

Patient Financial Coordinator - School of Dental Medicine Tufts University

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Posted Jun. 21, 2024, set to expire Dec. 31, 2024

Job Title	Patient Financial Coordinator - School of Dental Medicine
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Jun. 21, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Health Services Fiscal Services
Job Website	https://jobs.tufts.edu/jobs/20625?lang=en-us&iis=Job+Board&iisn=AcademicKeys

Apply By Email

Job Description

Overview

Tufts University School of Dental Medicine (TUSDM) offers one of the most forward-looking educational environments in dental medicine in the country. Revenue Cycle Operations (RCO) supports patient care services revenue cycle management team, along with other members of the Finance and Administration team, supports the financial management and administration of the dental school. This position reports directly to the Patient Financial Administrator and works closely with school clinics it supports: Dental Faculty Practice, Craniofacial Pain and Sleep Center, Oral Medicine, Oral and Maxillofacial Pathology and Tufts Dental Facilities, the Pre-doctoral (students), Postgraduate (residents) Specialty clinical treatment areas, which includes: Endodontics, Orthodontics, Periodontics, Prosthodontics, Pedodontics, Oral and Maxillofacial Surgery, AEGD and Geriatric Dentistry.

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What You'll Do

Our onsite patient-facing Patient Financial Coordinators play a vital role in the Dental School's revenue cycle management, ensuring patient services payments in full, which has a direct impact on the Dental School's clinical services financial and claims outcomes success.

Revenue Cycle Operation's Patient Financial Coordinator:

- Ensures timely and accurate entry of patient demographics, insurance information and self-pay financial/collection aspects to enhance and secure frontend collections.
- Ensures patients understand their financial responsibilities by reviewing/reconciling accounts and explaining/answering any/all financially based treatment inquiries.
- This position's role and responsibilities are deadline driven and requires 100% accuracy and exceptional attention to detail.
- The Patient Financial Coordinator is responsible for ensuring that scheduled and planned treatment meets insurance eligibility, benefits, limitations and coverage guidelines and that all applicable waivers are obtained prior to treatment.
- Obtains and tracks all requested, necessary and/or required pre-treatment forms.
- Follows up with insurances, students, residents, patients and internal teams.
- Documents/updates all actions/contact in patient accounts.
- Ensures patients accept, sign and fully understand their financial responsibilities to pay their deductibles, co-insurances, co-pays and non-covered services fees/charges in full at time of service.
- Answers eligibility and benefit coverage inquiries.
- Communicates with residents, practice/clinic administration, healthcare providers and insurances to ensure required standards are met and compliant and when applicable, makes recommendations for resolutions.
- Other duties as assigned.

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired through completion of a Bachelor's Degree/Associate's Degree **OR** High School degree/GED and 1-3 years of proven compliant dental/medical healthcare financial, treatment planning or billing coordination, with insurance benefits, eligibility, limitations and guidelines.
- Must have exceptional EQ (emotional intelligence) and be customer service focused (internal and external), with excellent communication, attention to detail, organizational and interpersonal skills.
- Knowledge of pre-claims requirements for dental/medical insurances, insurance processes, billing/healthcare compliance and insurance guidelines, rules, regulations and requirements.
- Working knowledge of prior authorizations, insurance verification, including accurate and timely communication to internal team members and patients regarding financial responsibilities based on eligibility, benefits and coverage.

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- Requires expert attention to detail and experience coordinating benefits.
- Needs to be driven, Excel knowledge, innovative, independent, self-starter, a leader, team player, analytical intelligence, exceptional attention to detail, ability to effectively communicate technical information, adaptable with an aptitude and willingness to learn and drive change.
- Dental coder certification (CDC) required, or within 1 year of hire date.

Preferred Qualifications:

- Bachelor's Degree preferred.
- Certified Dental Coder (CDC) applicant with 3+ years of dental/medical insurance verification and/or financial coordination experience in a fast-paced dental/medical healthcare setting.
- Expert knowledge of Medicare, MassHealth and commercial insurance pre-claims requirements, regulations and guidelines.
- Expert knowledge axiUm software.
- Familiarity with ADA codes, CPT Codes and ICD-10 Codes.
- Experience in a fast-paced dental/medical setting.
- Knowledge axiUm software.

Special Work Schedule Requirements:

37.5 hours per week, Monday - Friday 8:30 AM - 5:00 PM and night clinic coverage 4:30 PM to 7:00 PM.

Pay Range

Minimum \$24.00, Midpoint \$28.55, Maximum \$33.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact



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