



JOB DESCRIPTION

Dental Billing Specialist

REPORTS TO: Director of Billing Services

EDUCATION: High school diploma or equivalent

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

- Maintain a current knowledge of insurance carrier and/or state program claims filing policies and procedures
- Verify patient demographics and financial coverage; update as needed
- Research and verify patient and/or insurance company and/or state program refunds/recoupments
- Adjust patients accounts to reflect changes in payment responsibility
- Verify accuracy of information on paper medical claim forms and mail to selected insurance carriers and/or state programs
- Research patient charges not automatically assigned to selected insurance carriers and/or state programs, make corrections and assign manually
- Maintain patient accounts; give GHC program discounts and/or other adjustments as needed
- Appeal service charges rejected by selected insurance carriers and/or state programs and resubmit amended claim forms
- Process claims/vouchers as needed for insurance plans and/or state programs
- Obtain pre-certifications, prior-authorizations, or referrals for special provider services as needed
- Maintain work ques with claim errors
- Assist insurance carriers and/or state programs to acquire supplemental patient information needed to process claims
- Assist patients to understand fees for services and billing processes
- Assist patients to make payment arrangements and find financial assistance
- Assist outside providers and vendors to obtain physician billing information
- Assist employees to understand policies and procedures related to billing matters
- Communicate and support training issues with billing staff
- Comply with all regulations related to confidentiality of patient information
- Maintain and/or create new payor and plans as needed
- Able to manage multiple priorities and manage stress appropriately
- Communicates appropriately and clearly with a pleasant and professional manner to all
- Demonstrates excellent judgment in handling situations not covered by written or verbal instructions.
- Demonstrates a commitment to the mission, core values, and goals of Waco Family Medicine and its healthcare delivery including the ability to deliver exceptional patient focus with quality, compassion, and respect
- Maintain certifications and website passwords as applicable

- Primary liaison between patients and clinic staff
- Discuss treatment plans and payment options with patients

OTHER DUTIES

- Assist in scheduling patient appointments
- Process billing statements and balance notification letters to patients
- Assist patients to make payments on owed balances
- Provide follow-up on patient’s payment arrangements
- Assist with daily mail duties
- Attend meetings and training conferences as needed
- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Shift length – 8 hours
- Indoor setting
- Continuous use of computer, calculator
- Long periods of sitting and walking
- Frequent use of telephone
- Frequent use of stepladder
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, standing, squatting, bending, kneeling, twisting and climbing
- Occasional carrying, lifting, pushing and pulling of up to 10 Lbs
- Infrequent use of personal transportation
- Working in a frequently noise environment
- Continuously working in a tight area
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

8/22/2023