



## DENTAL SUPPORT ROLES

We provide dental certified team members trained in all aspects of dental office support and are HIPAA trained. Teams are dedicated to your business and are adaptable for "Your Systems - Your Way."

- Dental Coordinator
- Revenue Cycle Management
- Insurance Coordinator
- Director of First Impressions
- Finance/Accounting
- IT Help Desk
- Executive Assistant

**SupportDDS.com**

# Roles and Responsibilities

## 1 Dental Coordinator

- Scheduling and Phone Support
- Call Support Agent
- HIPAA Compliance Support
- Hygiene Recare Coordination
- Reactivation of Patients
- Confirmation of Appointments
- Audits Patient Charts to Ensure Timely, Consistent, Accurate, and Complete Notation
- Any Other Duties as Assigned

## 2 Revenue Cycle Management

- Send Statements
- Keep an Accurate Record of Patient Accounts and Outstanding Balances
- Receiving and Posting Electronic Payments
- Validate Debit Accounts to Ensure the Credibility of Payments
- Issue Receipts for Received Payments
- Address and Solve Patient Questions And Issues
- Securely Handle Patient Data and Payment Information
- Provide Regular, Accurate Reports Of Billing Data
- Submitting Insurance Claims
- Complete Adjustment Forms
- Audit Day Sheet and Compare With Submitted Claim
- Submit Pre-authorizations
- Post Payments Into Practice Management Software
- Coordinate Credit Balances and Process Per Policy
- Check on the Status of Insurance Claims
- Prepare Patient Accounts for Collections When Necessary
- Process Aging Reports for A/R Review
- Any Other Duties as Assigned

### **3 Insurance Coordinator**

- Insurance Verification Using Your Forms, Your Way
- Comprehend the Patient's Insurance
- Document Basic Insurance Information in the Patient's File for Quick Reference
- Process and Submit Insurance Claims Daily
- Monitor And Follow-up On Outstanding Claims
- Identify Patients In the Daily Schedule Who Are A Financial Concern, Note Payment Problems On The Patient's Chart
- Send Information When Submitted to Process A Clean Claim
- Correspond With Insurance Companies to Resolve Payment Delays, Requests For Additional Information, or to Discuss Denied Treatment Coverage
- Handle All Inquiries Concerning Insurance Daily
- Claims Followup
- Insurance Breakdown Obtained Online Via , Fax And Phone Calls
- Request Updated Fee Schedule
- Request Updated Fee Schedules for Insurance Plans
- Remove Duplicate Plans for the Efficiency of the Practice and Accurate Treatment Plan Estimations
- Maximize Use of Coverage Books, Payment Tables or Blue Books
- Any Other Duties as Assigned

### **4 Director Of First Impressions**

- Build Trust, Like and Confidence During Patient Interaction
- Process, Scan, and File Paperwork
- Assist With Office Scheduling
- Confirms New Patient Appointment And Goes Over Paperwork
- Creates a Summary to Send to the Office About a New Patient
- Contacts the Patient After the Appointment For Feedback
- Sends Patient Link to Write Reviews
- Perform Other Administrative Tasks as Needed
- Maximize Use of Coverage Books, Payment Tables or Blue Books
- Sends the Patient a Link to Complete the Paperwork Along With Any Other Necessary Documents
- Sends a Bio of the Dr. That The Patient Is Going to See (or A Link to It)
- Uses Empathy and Active Listening to Roll Out The Red Carpet and Be the First Customer Service Experience the Patient Has With the Practice
- Any Other Duties as Assigned



## **5 Finance/Accounting**

- Virtual CFO
- Controller
- Assistant Controller
- Account Manager
- Finance Manager
- Bookkeeping/ Data Entry
- Any Other Duties as Assigned

## **6 IT Help Desk**

- Serve as Primary Point Of Contact for Customers Needing Assistance
- Perform Remote Troubleshooting Through Diagnostic Techniques and Pertinent Questions
- Determine the Best Solution Based on the Issue and Details Provided By Customers
- Walk the Customer Through the Problem-solving Process
- Direct Unresolved Issues to the Next Level of Support Personnel
- Provide Accurate Information on IT Products or Services
- Record Events and Problems and Their Resolution In Logs
- Follow-up and Update Customer Status and Information
- Pass on Any Feedback or Suggestions By Customers to the Appropriate Internal Team
- Identify and Suggest Possible Improvements on Procedures
- Any Other Duties as Assigned

## **7 Executive Assistant**

- Act as the Point of Contact Among Executives, Employees, Clients and other External Partners
- Manage Information Flow in a Timely and Accurate Manner
- Manage Executives' Calendars and Set Up Meetings
- Travel and Accommodation Arrangements
- Submittal of All Daily Expenses
- Manage other Team Members
- Internal and External Communication
- Take Minutes During Meetings
- Screen and Direct Phone Calls and Distribute Correspondence
- Organize and Maintain the Office Filing System
- Coordinate and Verify All Personal Activities
- Update/create SOPs
- Any Other Duties as Assigned