

**TUNICA BILOXI TRIBE OF LOUISIANA
MEMORANDUM**

Job Announcement

DATE: March 6, 2026
FROM: Human Resources Department
RE: Patient Services Coordinator

The Human Resources Department is currently taking applications for a full-time Patient Services Coordinator. The attached position announcement must be posted seven (7) full days. **Applicants wishing to apply** should visit the Tunica-Biloxi website at www.tunicabioxi.org and click on 'Government' located on the top of the page, scroll down to Departments, then Human Resources. This position should be posted internally until March 13, 2026, at 4.00 p.m.

Date and hour posted: _____ : ____ . m.

Date and hour removed: _____ : ____ . m.

Attachment: job ad



PATIENT SERVICES COORDINATOR

Job Title: Patient Services Coordinator
Reports to: Business Office Manager
Classification: Non-Exempt
Supervisory Status: Non-Supervisory

Department: Health
Employment Status: Full-Time
Salary Range: \$16-\$26/hr.
Revision Date: March 2026

Summary:

The Patient Services Coordinator serves as the primary point of contact for patients, tribal citizens and community members seeking services through the Health Clinic. This position provides administrative intake, scheduling and patient coordination support while promoting access to healthcare services and community wellness programs. The role supports daily clinic operations by coordinating patient flow, verifying eligibility, assisting with referrals, and facilitating communication between patients, providers, and community resources. This position plays a vital role in ensuring positive patient experiences, continuity of care and support of the Tribe's health and wellness initiatives.

Essential Duties and Responsibilities:

- Provide front desk reception and patient intake services including professional and courteous greeting and assisting of patients, visitors, providers, and community partners.
- Register new patients and update returning patient demographic and insurance information in the electronic health record system.
- Schedule, reschedule and confirm patient appointments according to clinic policies and provider availability.
- Coordinate patient check-in and check-out procedures including verifying personal, insurance and referral information.
- Collect co-pays, payments and required documentation while ensuring compliance with clinic billing policies.
- Print, prepare and distribute patient paperwork, lab requisitions, referrals and visit documentation.
- Verify patient eligibility for services including Indian Health Services, Medicaid, Medicare, third-party insurance, and Tribal health programs.
- Maintain daily appointment schedules and notify clinical staff of patient arrivals, cancellations, and delays.
- Answer and direct incoming phone calls, emails and electronic communications to appropriate personnel while providing accurate clinic information.
- Perform appointment reminder calls, follow-up communications, and outreach to support continuity of care.
- Assist with referrals, authorizations, and coordination of care between providers, case management, specialty services, and external healthcare agencies.
- Monitor waiting room activity and assist with maintaining patient flow to support efficient clinic operations.

- Maintain accurate patient records, filing systems and scheduling logs in accordance with clinic standards and regulatory requirements.
- Scan, upload, and organize patient documents into electronic health record systems.
- Assist with verifying provider orders and coordinating lab or diagnostic service paperwork.
- Support case coordination activities and assist patients with accessing social service and healthcare resources and programs like Medicare, Medicaid, SNAP, or WIC.
- Assist with organizing and supporting community health events, wellness programs, and outreach initiatives.
- Maintain confidentiality and comply with HIPAA, privacy regulations, and Tribal policies.
- Identify and communicate patient concerns, service barriers, or urgent matters to appropriate staff.
- Assist with monitoring and reporting clinic front desk supply needs.
- Participate in performance improvement activities, staff meetings, and training sessions.
- Maintain a clean, organized, and welcoming reception and waiting area.
- Complete all other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- High School Diploma or GED required (4-year bachelor's degree in a medical business or related field preferred)
- Five (5) or more years of related experience in a medical business setting required.
- Be able to work in a fast-paced work environment.
- Manage multiple tasks and completing priorities.
- Excellent customer service skills with an emphasis on data management and organization

Certificates and Licenses:

- Must possess a valid State Driver's License and be insurable to drive company vehicles.
- Must successfully pass a criminal background check.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is in an office setting with a noise level that is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires walking, sitting, standing, reaching, and bending. Must be able to lift up to 5-10 lbs.

This is not an exhaustive list of all duties and responsibilities associated with it. The Tunica Biloxi Tribe of Louisiana reserves the right to amend and change responsibilities to meet business and organizational needs.

PREFERENCE WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN INDIANS. Proof of tribal citizenship is required to be deemed preference eligible.

REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:

- **Tribal employment application** that is complete and provides all information requested, including Tribal Role #, Certificate of Enrollment or Proof of Enrollment #; or
- **Cover letter** explaining your qualifications and experience relevant to the functions of this position; and
- **Personal resume** identifying your qualifications and experience relevant to the functions of this position.

Qualified Native Americans will be given preference in employment as required by the Indian Self-Determination and Education Assistance Act (25 U.S. 450, ET. Seq) including other relevant laws. In accordance with Title VII of the 1984 Civil Rights Act, Sections 701(b) and 703(1), preference in filling all vacancies may be given to qualified American Indian candidates. In other than the proceeding situations, the Tunica-Biloxi Tribe is an Equal Opportunity Employer (EOE). Tribal and/or Indian preference applicable in accordance with Title XX of the Tribal Code of the Tunica-Biloxi Tribe of Louisiana.

To apply for this position, interested candidates must submit their completed application, or cover letter and resume on or before the closing date to:

Tunica-Biloxi Tribe of Louisiana

Attn: Human Resources

150 Melacon Rd.

P.O. Box 1589

Marksville, La. 71351

HR@tunica.org