West Cecil Health Center, Inc. & Qualified Subsidiaries

Job Description

**Title:** Dental Receptionist and Billing Coordinator

**Department:** Dental **Reports to:** Dental Practice Supervisor

**FLSA Status:** Non-Exempt

# POSITION SUMMARY

Greets all visitors and clients, registers patients, collects fees, checks out patients, schedules appointments, processes telephone calls, conducts patient follow up telephone calls, reviews treatment plans and financial options, provides information in a courteous and helpful manner, and verifies insurance eligibility and benefits and sliding fee program eligibility

Function as a subject matter expert in dental practice revenue cycle, to include review of coding and processing of claims, provider credentialing and insurance enrollments. Supports the company’s core values by exhibiting integrity, trust, respect, compassion, quality, teamwork, accountability, communication, and a commitment to the community.

# PRIMARY ACCOUNTABILITIES

***Achieve Results***

* Ensure timely and accurate submission of all claims including following up with third party payers
* Daily review of rejected/denied claims; making edits or appeals to resolve errors to ensure expedited processing
* Management and reconciliation of daily Time of Service (TOS) batches/deposits/petty cash
* Enter payments and denials to patient accounts. Contacts patients regarding outstanding balances and follows up on previous payment commitments
* Coordinates predetermination requests in a timely and accurate manner
* Monitor and manage the collection process, patient account aging, and adjustment/bad debt reporting while keeping management informed of billing, credentialing and collection issues
* Assist in the analysis and reporting of Accounts Receivable. Utilize systems to collect, analyze, and report information to management in a timely and accurate manner
* Audits credit balances and refunds payers and/or patients when overpayments occur
* Answers patient billing questions verbally and/or in writing
* Perform other related duties as needed
* Ability to comply with and adhere to all regulatory compliance areas, policies and procedures
* Ensure effective, positive relationships within and among other department staff, as well as other functional areas within the organization
* Develop and ensure favorable working relationships with vendors, third party payer resources, and related external resources
* Uphold and consistently represent the values and mission of the organization at all times
* Open and close dental suite according to WCHC protocol.
* Register and schedule patients according to WCHC protocol.
* Explain WCHC policies to patients.
* Input encounters.
* Determine the financial status of patients including Sliding fee eligibility, insurance eligibility and verification of benefits at each visit. Collect any fees or deductibles needed.
* Review treatment plans with patients. Discuss treatment plan options in relation to financial responsibility as well as educate patients on the basic etiology of dental decay.
* Triage patients over the phone prior to scheduling appointments for efficient use of doctor and staff time.
* Conduct follow up telephone calls with patients as requested.
* Contact patients from the call/wait list to keep schedules full in the event of a cancellation or no show.
* Confirm appointments.
* Maintain office supplies needed for receptionist desk activities.
* Assist in maintaining grant requirements across various voucher programs and contracted partners within those programs.

# ESSENTIAL FUNCTIONS/ KEY COMPETENCIES

* Demonstrate a high level of problem solving skills. Demonstrate the ability to make critical decisions supported by data.
* Proficiency in Word and Excel
* Excellent attention to detail and able to prioritize tasks.
* Demonstrate interpersonal savvy and influence skills with the organization’s leaders, staff, regulators, vendors, auditors and related external entities.
* Ability to routinely and creatively use and understand technology necessary to collect, retain, analyze and report financial information.
* Ability to regularly and effectively communicate throughout all levels within the organization in written, verbal, and presentation format.

# SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

# POSITION TYPE AND EXPECTED HOURS OF WORK

* This is a full-time position.
* Days and hours of work will be scheduled Monday through Friday, between 8:00 a.m. and 5 p.m.

# LOCATION/TRAVEL

# Located in West Cecil Health Center - Hybrid options available

* No travel is expected for this position

# POSITION REQUIREMENTS

## Education

* High School Diploma/GED required

## Experience

* Demonstrated experience and significant knowledge of dental coding, billing and credentialing, 3-5 years dental billing experience, preferred.
* Significant computer and Electronic Health Record (EHR) systems knowledge required. Knowledge of eClinicalWorks is preferred.
* Federally Qualified Health Center billing experience is preferred.
* Significant knowledge of federal and state billing regulations and credentialing requirements.
* Demonstrated analytical skills and aptitude for solving problems.
* Demonstrated high level of communication and customer service skills
* Dental receptionist experience, preferred
* Warm outgoing personality.
* Must understand dental terminology in order to present treatment plans to patients.
* Highly organized with coordinator background, preferred
* Polished oral, written and interpersonal communications skills required; provides timely and exceptional customer service to patients and internal staff.

## Physical/Environmental

* Ability to interact with computer screen. (Visual acuity required).
* Must have manual dexterity for use of keyboard. Ability to remain stationary for periods of up to four hours. Ability to communicate via phone, mail and in person to resolve disputes, solve problems, etc.
* Cognitive skills to analyze, calculate, problem solve issues related to the billing, credentialing, and other relevant processes.
* Hearing - adequate to perform job duties in person and over the telephone.
* Speaking - must be able to communicate clearly in person and over the telephone.
* Vision - Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
* Ambulatory – adequate to perform job duties including but not limited to answering phones, typing, transporting and filing charts.

# OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_