

SUMTER

FAMILY HEALTH CENTER

Caring For Our Community's
Health and Well Being

JOB POSTING

Dental Billing and Insurance Coordinator

Position Summary:

The Dental Billing and Coding Coordinator is responsible for providing courteous and professional assistance to patients and for maintaining accurate and complete patient accounts; to include the coordination and processing of insurance payments, verifications, billing and ongoing communication with insurance carriers. Great interpersonal skills are required to build rapport with the patients, staff and insurance carriers.

Duties and Responsibilities:

- Demonstrates superior customer services skills, including but not limited to:
 - Interacts with all internal and external customers in a caring and respectful manner.
 - Answers telephone, responds to messages/inquiries and routes calls in a timely and polite manner.
 - Communicates with patients and their families in a courteous, professional, cooperative and mature manner both in-person and over the telephone.
- Enters and updates patient demographic and financial information into computer system with a high rate of accuracy.
- Accepts patient payments at time of registration and/or at check-out, and provides receipt.
- Posts payments and makes adjustments to patient accounts in the computer system.
- Enters patient charges into Practice Management System.
- Maintains security of cash drawer at all times.
- Balances and reconciles all money collected daily.
- Prepares daily deposits.
- Responds to patient requests for sliding fee applications, by appointment or walk-ins.
- Reviews completed sliding fee applications, making sure the application is complete and that all documents are provided to determine eligibility.
- Makes eligibility determination with a high rate of accuracy, in accordance with SFHC's Sliding Fee Program Policy.
- Counsels patients on correct completion of sliding fee application and supplementary documents needed.
- Assists patients with completion of the sliding fee application, as appropriate.
- Assigns appropriate level of sliding fee discount in the designated section(s) of the Practice Management System.
- Calculates discount for affected dates of service.
- Researches bad addresses to obtain a good address for returned mail.
- Scans relevant patient information into the Practice Management System.
- Assists patients with questions as appropriate, or refers to appropriate person for assistance.
- Identify/verify benefits prior to appointment.

- Participates in orientation/training of new team members as requested by supervisor.
- Assists in providing process improvement reports for improving quality of patient care.
- Cross-trains and works in other areas, as applicable.
- Participates in community events as needed.
- Performs other duties as assigned.

Qualifications:

- High School Diploma or equivalent required.
- One to two (1-2) years dental insurance/billing experience required.
- Familiarity with financial plans, PPO, Medicaid.
- Strong capability with Microsoft Office applications.
- Must become proficient in Dentrix Ascend and Athena software.
- Bi-lingual English/Spanish ability preferred.

Knowledge, Skills and Abilities:

- Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Excellent verbal communication and listening skills
- Excellent telephone etiquette
- Excellent computer and typing skills required
- Ability to establish rapport and deal tactfully with persons from varied racial, ethnic, cultural and/or economic backgrounds
- Ability to respond quickly and appropriately to questions and requests
- Ability to remain calm and professional in stressful or emergency situations
- Computer proficiency in Windows operation system (Microsoft Outlook, Word and Excel)
- Ability to learn and correctly use Electronic Medical Record software program.
- Proficiency in data entry with a high level of accuracy
- Strong math skills
- Ability to understand and follow policy and procedure related to discount programs and payment plans
- Ability to accurately communicate to patients for which discount programs or payments plans they qualify
- Understanding and proficiency of insurance verification process, including pre-authorizations
- Understanding and practical application of insurance benefits (deductible, out of pocket, benefit exclusions, etc.)
- Ability to politely and clearly explain payment requirements to patients.
- Ability to explain required forms and procedures to properly prepare patients for appointment
- Strong organizational and follow-up skills
- High attention to detail
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- Ability to maintain a high level of confidentiality.

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for rare exposure to blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Considerable sitting, standing or walking. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, and crouching.

Schedule and Benefits:

Full-time position primarily working Monday 8:00am – 5:00pm, Tuesday 8:00am – 7:00pm, Wednesday 8:00am – 5:00pm, Thursday 8:00am – 7:00pm, and Friday 8:00am – 12:00pm. Comprehensive benefits package including health, dental, vision and life insurance. Paid time off and holiday pay.

How to Apply:

If you are interested in applying for a position at SFHC, please print and complete the [Employment Application](#). Return your completed application to:

Sumter Family Health Center

Attn: Human Resources

1278 N. Lafayette Drive

Sumter, SC 29150