



## Metro Community Health Center

### **Dental Patient Access Coordinator**

**Metro Community Health Center extends great benefits to our eligible employees.**

**MCHC current benefits are:**

- MCHC pays 100% of the employee premium for UPMC Platinum Small Business Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 10 paid holidays
- 401k with a 4% match

### **POSITION SUMMARY**

To provide quality care and associated services to patients when greeting, checking in, and preparing patients for their Oral Health Appointment. This affects the efficiency and productivity of patient flow through timely, accurate and professional preparation of patients and patient information.

### **ESSENTIAL FUNCTIONS**

- Verifies all Insurances/Histories of Dental Patients 1 day prior
- Manages and Handles the Dental Email each day
- Manages Sliding Fee Paperwork and Communicates this with patients
- Manages the Cash Box
- Manages Communication w/ Outside Orgs (faxing, referrals, x rays)
- Maintains the Insurance Binders/Spreadsheets/Information
- Research Insurance/Recall/Preauthorization Issues
- Manages 6 month Recalls/Scheduling of these Patients w Hygienist
- Maintains equipment, supplies, materials pertinent to Office Admin
- Primary Dental Liaison with Metro Billing & Revenue Cycle Manager
- Manages Preauthorization Spreadsheet
- Manages Scheduling of Preauthorization Patients
- Manages/Coordinates the Dental Huddle each day
- Responsible for assisting all patients that report to the Dental Front Desk.
- Helps patients feel comfortable before, during and after dental treatment.
- Schedules and registers patients throughout each day either: 1. Utilizing the phone system, or, 2. In person at the Dental Department Patient Access Area.
- Greets patients in a prompt, courteous and professional manner.
- Attains and appropriately handles all messages from the voicemail each day.

- Answers incoming calls promptly and professionally, efficiently screening calls and relaying messages.
- Checks in patients via computer (and possible paperwork) capturing all required information in order to establish the individual as a patient of record.
- Demonstrates commitment to the mission of the organization in promoting dental health.
- Interacts positively with a diverse, sometimes difficult, and demanding patient population.
- Provides service in a manner that is appropriate for the patient's age; demonstrates knowledge and skills necessary to meet the patient's physical, psychosocial, educational, and safety needs.
- Completes and maintains patient records and related administrative documentation.
- Verifies and/or confirms all data/insurance information for patients each day, including walk ins and add-ons.
- Checks to make sure all patient paperwork is completed/signed prior to patient being sent to the Clinical Area in the Dental Department.
- Utilizes systems, technology, and equipment in the collection of patient data, records management and collections.
- Provides laboratory delivery and pick up coordination.
- Responsible for strategically placing emergency patients into the schedule with guidance from the Dentist and/or Dental Staff.
- In collaboration with the Dental Assistants, responsible for scheduling: 1. Prostho patients once their cases are in, and, 2. Patients that have had Pre-authorizations approved and are ready for treatment.
- Responsible for the orderly appearance of the Dental Front Desk Area & Dental Waiting Room.
- Ensures that adequate quantities of supplies are always on hand.
- Responsible for making sure appropriate amounts of petty cash is on hand each day.
- In cooperation with the Clinical Dental Staff, responsible for filling and maintaining an efficient and effective Dental Schedule.
- Carries out other duties as assigned.

## **REQUIREMENTS**

### Skills/Abilities

- Demonstrated success with clear thinking and ability to reorganize as needed
- Managerial skills and experience a plus
- Demonstrated success in working independently, prioritization and problem solving
- Demonstrated success in organization abilities
- Demonstrated success in computer skills including ability to use computer for scheduling, dental records and digital x-rays
- Demonstrated success in customer service/patient services or working with the general public, preferably in a medical care facility
- Demonstrated success in managing difficult customer/patient situations
- Knowledge of dental practices and procedures
- Demonstrated success and experience with direct patient services including the proper knowledge and use of dental devices and equipment

## Education/Experience

- Highschool diploma or equivalent
- Strong organizational and interpersonal skills
- Computer experience
- Knowledge of dental terminology and procedure codes
- Current Radiation Safety Certificate and/ or successful completion of a radiation safety course
- Current CPR Certification
- Certification in Office Practice or enrollment in such a program is desired

**\*\*\*All candidates applying will need to be vaccinated for COVID and show proof of receiving the COVID vaccine before being interview and hired. \*\*\***