



## **Open Position**

Patient Coordinator (Spanish-Speaking)

## **Company Description**

TenderHeart Health Outcomes has been improving members' lives for two decades by focusing on programs that reduce healthcare costs while enhancing quality. Originally established as Longhorn Health Solutions, the company has evolved to become a leader in high-quality products and care management services on a national scale. TenderHeart's innovative offerings, such as value-based incontinence management and targeted Health Rewards programs, are designed to address key health concerns including incontinence, fall risk, immunizations, and diabetes. These programs help managed care organizations achieve significant cost savings and improve patient health outcomes.

## **Location**

4440 S Piedras Dr. #159, San Antonio 78228

Hybrid after 30 days; 1 day in office per week

## **Pay**

From \$18.00 per hour

## **Responsibilities**

- Receives and responds to incoming requests from TenderHeart portal, referral sources, health agencies, account managers and exchanges information to identify the organization's ability to meet the needs of the patient
- Verifies all demographic information including delivery address, phone number, size, attending physician and identifies the payor source and verifies eligibility.
- Identifies the delivery frequency and set up a template.
- Speaks with the patient or caregiver to identify appropriate monthly needs and amounts.
- Sends required paperwork to the physician office for approval of monthly amount, length of service, supporting diagnosis, NPI # and signature.
- Contacts referral sources to advise of referral status.
- Assists referral sources and/or patients with alternative community resources or equipment providers when necessary.
- Documents and routes all calls in a manner consistent with the organization's policies and procedures.
- Conducts courtesy follow-up calls as required by TenderHeart policy and procedure.
- Follows up with physician's office to ensure all required paperwork is returned.
- Ensures the required information is received from the physician's office. Once



verified, log the information into the computer and release the items for delivery or send for authorization according to insurance specification.

- Once paperwork is returned and correct, obtains initial authorization from insurance company as needed per insurance requirements.
- Collaborates with the Intake management team, account managers, referral source and patients to identify potential solutions as problems are identified. Monitor and track correspondence from referral sources to ensure satisfaction standards.
- Communicates customer service issues to management as appropriate.
- Participate in traditional and e-learning programs.
- Ensure compliance with Company policies and procedures.
- Collaborate effectively with other company employees, managers, and departments.
- Perform all job functions with Company Mission, Vision, Values in mind.
- All other duties as assigned.

### **Skills**

- Computer skills — knowledge of MS Office (Word, Excel, Outlook) and web applications such as Google Sheets.
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to adapt respond to different types of characters.
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively.

### **Benefits**

- 401(k)
- 401(k) matching
- Health insurance (insurance available immediately)
- Vision insurance
- Dental insurance
- Flexible schedule
- On-the-job training
- Paid time off
- Eligible for incentive pay after 90 days
- No nights or weekends
- Hybrid position

### **Language**

- Spanish (required)

***Interested applicants should email their resume to [jobs@tenderheart.com](mailto:jobs@tenderheart.com).***