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JOB POSTING

Patient Account Representative (Bilingual preferred)

Position Summary:

The Dental Patient Account Representative (Dental PAR) is responsible for providing courteous and professional assistance to patients and for maintaining accurate and complete patient accounts. The position is the initial contact for patients as they check-in, and is responsible for answering phones, registering patients, scheduling, collection of patient payments, assisting patients with the completion of forms, managing appointment confirmations and filling appointment vacancies.

Internal and External Contacts:

Patients, families, Center co-workers, visitors, vendors, insurance companies.

Duties and Responsibilities:

- Demonstrates superior customer service skills, including but not limited to;
 - Interacts with all internal and external customers in a caring and respectful manner.
 - Answers telephone, responds to messages/inquiries and routes calls in a timely and polite manner.
 - Communicates with patients and their families in a courteous, professional, cooperative manner both in-person and over the telephone.
- Performs patient registration functions to include;
 - Enters and updates patient demographic and financial information into software system with a high level of accuracy.
 - Check-in/check-out and ensures accurate completion of all patient forms.
 - Accepts patient payments at time of check-in and provides receipt.
 - Refers emergent patients who are not prepared to make full payment to Dental PAR II for financial counseling and payment arrangements.
 - Verifies and ensures that information on patient forms matches information in practice management system.
 - Scans and attaches all patient forms to patient accounts daily, and ensures task is completed accurately and efficiently.
- Maintains security of cash drawer at all times.
- Balances and reconciles all money collected daily.
- Prepares daily deposits
- Makes referral to Resource Specialists and other Tandem Health services for assistance, as appropriate.
- Schedules patient appointments in accordance with practice guidelines and templates, and manages the 'short call' list to fill vacancies as quickly as possible.
- Completes appointment confirmations, cancellations as communicated via Well Messenger in a timely and efficient manner, and contacts patients by phone if not confirmed two days prior to their appointment.
- Sends patient correspondences as appropriate for:



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- New patient Welcome Letters
- Missed Appointment Notices
- Other items, as applicable
- Responds to patient requests for sliding fee applications to include;
 - Counsels patients on correct completion of sliding fee application and supplementary documents needed.
 - Reviews completed sliding fee applications prior to submission to Dental PAR II for eligibility determination, making sure the application is complete and that all documents have been provided.
- Completes requests for records transfer by ensuring appropriate documentation is obtained, necessary fees are collected and information sent in a secure manner.
- Researches bad addresses to obtain a good address for returned mail.
- Rotates between workstations assigned to PARs.
- Participates in orientation/training of new team members as requested by supervisor.
- Assists in providing process improvement reports for improving quality of patient care.
- Cross-trains and works in other areas, as applicable.
- Checks-in/out dental lab cases when picked up or delivered by dental lab.
- Completes opening and closing duties, such as working after hours to escort patients to the door and lock/unlock the door.
- Performs other duties as assigned.

Qualifications:

- High School Diploma or equivalent required.
- 2 to 3 years previous dental office or related experience required.
- An equivalent combination of education and/or work experience will be considered.
- Bilingual desired but not required

Knowledge, Skills Abilities:

- Excellent written and verbal communication skills required.
- Excellent customer service skills.
- Excellent telephone etiquette.
- Excellent computer and typing skills.
- Ability to learn and use correctly Electronic Dental Record, Electronic Medical Record and other software programs as appropriate.
- Proficiency in data entry with a high level of accuracy.
- Demonstrated ability to prioritize multiple tasks, assignments and projects to meet established quality and time requirements.
- Demonstrated ability to navigate the internet, including usage of and the ability to successfully and accurately utilize web-based programs and applications.
- Able to relate to a variety of people at different developmental levels.
- Able to prioritize tasks and manage time efficiently.



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- Flexible as to the changing needs of the Center.
- Able to use independent judgment and to manage and impact confidential information.
- Demonstrates cooperative co-worker and community relationships by being friendly, polite, helpful, and non-critical or judgmental of others.
- Demonstrates knowledge of safety procedures as well as the management of information as it relates to privacy, confidentiality and HIPAA.

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-worker, patients and their families. Potential for rare exposure of blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Considerable standing, walking, or sitting. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150