



Job Description: Front Desk Dental Billing Specialist

Be a smile hero! Dedicated dental billing expert needed!

Come work for Shattuck Dental Care of Saginaw, part of the Lavender Dental Group, and be a part of a growing dental practice group where you can help make a difference.

We are a well-established office that is continuing to grow and need a full time front desk administrator to join our team.

As a Front Desk Billing Specialist, we are looking for an enthusiastic person that loves building and maintaining positive relationships with patients. Our billing specialist assists patients with insurance benefits and communicates with insurance companies regarding claims. As part of our team, you will play a critical role in providing relevant, meaningful, engaging, and positive experiences with our brand.

You will work with a team that supports you, in an environment where there is a shared passion for quality patient care? Your primary role is to facilitate exceptional patient experiences while partnering with the Office Manager in the practice.

The right candidate will also have excellent communication skills to obtain and maintain all proper information for each patient and be able to translate to patients their best treatment options for optimal dental health. Our dental family is growing, and we are looking for the right candidate to take on new measurable tasks with us. You will help us to convert patients into long-lasting relationships (loyalty) and brand advocates (fans).

What we will offer:

- Competitive wages - \$21+ per hour based on experience
- Medical/dental/vision benefits
- 401k
- PTO
- Bonuses

Responsibilities:

- Greeting and welcoming patients to the practice
- Studies the insurance plans that are used most frequently with patients to understand the various nuances of each plan in order to communicate more effectively
- Documents basic insurance information on the patient's chart for quick reference
- Determines insurance eligibility, limitations and payment estimates necessary to facilitate financial arrangements

- Educates patients, as necessary, regarding insurance, their responsibility and basic terminology.
- Processes and submits insurance claims daily
- Monitors aging reports and follows-up on outstanding claims
- Sends information as requested by insurance companies such as x-rays, charting, narratives and other documentation for processing the claim when applicable
- Provides insurance predetermination documentation to patients if required, contacts the patient to make financial arrangements, and schedules treatment
- Corresponds with insurance companies to resolve payment delays, requests for additional information, or to discuss treatment that has been denied coverage
- Handles all inquiries concerning insurance on a daily basis
- Scheduling, rescheduling, or canceling appointments as needed
- Updating patient records and documenting procedures/treatments
- Scheduling follow-up appointments
- Work on account aging reports for both patient accounts and insurance accounts
- Verifying methods of payment and collecting payments as needed
- Performing general office duties, such as answering telephones, photocopying, filing, and faxing
- Additional duties, beyond those listed above, may be assigned as needed

Requirements and Qualifications:

- High school diploma or GED
- Certification in office administration, medical administration, or related fields is advantageous
- Minimum of 2 years dental experience
- Minimum of 2 years of dental billing experience
- Sound knowledge of dental terminology
- Proficient in dental practice management software. (Denticon)
- Working knowledge of general administrative practices
- Excellent telephone etiquette
- Exceptional organizational skills
- Excellent customer service skills

Pay: \$21+ per hour

Job Type: Full-time, Permanent

Job Hours: Monday – Wednesday 8am – 5pm, Thursday 8am - 3pm

Job Location: Shattuck Dental Care, Lavender Dental, Saginaw Michigan

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