Are you seeking an opportunity to join a team of Advanced Practice Nurses as a **Medical Assistant**? Do you want the challenge of providing high quality and efficient psychiatric services in a fast-paced healthcare environment? If you are Bilingual and certified as a Medical Assistant, this is the opportunity for you!

The (APN) Assistant provides outstanding support to the prescribing psychiatric practitioners while providing exceptional care and services to the clients and external customers. The APN Assistant ensures the clients are welcomed and cared for in a warm and friendly manner to meet or exceed their needs and expectations with the goal of a positive customer experience at every encounter.

**Daily Responsibilities:**

* Ensure medication consents are signed, and medication fact sheets are provided to the client.
* Perform Individualized Service Plan (ISP) preparation for the APN’s completion and monitor timely execution.
* Check client billing and present for processing at the end of day; ensure accurate codes for time spent based upon acuity.
* Follow up with labs, orders, portal, requests for reports and/or letters.
* Make calls to clients’ PCPs when requested by the APN.
* Obtain Prior Authorizations and address prescription issues as they arise.
* Provide referrals to clients when directed by the APN.
* Liaise between client and APN by managing calls and emails; act as first line of communication for clients.
* Liaise between APN and Access Center to ensure accurate scheduling of clients.
* Ensure no-show/cancellation procedure is adhered to by APN team.
* Perform other duties as assigned.

**Qualifications and Requirements:**

* Verifiable Medical Assistant Certificate, with completion of a medical assistant internship, and a minimum of a High School diploma; or Bachelor’s degree in social work, psychology, or related health field with relevant experience.
* One or more years’ experience in an outpatient clinic or other healthcare setting.
* Experience working with children, adolescents and/or adults in a mental health setting is preferred.
* One or more years of demonstrated excellent customer service experience.
* Experience working with an EMR system.
* Spanish fluency REQUIRED.
* Proficient use of Word, Excel, and PowerPoint programs.
* Working knowledge of basic computer functions i.e., typing, email, etc.
* Excellent interpersonal skills in working with individuals and groups