

**FRESNO COUNTY SUPERINTENDENT OF SCHOOLS**  
**CLASSIFIED POSITION**

JCN: 237  
RANGE: 132  
NON-EXEMPT

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**BILINGUAL HEALTH INFORMATION ASSISTANT**

**BASIC FUNCTION:**

Under the direction of the Quality Support Supervisor, receive, review and process confidential health information and maintain medical records; perform intermediate clerical, billing and program related functions in support of the Behavioral Health Department; assist psychiatrist and youth with examination process, follow-up care and referrals; perform various assignments.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

- Assist with departmental data collection and research. Input a wide variety of data into an assigned computer system; maintain automated files and records; create queries, manipulate data and generate a variety of mandated and requested computerized lists and reports; ensure accuracy of input and output data; ensure mandated reports are completed and submitted to appropriate agency or personnel according to established timelines.
- Complete intake of referrals, distribute and review fact sheets and informed consent process with accurate medical record documentation.
- Compose, prepare, maintain a variety of reports, spreadsheets, lists, forms, letters, correspondence and other materials including confidential information; prepare and disseminate mailers as assigned.
- Ensure lab tests and test results are part of the medical record in support of psychiatric services as appropriate.
- Enter, modify and extract youth data in county office electronic information systems; establish and maintain various automated records, reports and files; verify, update and ensure accuracy of information.
- Maintain and provide for the upkeep and care of designated areas, telepsychiatry equipment, supplies, and log entries.
- Perform all front office duties; receive incoming calls and direct to appropriate staff or message system.
- Perform insurance verification at every visit as appropriate.
- Prepare and maintain confidential health and other related records, files and reports including computer generated documentation.
- Process requests for releasing and amending records and release information to persons and agencies according to HIPAA regulations under the direction of Quality Support Supervisor.
- Develop and maintain Medi-Cal/insurance files, spreadsheets, databases, and reports; receive, review and verify Medi-Cal/insurance eligibility; process Medi-Cal/insurance billing claims; audit and correct Medi-Cal/insurance billing claim forms to ensure accuracy, completeness and billing eligibility; resolve technical issues related to the processing of Medi-Cal/insurance billing; submit reports in a timely manner as assigned to properly document Medi-Cal/insurance direct services.
- Review and maintain youth files and other records; ensure completeness of medical records; audit youth files, reports, and other documents for accuracy; process referrals, health information and maintain medical records.
- Support youth receiving psychiatric services with processes related to medication needs.
- Use medical management system or Electronic Health Record, enter youth information, and service data.

- Welcome and assist youth through the visit process and prepare them to meet with psychiatrist; collect basic data on current height, weight, blood pressure etc. within scope of position.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Keyboarding at an acceptable rate to complete reports and correspondence required by the Position.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Read, speak, translate and/or write in a designated second language.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

**OTHER DUTIES:**

- Drive a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Perform related duties as assigned.
- Travel within Fresno County.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Behavioral health principles and practices, rules and regulations affecting children's services programs.
- CPR/AED/First Aid methods and procedures.
- Family Educational Rights and Privacy Act (FERPA).
- Health Insurance Portability and Accountability Act (HIPAA)
- Recognize health problems and/or concerns and ability to communicate them to the psychiatrist and clinical staff.
- Record keeping and filing.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

**ABILITY TO:**

- Administer basic first aid.
- Learn applicable laws, codes, rules and regulations related to assigned activities.
- Learn basic concepts of child development and typical behavior characteristics.
- Maintain accurate records.

- Meet schedules and time lines.
- Observe health and safety regulations.
- Perform a variety of clerical and administrative support duties for psychiatric services.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with minimal direction.

### **EDUCATION AND EXPERIENCE:**

#### **EDUCATION:**

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in Human Services or Medical related fields preferred.

#### **EXPERIENCE:**

- One year of responsible clerical or secretarial experience involving frequent public contact.

### **LICENSURE AND OTHER REQUIREMENTS:**

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.
- Valid defensive driving certificate issued by an authorized agency.
- Valid First Aid and CPR Certificate issued by an authorized agency.
- Read, speak, translate and/or write in a designated second language.

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

- Drive a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

#### **PHYSICAL DEMANDS:**

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.

- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

**HAZARDS:**

- Potentially harmful outbursts from youth.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*

**APPROVED:**

Effective: 07/01/2020

Revised: 04/30/2021