Crusaders Central Clinic
JOB DESCRIPTION

Job Title: Dental Customer Care Representative
Job Status: Non-exempt
Job Grade: 15
Manager Title: Dental Unit Manager

POSITION SUMMARY:

The Dental Customer Care Representative is responsible for a variety of patient centered customer care activities. This will include; review of all dental appointments, scheduling follow up and missed appointments, Managed Care Organization (MCO) claims work, obtaining DCFS consents for all dental sites and managing patient traffic flow at the Broadway front desk. This position reports to the Dental Unit Manager.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the "The Crusader Way Customer Service Standards of Excellence" program when interacting with patients, their families and friends, and fellow employees.
2. Verifying that patients are checked in. Verify that proper consents are in place and effective.
3. Comply with established policies and procedures, department objectives, and HIPAA standards.
4. Understand and perform the scrubbing function of all dental appointments, prior to the appointment, to ensure MCO compliance, proper DCFS consent and appropriateness of the appointment.
5. Understand the department standards and guidelines for scheduling dental appointments and schedule follow up and missed appointments for dental patients at all dental sites.
6. Assist the dentists and dental support staff in clerical functions to include; phone calls, copying, faxing referrals, scanning and notating properly with notes, and information requests.
7. Manage the patient flow in the reception area of the Broadway dental clinic. Monitor patient wait times, ensure that dental patients have checked in at the front desk and provide other customer care services as required.
8. Work closely with the Dental Unit Case Coordinator, Dental Assistants, Dental Unit Manager and Dentists to meet the customer care needs of the dental patients.
9. Work with the dental staff to manage adult dental emergencies and assist the dental staff with adult recall appointments.
10. Assisting Hospitals with internal referrals (Coordinate dental medical clearance with proper documentation)
11. Responsible for scheduling and tracking all OPDS South Beloit School referrals, as well as working with South Beloit personal staff as a contact for parents in scheduling pediatric appointments and the completion of treatment plans.
12. Other duties and projects as assigned by the Dental Unit Manager.

QUALIFICATIONS:

Education:

High School Diploma or equivalent

Experience:

2 years of experience in a position that required knowledge of insurance terminology.

Knowledge of:
Dental terminology
Insurance background
Front office skills, including various computer and internet applications

Ability to:

- Follow Crusader Clinic Mission Statement
- Interact with various levels of staff, patients and outside agencies
- Remain organized with the ability to multitask in a fast-paced environment where priorities shift daily
- Present facts and recommendations effectively in oral and written form

Technical Knowledge:
Other Skills: Strong computer literacy/proficiency in practice management software

Equipment: PC, email, facsimile machine, computerized voice mail system, and common office machines, multi-line telephone system

Software Knowledge: Windows, Microsoft Outlook, Practice Management Software

PERSONAL CHARACTERISTICS:
- Exude strong customer service skills
- Possess the ability to establish and maintain professional working relationships with all levels of staff, clients, and the public
- Detail oriented with the ability to work with minimum/no supervision
- Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives

Job Title: Dental Customer Care Representative

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	x			
Standing			x	
Walking			x	
Climbing				x
Bending				x
Pushing / Pulling				x
Carry / Lift 1-15lbs			x	
15-30lbs				x
30-50lbs				x
Fine hand / Eye Coordination	x			
Exposure to Blood and Body Fluids				x
Exposure to Extreme Heat, Cold, Temp Fluctuations				x
Exposure to Hazardous Chemicals				x
Concentration on Detail	x			
Oral Communication	x			
Written Communication	x			

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date:_____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.