



**LAC COURTE OREILLES  
COMMUNITY HEALTH CENTER**  
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

**Telephone: 715-638-5100**  
**Administration Fax: 715-634-6107**  
**Medical Records Fax: 715-634-2740**

**Position:** Dental Front Desk Specialist

**Location:** Lac Courte Oreilles Community Health Center

**Salary Range:** \$16.00-\$19.00 per hour

**Posting Date:** April 28, 2022

**Closing Date:** May 11, 2022

**Description of Position:**

The LCO Dental Front Desk is the initial contact a patient has with the dental department be it by phone or in person. The function of the dental front desk staff is to meet and greet patients in person and over the phone, to schedule appointments, and coordinate patient care. The Front Desk helps with patient registration, schedules appointments, confirms appointments, and verifies that all paperwork for each patient is current. Additional duties include reviewing patient insurance status and coverage, submitting prior authorization to insurance, discussing treatment plans with patients, billing for appropriate procedures, completing and tracking department referrals, helping coordinate laboratory cases, and helping to run and review reports within the Dentrix Software.

**Qualifications:**

- 2 years experience in a Dental office is preferred
- 2-5 years working with Dentrix software preferred
- High School Diploma
- Billing and insurance experience required
- Excellent computer skills
- General understanding of dental procedures and terminology
- Able to multi-task
- Professional and cordial to patients and staff at all times
- Willingness to help in all areas of the department as needed
- Valid WI Driver's License
- CPR certified

- Current TB and completed Hep B series
- Abide by all HIPAA regulations
- Must pass pre-employment and random drug testing
- Must pass a background check

### **Major Duties and Responsibilities:**

1. Answers telephone calls and schedules dental appointments.
2. Ensures all patient information is current and that all necessary paperwork is completed.
3. Checks in patients, schedules and confirms appointments, files paper charts and pulls paper charts as needed.
4. Ensure all accounts are kept accurately and complete. Update patient registration information as needed at every appointment.
5. Confirm all patient insurances. Coordinate appointments with the benefits specialist to help patients sign up for insurance as needed.
6. Schedules referral patients. Calls dental specialist for patient and schedules referral appointment after reviewing PRC eligibility as appropriate.
7. When confirming appointments, reminds patients if they need premedication.
8. Maintains equipment in front office and responsible for ordering all front desk supplies.
9. Maintains records: scans and uploads documents into patient charts, shreds paper documents, purges paper charts as needed.
10. Establish financial arrangements with patients and handle patient financial questions.
11. Complete prior-authorizations with insurance for dental procedures as required.
12. Notify patients when pre-authorizations are received.
13. Collects fees for lab work. Helps to coordinate laboratory cases.
14. Helps coordinate referrals to the LCO Smoking Cessation Program.
15. Run itemized statements as requested by patients and insurance companies in a timely manner.
16. Document all collections data on patient accounts.
17. Understand Dentrux software and is able to learn new functions of the software. Runs reports as required by the Dental Director.
18. Helps with sterilization of instruments.
19. Helps turn rooms around as time permits.
20. Take part in "Incident Command" as directed by management.
21. Completes reporting of Adverse Incidents as required.
22. All other duties assigned by Dental Director.

### **Performance Requirements:**

1. Needs to be able to work cooperatively with staff and patients as conflicts arise.
2. Ability to work under stress and maintain composure.

3. Understands the socio-cultural factors associated with our patients.
4. Identifies and maintains confidential material.
5. Receives annual HIPPA and OSHA training.
6. Keeps current on CPR certification.
7. Understands clinic policies, regulations and procedures.
8. Basic computer skills.

**Supervision and Guidance:**

The Dental Receptionist will work under the direct supervision of the Dental Director with oversight by the Health Director.

**\*Applicants for employment with the Health Center must submit with the application form additional documents including the following:**

**Letter of Interest**

**Resume**

**Credentials**

**Proof of any stated Qualifications**

**Three (3) letters of recommendation**

**Academic transcripts**

**Application Information:**

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center  
Human Resources  
13380W Trepania Road  
Hayward, Wisconsin 54843  
(715) 638-5132  
(715) 634-6107 FAX

*The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.*

04/26/2022