

## **Dental Patient Representative**

Desert Senita Community Healthcare is seeking a Dental Patient Representative to join our team. Desert Senita Community Healthcare is a Federally Qualified Community Health Center (FQHC), with 2 sites in Ajo and Arizona City.

The ideal candidate will have the following education and experience:

- Needs strong computer skills/aptitude
- Ability to multi-task and pay attention to detail
- Previous experience handling telephones in a busy office environment
- Knowledge of medical terminology and medical/dental office practices
- 6 months office experience, including experience operating desktop computer data entry applications
- Translation/bilingual (Spanish) preferred
- Demonstrated ability to comprehend new tasks quickly
- Equivalence of a high school education.
- Demonstrated ability to communicate effectively with all levels of personnel and the public

The ideal candidate will also possess the following knowledge, skills, and abilities:

- Greets and checks in patients
- Verify patient demographic and insurance information and inputs changes into the medical records
- Scan insurance verifications/cards into NextGen/QSI
- Enter and update patient demographic data in the computer system and medical record
- Schedules patients
- Collect co-pay/fees and payments for services provided
- Answer phones and route calls appropriately, when necessary
- Maintains/balances cash box daily
- Maintains patient medical records as appropriate
- Performs reminder calls
- Provides copies of medical records following ACHC guidelines for release of medical information
- Attend meetings as requested
- Assists with billing of all Dental claims
- Maintains A/R for Dental
- Enter all dental payments
- Communicate with private insurance carriers as needed
- Other duties as assigned

Desert Senita Community Health Center (DSCHC) will recruit, hire, train, and promote persons in all job titles without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or other status protected by applicable law. In addition, all personnel actions such as compensation, promotion, demotion, benefits, transfers, staff reductions, terminations, reinstatement and rehire, company-sponsored training, education and tuition assistance, and social and recreational programs will be administered in accordance with the principles of equal employment opportunity.