

Northwest Colorado Health

Dental Treatment Coordinator

General Statement of Duties:

The Treatment Coordinator serves as an advocate and educator to the patient as it relates to their treatment plan for dental care. The role is essential in securing treatment plans and coordination of financial resources and/or insurance requirements for all four dental locations to include Yampa Ave Dental Clinic, Russel Street and Steamboat CO-location sites, and Oak Creek Clinic. Additionally, this role assists the Practice Manager in production goals and supports the Patient Care Representatives on an as needed basis.

Supervision Received:

Works under the supervision of the Integrated Practice Manager.

Supervision Exercised:

None.

Essential Functions:

1. Conduct in-person and virtual or telephone consultation/interview to understand the patient's oral health history, concerns, and objectives.
2. Explain the treatment plan, address patient concerns and answer any questions.
3. Assist the patient in prioritizing the treatment and establish a plan for scheduling and payment.
4. Coordinate communication between outside referrals including returned referral letter, update tooth chart and scan into patient documents.
5. Build trust and understand the patient's objectives.
6. Conduct financial consultations with all new patients and with existing patients when new treatment is presented.
7. Manage and maintain the payment options and policies for patients to uphold the practice's financial integrity.
8. Understand the patient's insurance policy on working with dental benefit plans and be prepared to educate patients on their dental benefits including:
 - Private Insurance Plans
 - Medicaid
9. Understand alternative funding sources to assist patient with financial burden including but not limited to:
 - Friends of Man
 - Senior Dental Program
 - AV Hunter Trust
 - Daniels Fund
 - Client Assistant Fund
 - CAP Card
10. Greet patients, schedule appointments, answer phones and other office

responsibilities as required.

11. Manage all referrals in eCW.
12. Act as liaison between Patient and Provider.
13. Coordinate with billing to create payment plan with Patient.
14. Collaborates with PCRs to ensure that follow up is completed for all No show, Missed and late canceled appointments.

Education: Bachelor's degree preferred, high school diploma or GED required.

Experience: One to two years clinical experience, ideally some Case Management /care coordination work.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current CPR certification.

Skills:

1. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating.
2. Standing, squatting, walking, bending, and maneuvering in clinic setting.
3. Data entry for on-line verification of documentation, requiring keyboard skills (primarily alpha) for approximately one hour per day, five days per week.

Abilities:

1. Can read and interpret physicians' orders, notes from clients, and entry on computer screen as well as respond to them, verbally and in writing.
2. Must have excellent communication and supervisory skills. Ability to problem solve.

Working Conditions:

1. Work location for administrative activity is in an accessible office environment. Daily activity is 70 - 80% sitting and 20 - 30% walking and/or standing. Occasional stooping, bending reaching, twisting.
2. Office equipment includes telephone, computer, and copier on daily basis.
3. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential

requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

**I, _____ acknowledge that on this date,
I have received the following job description for my present position.**

Signature of Employee: _____

Date: _____