



JOB DESCRIPTION

Dental Billing Clerk

EDUCATION: High school diploma or equivalent

REPORTS TO: Chief Dental Officer and Dental Program Coordinator

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.

PHYSICAL AND MENTAL REQUIREMENTS: See reverse

PRIMARY DUTIES:

- 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

OTHER DUTIES:

- Attend conferences and meetings of dental importance as needed
- Other duties as assigned

PHYSICAL AND MENTAL REQUIREMENTS:

- visual and auditory accuracy
- indoor setting
- shift length - 8 hours
- frequent use of computer
- extensive standing and walking
- frequent squatting, bending, kneeling, reaching, twisting, climbing
- occasional sitting
- frequent telephone usage
- continuous conversational communication
- continuous repetitive grasping and manipulation of both hands
- occasionally working in confined, noisy areas
- occasionally lifting and carrying up to 50 lbs
- occasional exposure to electrical, chemical, gaseous and dusty conditions
- occasional exposure to patients with communicable diseases
- infrequent use of personal transportation
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications
- able to respond quickly and calmly in medical emergencies

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date