



Dental Patient Treatment Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	191029
<i>Job Title:</i>	Dental Patient Treatment Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Dental Clinic
<i>Job Family Group:</i>	Dentistry
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Performs a variety of tasks associated with the dental management system, such as patient registration, insurance authorization and/or verification, and patient scheduling. Works closely with patients and dentists to arrange comprehensive treatment planning. Schedules patient appointments and monitors patient flow.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated experience in dental management and dental secretarial assistance.
X		Working knowledge of HIPAA compliance.
X		Demonstrated excellent interpersonal customer service, and telephone skills.
X		Demonstrated ability to multi-task.
X		Working knowledge of dental terminology and PPO and Denti-Cal and health insurance.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to work scheduled evening and weekend shifts.
X		Demonstrated team-oriented and collaborative work style.
X		Demonstrated experience in a high volume, fast paced environment.
	X	Knowledge of dental management software, particularly axiUm.
	X	Experience working with basic contracts.
	X	Working knowledge of MS Office, particularly Word, Excel, PowerPoint and Outlook.
X		Health Insurance Portability and Accountability Act (HIPPA) training and Bloodborne Pathogens (BBP) training.

Licenses

<i>Req</i>	<i>Pref</i>	<i>License(s)</i>
X		Valid State Driver's License required.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Directs patients about appropriate dental care treatment using defined policies and procedures. Monitors progress of patient treatment according to authorized sequential treatment plans and ensures appropriate scheduling accordingly. Works with dentists and patients to initiate care, continue existing care, explain treatment plans, and arrange payment and treatment contracts.				
Prepares and maintains student dentist, resident dentist, and dentist schedules, and assists with scheduling changes, according to patient care form.				
Registers patients and/or edits registration and dental records. Follows guidelines to set up patient's dental chart.				
Ensures routine patient contact remarks are updated in the electronic health record.				
Verifies all insurance utilizing telephone contacts and web inquiries. Determines if patients' insurance is contracted with USC and determines and collects co-pays. Works with patients who require financing to obtain or design financing, payroll deduction, payment plans, etc. Works with insurance companies to resolve billing and coverage issues and provides pricing to patients.				
Ensures required pre-authorizations of service are obtained.				
Processes workers' compensation patient accounts in conjunction with other appropriate internal and external financial parties and/or guarantors.				
Ensures patients' rights to privacy, safety, and confidentiality are maintained in accordance with HIPAA regulations, and with all policies and procedures.				
Maintains a safe environment in accordance with compliance standards, policies, and safety regulations.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____	_____	_____
Print Employee Name	Signature	Date
_____	_____	_____
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.