UNIVERSITY OF SOUTHERN CALIFORNIA

Dental Patient Treatment Coordinator

Job Code: 191029

Grade: 00
OT Eligible: Yes
Comp Approval: 11/5/2012

JOB SUMMARY:
Performs a variety of tasks associated with the dental management system, such as patient registration, insurance authorization and/or verification, and patient scheduling. Works closely with patients and dentists to arrange comprehensive treatment planning. Schedules patient appointments and monitors patient flow.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Directs patients about appropriate dental care treatment using defined policies and procedures. Monitors progress of patient treatment according to authorized sequential treatment plans and ensures appropriate scheduling accordingly. Works with dentists and patients to initiate care, continue existing care, explain treatment plans, and arrange payment and treatment contracts.

Prepares and maintains student dentist, resident dentist, and dentist schedules, and assists with scheduling changes, according to patient care form.

Registers patients and/or edits registration and dental records. Follows guidelines to set up patient's dental chart.

Ensures routine patient contact remarks are updated in the electronic health record.

Verifies all insurance utilizing telephone contacts and web inquiries. Determines if patients' insurance is contracted with USC and determines and collects co-pays. Works with patients who require financing to obtain or design financing, payroll deduction, payment plans, etc. Works with insurance companies to resolve billing and coverage issues and provides pricing to patients.

Ensures required pre-authorizations of service are obtained.

Processes workers' compensation patient accounts in conjunction with other appropriate internal and external financial parties and/or guarantors.

Ensures patients' rights to privacy, safety, and confidentiality are maintained in accordance with HIPAA regulations, and with all policies and procedures.

Maintains a safe environment in accordance with compliance standards, policies, and safety regulations.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.
**Dental Patient Treatment Coordinator - Job Code: 191029**

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*

**EMERGENCY RESPONSE/RECOVERY:**

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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Demonstrated experience in dental management and dental secretarial assistance. Working knowledge of HIPAA compliance. Demonstrated excellent interpersonal customer service, and telephone skills. Demonstrated ability to multi-task. Working knowledge of dental terminology and PPO and Denti-Cal and health insurance. Ability to work scheduled evening and weekend shifts. Demonstrated team-oriented and collaborative work style. Demonstrated experience in a high volume, fast paced environment.

**Preferred Education:**

Associate’s degree

**Preferred Experience:**

3 years

**Preferred Field of Expertise:**

Knowledge of dental management software, particularly axiUm. Experience working with basic contracts. Working knowledge of MS Office, particularly Word, Excel, PowerPoint and Outlook.

**Skills: Administrative:**

- Answer telephones
- Assemble and organize numerical data
- Clinical documentation
- Communicate with others to gather information
- Customer service
- Gather data
- Maintain filing systems
- Prioritize different projects
- Read handwritten text
- Schedule appointments
Understand and apply policies and procedures
Use database and/or word processing software

Skills: **Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: **Level:**
- May oversee student, temporary and/or resource workers.

SIGNATURES:

Employee: ______________________ Date: ______________________

Supervisor: ____________________ 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.

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