



5110 North Broadway, Chicago, IL 60640
Phone: (773) 728-3700
Fax: (773) 728-0497
www.hnvi.org

Billing and Home Care Relations Coordinator

About the Organization

Founded in 1976, The Vietnamese Association of Illinois (VAI) is a 501(c)(3) charitable organization that focuses on serving diverse communities of all ethnicities and religions, fostering unity, and promoting Vietnamese American identity.

Since its founding, VAI has served thousands of Vietnamese Americans and other ethnic communities through facilitating resettlement and citizenship, building community, seeking employment, addressing healthcare issues, raising political awareness, providing educational opportunities, addressing multigenerational issues for seniors and youth, establishing and expanding businesses, and strengthening cultural heritage. VAI's current services include adult literacy and civic education instruction, immigration and legal aid, senior in-home care, and youth programs.

About the Role

Job Title: Billing and Home Care Relations Coordinator

Reports To: Finance Manager

VAI is looking for a dedicated Coordinator to support the organization's billing and HR department.

The Billing/Home Care Relations Coordinator will dedicate their time to performing routine billing and home care aide hiring procedures for the home care program. The Coordinator is also responsible for dealing with billing discrepancies and keeping track of the accounts receivable of the entire senior in-home program.

Core Responsibilities:

- Tracks Homemaker staffing hours by comparing Epay reports to the biweekly timesheets submitted by Homemaker staff
- Compiles timesheet and reporting errors, working closely with the Finance Manager and the in-home care management staff to correct said errors in the Epay system
- Submits corrected homemakers spreadsheet to Finance Manager for payroll processing
- Uses Illinois Department on Aging web portal to bill for the daily service hours rendered for the CCP clients; for MCO client: uses either the web portal or paper claim to bill for the monthly service hours
- Follows up and inquires with all the billing discrepancy submitted to IDoA and the MCOs
- Compiles monthly billing log and maintain the account receivable of IDoA and MCOs
- Handles all new hired homecare procedures such as initiate the background checks through IDPH web portal and HFS and HHS provider search, adds new hired and new



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clients into EPay System, assigns new user ID and password as well as supports their inquiry about the Epay Blueforce login/out

- Performs other duties as required by supervisor

Job Qualifications:

- High school diploma or GED; college degree preferred
- Proficiency in Microsoft Word, Excel, and Outlook
- Excellent verbal skills
- Bilingual/bicultural (Vietnamese) preferred

Additional Information

This is a full-time salaried position based at VAI's Chicago office. Hours may sometimes exceed 40 hours a week. Candidate must have the ability and willingness to occasionally work irregular hours including evenings and weekends to attend meetings, trainings, and events.

How to Apply

Please submit your cover letter and resume to Shara Chau, Finance Manager at shara.chau@hnvi.org with "Billing/Home Care Relations Coordinator" – [Insert Your Name]" as the email subject line.

VAI is proud to be an equal opportunity employer committed to fostering a diverse and equitable environment. VAI does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.