



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Dental Office Coordinator

Team: Health and Wellness Team

Salary Range: \$23.00 - \$30.00

Reports to: Dental Director

Schedule: Regular, Fulltime

FLSA Status: Non-Exempt from Overtime

Last Revised: August 2024

The Dental Office Coordinator is responsible for all aspects of ICHC's dental front office reception, registration and claims coordination duties.

Duties/Responsibilities:

- Greet and welcome patients.
- Schedule patient appointments, collecting and verifying insurance information as available.
- Manage on-call patient list to fill no-shows and failed appointments.
- Ensure patients have updated all necessary paperwork prior to treatment which includes dental history, sliding fee scale applications and other relevant documents.
- Submit information for preauthorization of benefits for proposed treatment
- Check in and check out patients, collecting time of service payments as well as establishing payment plans, calculate prompt pay and sliding fee discounts, and coordinating bad debt collection.
- Manage patient dental benefit plan information. Verify and update benefit details offering education to patients on their dental benefits.
- Work with ICHC Revenue Cycle department to administer patient billing ensuring that claims and pre-authorizations are submitted correctly and timely.
- Maintain a neat and orderly front office including reception area.
- Maintain office supplies.
- Ensure all compliance postings are current and easily available for patients.
- Monitor patient referrals to other practitioners.
- Provide patient education materials as directed by Dentist.
- Maintain an appropriate office environment.
- Maintain regular, predictable attendance.
- Able and willing to attend training.
- Assists with the Quality Assurance and Quality Improvement process.
- Use Electronic Medical Records for day-to-day record keeping, which includes accurate entry/scanning of information into patient charts as well as ensuring information is only released to authorized entities.



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- Maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Supports and facilitates positive interaction with others as evidenced by professional maturity, respect for others and a team-centered approach.
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events.
- Supports the mission, vision, and philosophy of ICHC as evidenced by compliance with all organizational policies and procedures.
- Perform other related duties as assigned.

Required Skills/Abilities:

- Minimum 2 years' experience in an office setting, preferably in a dental or clinical setting.
- Experience assisting patients/clients with insurances and healthcare related items preferred.
- Knowledge or skills to operate and/or learn specialized software and computer programs. Experience with Electronic Medical Records preferred.
- Excellent customer service skills.
- Ability to work independently, organizing and managing multiple projects.
- Demonstrates resourceful problem-solving, ability to follow through with delegated tasks and provide accountability and ownership for work.

Education and Experience:

- High School diploma or GED.
- BLS or CPR Pro – required within 3 months of hire if not already certified.

Physical Requirements:

- Work will be completed in an outpatient dental clinic.
- Typically lifts 15 lbs. to coordinate work occasionally.
- Regularly manipulate electronic data to gather, input and otherwise coordinate work.
- Regularly use mental, oral, and written methods to complete work.
- Possible exposure to blood, body fluid, or tissues. Use of personal protective equipment (PPE), when appropriate, is required.

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Disclaimer

NVE has the right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description.

Employee Signature

Date