



DENTAL BILLING CLERK & TRAINER

FULL TIME POSITION

HOURS: M-F (8:00 AM – 5:00 PM)

REPORTS TO: Chief Dental Officer and Dental Program Coordinator

SALARY: Commensurate with Experience

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: High school diploma or equivalent

REQUIRED EXPERIENCE OR SKILLS: Teaching and communication skills, Strong customer service skills, English/Spanish fluency preferred. Computer literacy, knowledge of CDT coding, dental office billing and collection practices, ability to prepare and maintain chart, records, logs, and reports.

POSITION DUTIES/RESPONSIBILITIES: Assist in ensuring new hires are aware of organization's policies and procedures. Conduct initial and follow up training for new hires. Document progress of various training statuses for evaluation and performance. Provider support regarding policies and procedures for front office staff as needed. Collect and maintain patient information on each patient. Verify insurance and eligibility for all patients. Call patients to confirm appointments and schedule recall appointments. Answer incoming calls for the dental clinic. Handle patient billing and insurance. Primary liaison between patients and clinical staff. Discuss treatment plans and payment options with patients. Organize and maintain recall system for dentists and hygienists. Process insurance claims, submit pre-authorizations, and correspond with insurance company. Comply with all regulations related to patient confidentiality. Attend conferences and meetings of dental importance as needed. Other duties as assigned.