patient’s data
      - Confirm a visit between the patient and the nurse.

2. **Aide**
   1) **Non-Family Member – Personal Care Assistant (PCA) (Or Home Health Aide – HHA)**
      - Verify the aide’s qualification (ID, Certification/License, Body Check Report, Address Proof and Reference Letters)
      - Background check (Verify License, Non-criminal Record, ID/Green Card/Social Security/Passport)
      - Aide Contract, W4 Form
      - Input the aide’s record (generate working ID)
• Assign patient to the aide, and ask the aide to communicate with the patient
• Teach the aide for attendance (phone call or time sheet)
• Calculate the aide’s working hour every 2 weeks

2) **Family Member – Consumer Directed Personal Assistance Program (CDPAP)**
• Verify the aide’s qualification (ID, Body Check Report, Address Proof)
• Background check (Non-criminal Record, ID/Green Card/Social Security/Passport)
• Aide Contract, W4 Form
• Input the aide’s record (generate working ID)
• Teach the aide for attendance (phone call or time sheet)
• Calculate the aide’s working hour for every 2 weeks

**Aide License:** Valid in 2 years. If the aide did not stop working for more than 2 years, then the license is still valid. If it has expired, then they must retake the exam.

**Working Hour:** If the working hour needs to be calculated in Friday, then they would need to finish the attendance on Monday/Tuesday.

Aide should NOT work more than **40 hours/week**.

If the aide needs to switch the working hour, or he needs to travel, then the switch is possible. The total working hour should not be greater than 40.

Every aide should have a training **every half year**. The new aide should have a training class **1 week before serving**. CDPAP is NOT required for training.

3. **Nurse**
   1) **For Patient**
   • Confirm the visit time with the nurse
   • Confirm the visit time with the patient and aide
   • Assist the nurse to understand the patient’s information, family doctor (the doctor’s business card, medicine, allergy, wheel chair, pain)

   2) **For Aide**
   • Arrange the nurse to provide training to new aide (1 week before serving), arrange the nurse to provide training to old aide (every half year)

4. **Insurance Company**
   • Receive the Authorization from insurance company (confirm the company’s information, patient’s information and **diagnosis**) 
   • Input the information into the system

**Authorization:** List serving hour (begin and end), duration, service plan (**PCA or CDPAP**)

**Extension of Contract:** Insurance company will send the **Continued Authorization**.

**Termination of Contract:** Acquire **Discontinued/Discharged Authorization (DC AUTH)**.
**Patient day off (vacation or hospital):** email or fax **Communication Letter** to insurance company, request **Suspend and Resume Authorization**, and update the patient’s calendar.

5. **Accountant**
   - Prepare every aide’s working hour