**JOB TITLE: Front Office Administrator**

**EXEMPT STATUS: Not Exempt REPORTS TO:**

**Job Summary**

The front office administrator focuses on all essential duties listed while creating a welcoming environment for our patients. There must be a comfort level in performing all secondary duties listed as part of our cross-trained culture. Being accountable for several key performance indicators for the practice's overall financial health is paramount.

**Qualifications**

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty as listed below.

**Essential Duties** (Edit the following duties as appropriate for your practice. Prioritize in order of importance.)

* Adhere to enhanced infection control protocols and PPE requirements to reduce transmission of COVID-19.
* Study the most frequently used insurance plans to understand the various nuances to communicate with patients more effectively; document insurance information on the patient chart for quick reference
* Process and submit insurance claims daily, including secondary insurance billing
* Post all payments
* Monitor and follow-up on outstanding claims
* Note patient names and the amount they owe so collection can take place during the day
* Identify patients in the daily schedule who are a financial concern, note payment problems on the patient charts, and arrange a conference with them either before or at the appointment
* Record all financial discussions with patients on the chart and enter information into the computer
* Secure a signed financial treatment plan from each patient for diagnosed treatment(s)
* Contact patients who have not kept their financial agreement within a 5-day grace period to collect payment per the financial plan
* Prepare and mail patient statements each month on a regular billing cycle
* Make collection calls
* Solidify the financial agreement with the patient, such as payment amount and schedule
* Follow through with correspondence regarding collection when unable to contact the patient on the telephone
* Prepare and send uncollected accounts to collections or small claims court with employer approval and follow through as needed. Represent employer in small claims court, if necessary
* Monitor patients who have been turned over to a collection agency
* Send information as requested by insurance companies: x-rays, charting, narratives, and other documentation for processing the claim when applicable
* Provide insurance predetermination documentation to patients, contact the patient to make financial arrangements, and schedule treatment
* Correspond with insurance companies; resolve payment delays, requests for additional information, or treatments that have been denied coverage
* Handle all inquiries concerning insurance daily

**Secondary Duties**

* Oversee patient care by scheduling appointments, coordinate financial arrangements (including billing and insurance), maintain patient records, and follow up on delinquent accounts
* Assure the practice property is clean, professional, and well-kept; all clinical and office equipment is kept in proper working order, and arrange for landscaping/gardening or other services as required.
* Keep the Doctor and the hygienist productively busy throughout the day.
* Answer phones.
* Pull and file patient records for each day’s schedule.
* Schedule all appointments, detailed procedures, and time needed.
* Maximize time efficiency in scheduling by utilizing procedure codes to doctor time, assistant time, anesthesia, etc.
* Check lab cases have been received the day before treatment.
* Check messages before the AM huddle.
* Greet patients by name and update addresses, telephone numbers, and insurance information as appropriate.
* Alert appropriate staff of patient arrivals.
* Monitor the schedule throughout the day to ensure all runs smoothly.
* Organize the next days' charts; include a copy of the schedule and print route slips.
* Determine the status of the next continuing care visit for each hygiene patient seen during the day to ensure no one is missed.
* Call any patient that is 5 minutes late to determine their status and inform the clinical staff.
* Register new patients and provide necessary forms (welcome letter, patient information, and office policy).
* Keep patients informed of expected waiting time if the Doctor is behind schedule
* Confirm appointments with patients two days in advance.
* Keep the short-call opportunity list current.
* Record broken appointments and last-minute cancellations in the patient chart.
* Run reports for computer backup.
* Track and report new patients, attrition, and % of open hours monthly.

**Knowledge/Skills/Abilities** (Update list as necessary)

* Knowledge of English composition, grammar, spelling, and punctuation.
* Skilled in the use of standard office equipment including –telephones, calculators, copiers, fax, computers, and computer software (MS Excel, Word, Practice Management software).
* Ability to maintain composure and professionalism when exposed to stressful situations.
* Ability to engender trust from the doctors, co-workers, and patients.
* Ability to work cooperatively with management, staff, and patients.
* Ability to prioritize, organize, and complete tasks in a timely and independent manner.
* Ability to accept constructive criticism.
* Ability to understand and follow written and verbal instructions.
* Ability to collect data, establish facts, draw valid conclusions, and maintain confidentiality.
* Ability to communicate and express thoughts and ideas competently.
* Ability to quickly grasp relevant concepts regarding duties and responsibilities.

**Education and Experience**

* High school diploma or equivalent
* Minimum of \_\_\_\_\_\_ year(s) relevant experience in the dental profession

**Special Requirements/Certifications/Licenses** (Enter your state requirements)

**Physical Requirements** (Americans with Disabilities Act)

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. While performing the duties of this job, the employee is required:

* May be required to lift up to \_\_\_\_\_\_\_ lbs.
* Sedentary position: may be required to sit for long periods.
* Vision: close vision, depth perception, and ability to adjust focus.
* Hearing: Ability to satisfactorily communicate with patients, the Doctor, and other staff members to ensure verbal communication is clearly understood, or a satisfactorily-equivalent communication method.
* Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or operate equipment.
* Occasional exposure to toxic or caustic chemicals and radiation.
* Exposure to moderate noise levels.
* Exposure to hectic, fast-paced, high-anxiety environments.

*(When required by the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

***Employers may assign additional or different duties at their discretion.***

**Employee Signature Date**