



JOB DESCRIPTION

POSITION:**Dental Resource Specialist**

Reports to:

Dental Office Manager

Approved:

April 2013

Revised:

July 29, 2013, May 27, 2015, December 14, 2021;

Jan. 25, 2022; Oct. 23, 2023

Department:

Dental

FLSA:

Non-exempt

Basic Function: Responsible for performing these duties on a daily, weekly, and monthly basis in accordance with Canyonlands dental standards, while under the supervision of the Dental Office Manager.

Essential Functions:

1. Responsible for the processing and submission of all dental claims – including all documentation needed for proper claims processing.
2. Refiles and rebills claims to insurances as necessary, verifying all information on claim is correct prior to resubmission in a timely manner.
3. Rebills all denied claims after making the appropriate changes in a timely manner.
4. Marks all denials using appropriate reason code.
5. Posts all patient, insurance and third-party payor payments, adjustments and denials to the NextGen system in a timely and accurate manner.
6. Ensures that all applicable adjustments are taken in order to ensure compliance with payor contracts.
7. Responsible for all Dental Aging categories to ensure timely follow up to dental claims and patient balances.
8. Prints letters for patients and appeal letters for insurances. Places outgoing calls to patients and insurances in regard to past due balances, documenting accounts appropriately.
9. Works with the billing department to process accounts for collection following CHC policy and procedure. Transferring payments when necessary and verifying that the balance due is truly the responsibility of the patient prior to processing collection request.
10. Works with the billing department to maintain days in AR. Communicates openly and effectively any known delays in processing of claims. Responds to all internal and external correspondence in a timely manner.
11. Works with the Dental Office Manager to conduct annual audit of all SFS dental encounters.
12. Follows all established cash posting standards.
13. Responsible for processing refunds according to policy.
14. Complies with CHC Standards of Conduct, Code of Conduct and Corporate Compliance.

Secondary Functions:

1. Ensures that the organization maintains a level of billing that is in compliance with federal regulations.
2. Uses basic billing knowledge to assist with correct claims processing.
3. Uses PPE as appropriate.
4. Understands role in Disaster Plan and that safety is a condition of employment.
5. Follows CHC's policies and procedures.
6. Serves on various CHC and community committees as required/requested.
7. Attends meetings, seminars, and conferences as appropriate to ensure skills and knowledge remains the same.
8. Other duties as assigned.

Minimum Qualifications:

1. Ability to perform each essential function duty satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. High School Diploma or equivalency.
3. One year directly related dental experience.
4. Possess a valid driver's license.
5. CPR certified (American Heart certified).
6. Ability to read, write and speak English.
7. Canyonlands requires all employees to be fully vaccinated against Covid-19 as a condition of employment. Employees may request exemption from the vaccine requirement for medical or religious reasons.

Preferred Qualifications:

1. Two (2) plus years of directly related experience.
2. Bi-lingual (English/Spanish/Navajo) language skills.
3. Knowledge of Microsoft programs with the ability to effectively communicate using Outlook.

Appearance Standards:

This position shall follow the appearance standards as outlined in Canyonlands' Personnel Policy "*Personal Appearance*".

Physical Requirements:

Dental Staff - All Levels				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision - near				X
Vision – w/assistance				X
Walk		X		
Sit				X
Handling				X
Reach outward			X	
Reach above shoulder			X	
Climb	X			
Crawl	X			
Squat/kneel		X		
Bend		X		
Lift/Carry				
10 lbs or less		X		
11-20 lbs		X		
21-50 lbs		X		
51-100 lbs		X		
Over 100 lbs	X			
Push/Pull				
12 lbs or less		X		
13-25 lbs		X		
26-40 lbs		X		
41-100 lbs	X			
Not applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hrs per day)			
Frequently	Position requires this activity from 33%-66% of the time (2.5-5.5 hrs)			
Constantly	Position requires this activity more than 66% of the time (5.5 hrs +)			

OSHA CATEGORY CLASSIFICATION:

I understand that the duties that are requested of me place me in a Category II.

While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.

Travel is is not required. It is anticipated that travel will be: 5% – 10% 50%-75%
 10% – 25% 75% - 90%
 25% – 50%

Canyonlands requires all staff to be vaccinated for Flu, Hep B, MMR, Tdap, Covid-19, and Varicella. New employees must be screened for Tuberculosis.

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities/tasks may be modified and/or expanded over time. **Canyonlands will inform the employee when changes in the respective job description are made.**

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. **I understand that failure to adhere to these responsibilities could be grounds for disciplinary action.**

Print Name

Signature

Date