

## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Dental Patient Support Specialist
<b>LOCATION:</b>	HOPE Clinic - Alief
<b>REPORTS TO:</b>	Site Manager
<b>EDUCATION:</b>	High School diploma or GED; Associates degree preferred.
<b>WORK EXPERIENCE:</b>	1 year patient service experience in healthcare and/or dental care preferred
<b>SALARY RANGE:</b>	\$11.00-\$13.00/Hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>LANGUAGE:</b>	Bilingual in English and Spanish or Vietnamese is required.

*HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.*

### **JOB SUMMARY:**

Dental Patient Support Specialist is a patient service-oriented position that demands cheerful, friendly and polite demeanor at all times. This position serves as an ambassador of HOPE Clinic and will facilitate patient flow, register new patients, update and collect patient demographics; assist with insurance verification and with enrolling qualify patients to HOPE Clinic’s sliding scale program. He/she will also provide support to record keeping and tracking of patient information through our electronic health record systems in compliance with HOPE Clinic & FQHC guidelines.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Greet and assist patients with registration and eligibility for HOPE Clinic’s sliding scale program;
- Check in/out patients using electronic medical record system;
- Check patient in, receive payments and issues receipts. Record charges for physician visits, lab, X-ray costs, and give vouchers for medication when needed;
- Notify patients of outstanding accounts for payment at check-in;
- Receive phone calls; records and distributes messages or routes calls appropriately;
- Schedule patient appointments in person and on phone;
- Check patients out, schedule subsequent appointments and reinforces the importance of keeping their appointments;
- Confirm, update, and verify all patient demographic, insurance information and clinically necessary information;
- Document, submit and scan registration forms, medical records and other medical documents in the EHR in a timely manner;

- Gather and verify information required to bill various payment sources, including Medicaid, Medicare, private insurance for dental services;
- Verify Dental insurance eligibility;
- Educate patients on Dental insurances as needed
- Verify proof of income when scheduled and refer to financial screening if needed;
- Prepare daily reconciliation batch report and keep count of daily collections and ensure that the money balances with the daily batch;
- Assist other Patient Support Specialist team members with other patient services activities;
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information;
- Comply with HIPAA rules and regulations regarding the protection of the patient privacy;
- Fax/mail out medical records and necessary forms according to HIPAA/Clinic guidelines;
- Ensure every patient has a current household assessment;
- Master EHS system Understanding and commitment to HIPAA rules and regulations;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

**QUALIFICATION REQUIREMENTS:**

- Minimum of one year in health education, patient navigation, and/or health/dental clinic patient assistance field;
- Insurance and medical experience preferred;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Must be able to handle multiple tasks, complexity, and diversity of customers;
- Microsoft Office;
- Must be able to utilize the Internet;
- Strong written and oral communication skills;
- Office equipment (e.g., computer, copier);
- Attention to detail;
- Strong customer service skills.

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED; Associates degree preferred. Experience in the medical field and referral/patient navigation and/or billing/medical records is preferred.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual in English and Spanish, Arabic, Burmese, Vietnamese or Chinese is preferred;
- Above average skills in language ability as well as public speaking and writing;
- Must have good transportation and a valid Texas Driver's license.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results that complies with HIPAA standards. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**PATIENT RELATIONSHIPS:**

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer, telephone and

- keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
  - Light to moderate lifting (up to twenty pounds) is required;
  - Ability to uphold the stress of assisting patients of diverse backgrounds;
  - Regular, predictable attendance is required.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

*HOPE Clinic is a smoke-free and dru-freeg workplace in compliance with federal guidelines.*