

Health District

OF NORTHERN LARIMER COUNTY

Position Description

Position Title Dental Front Office Associate

Salary Level/Grade S1

Position Overview

The Front Office Associate is responsible for creating a positive impression, exhibiting excellent customer service, and promoting a welcoming experience for all visitors to the Health District Family Dental Clinic. Responsibilities include greeting and assisting visitors, facilitating patient check-in and check-outs across all appointment types, making reminder and follow up calls, answering questions, managing complaints, providing resources, etc.

Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibility.

Examples of Duties

- Reliable attendance and timeliness are essential for this position.
- Become knowledgeable about all Health District services.
- Work closely with providers to provide the best service possible for patients.
- Contribute to creating a safe space for patients, co-workers, and community members.
- A high level of cultural humility and empathy for others is essential.
- Provide comprehensive clerical support, including data entry, word processing, file creation, filing, and scanning documents.
- Handle multi-line phone system: transfers calls, manage voicemail, take accurate messages, and make referrals.
- Schedule and confirm patient/client appointments and assist walk-ins.
- Become well versed in eligibility guidelines and requirements for dental services. Input new patient/client information in two platforms before scheduling eligibility appointment.
- Assess patients seeking emergency care, complete triage form and schedule according to the results.
- Review upcoming appointments to ensure accuracy in scheduling, appointment type, patient/client information, insurance coverage, and payment responsibility.
- Verify and support patients in accurate completion of intake form and additional required documents.
- Confirm proper billing of procedures, verify patient/client eligibility and insurance information, set future appointments, and post payments into applicable client information systems.
- Collect patient payments for both current and past due amounts; process cash, checks, and credit card transactions; verify and post payments to accounts and issue receipts.
- Monitor state Medicaid benefit portal for frequency limitations and create Medicaid Non-disclosure forms as necessary.
- Work closely with insurance types such as Health First Colorado and CHP+ and inform patient/client of any changes to their insurance.
- Update patient/client information in electronic health record to ensure correct fees are charged for services provided. Update fee schedules and insurance information as needed.
- Identify unmet service needs and refer to other Health District services and/or research/coordinate potential community resources.

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- Prepare daily cash report and balance cash drawer. Reconcile cash, check and credit card receipts and investigate and resolve any out-of-balance issues.
- Organize and maintain cleanliness and presentation of the lobby and front desk area.
- Accept deliveries and mail, distribute to appropriate departments.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

Qualifications

- High school diploma or General Educational Development (GED)
- A minimum of one year of experience in a dental or medical front desk position or equivalent experience, including relevant knowledge, skills, abilities, education, work, and lived/living experience.

Knowledge, Skills, & Abilities

- Knowledge of Medicaid and/or insurance billing practices is preferred.
- More than two years of experience working in a dental office or high-volume clerical position preferred.
- More than two years of experience in health or a human services setting with direct client contact, providing eligibility review, assessment, referral, and or case management preferred.
- Written and oral fluency in English and Spanish language and experience providing language interpretation in a dental or medical setting.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Must have a high level of cultural humility and ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Ability to work with and be sensitive to the needs of those with physical and mental health conditions.
- Must be able to learn when and how to manage challenging situations efficiently and appropriately, including involving supervisor as needed.
- Ability to communicate calmly and from a place of solution-oriented thinking when met with unexpected or unusual circumstances.
- Ability to effectively communicate account information, policies and/or procedures in a manner easily understood.
- Ability to maintain confidentiality with protected client information.
- Ability to communicate well verbally and in writing, and to keep accurate and complete records.
- Ability to multi-task, work and adjust to fast-paced environment, change course as needed, and meet deadlines.
- Proficient math, grammar, spelling, and proofreading skills, and typing speed of 45 wpm or greater.
- Ability to accurately handle cash, checks, credit card transactions and post payments to accounts and reconcile daily cash receipts.
- Strong organizational skills with the ability to understand multiple and complex clinic workflows, processes, policies, and procedures, and exceptional attention to detail.
- Detail oriented, excellent organizational skills, with a commitment to high-level accuracy.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Ability to perform initial troubleshooting for computer, office machines, and phone issues.
- Intermediate/advanced experience with dental practice management software preferred.
- Intermediate skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).

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The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

Must comply with infection control policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.