

Health District

OF NORTHERN LARIMER COUNTY

JOB ANNOUNCEMENT

POSITION TITLE: Dental Treatment Plan Counselor

POSITION NUMBER: 56-030

HOURS: Regular Full-time
40 hours per week (1 FTE)

Some evening hours may be required to accommodate expanded Dental Clinic service hours.

SALARY RANGE: \$34,776 to \$38,000 per year DOQ (1 FTE)
\$16.72 to \$18.27 per hour DOQ

Grade 6
Non-exempt status

TO APPLY: Send resume and cover letter to:
Search Coordinator
Health District of Northern Larimer County
120 Bristlecone Drive, Fort Collins, CO 80524
FAX 970-221-7165
E-mail to searchcoordinator@healthdistrict.org

DEADLINE: To receive full consideration, materials must be received by 5:00 pm on Friday, January 16, 2015; however, position remains open until filled.

QUALIFICATIONS:

Required

- **Education or formal training:**
 - High School Degree or GED
- **Experience:**
 - One or more years of experience in a dental front office position or dental assistant
- **Knowledge, Skills and Abilities:**
 - Ability to effectively communicate information on Medicaid dental benefits, client sliding fee scale, client account information, policies and/or procedures in a manner easily understood by the client
 - Ability to work with diverse, low-income client populations

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- Ability to work with and be sensitive to the needs of patients with physical and mental disabilities
- Excellent math skills
- Knowledge of dental CDT codes and dental procedures
- Pleasant and professional demeanor with the public and co-workers
- Ability to organize and complete multiple tasks and meet deadlines
- Ability to work in fast paced clinic environment
- Strong organizational abilities and attention to detail
- Ability to provide outstanding professional, positive and productive customer service
- Ability to work both cooperatively and independently
- Ability to maintain confidentiality with patient health history information
- Ability to learn and use Dentrix, a dental electronic record
- Ability to maintain professional, positive, productive relationships
- Ability to communicate well verbally and in writing and to keep accurate and complete records
- **Material and Equipment Directly Used:**
 - Intermediate to advanced computer and keyboarding skills, including ability to maintain a database
 - Ability to efficiently make appointments utilizing Dentrix scheduling software
 - Ability to handle multiple phone lines and visitors concurrently
- **Working Environment/Physical Requirements:**
 - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Must have close visual acuity to perform an activity such as: preparing and analyzing data and figures, viewing a computer terminal, expansive reading.
 - Must be able to sit or stand for prolonged periods.

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- Must have eye-hand coordination and manual dexterity sufficient to operate a computer terminal, telephone, photocopier and other office equipment.
 - Must have normal physical mobility, which includes movement from place to place on the job.
 - Must have the ability to communicate information and ideas in speaking so others will understand. The ability to concentrate on a task over a period of time without being distracted.
 - Must be able to hear on the phone and those who are served in person, and speak clearly in order to communicate detailed information to clients and staff.
- **Infection Control Requirements:**
 - Healthcare workers are required to comply with infection control policies including immunity to Measles, Rubella, Mumps, Varicella, Pertussis, an annual screening for Tuberculosis and annual influenza vaccination. Proof of immunization record is required.
 - **Reliable vehicle; valid driver's license and insurance**

Special consideration will be given to applicants who have:

- Experience and/or interest in working with low-income populations
- Two years or more experience in health or dental setting with direct client contact, providing eligibility review, assessment, referral, and/or case management services
- Familiarity with Medicaid/third party insurance
- Certificate, Associate Degree or higher degree
- Two years of experience or more working in a dental office as either an assistant or administrative position
- Bilingual skills written and oral (English/Spanish)
- Introductory/intermediate computer skills and experience with computerized practice management system (Dentrix)

Health District of Northern Larimer County

Dental Treatment Plan Counselor

REPORTS TO: Clinical Services Director

GENERAL DUTIES:

The Dental Treatment Plan Counselor works as a team member to provide individual counseling to dental clinic clients regarding Medicaid dental benefits, Health District client sliding fee scale and other payment source information as it pertains to the individual's dental treatment plan. Works with other Dental Service staff to schedule patients for appointments with approved PARs.

SPECIFIC DUTIES:

1. Helps clients understand and acknowledge their financial obligations for dental care provided by the Health District.
2. Assists Finance, as authorized by the Finance Director and Clinical Services Director, in the development of payment plans and other finance related matters.
3. As needed, provides backup and assists the Client Eligibility/Resource Coordinator with the following duties:
 - a. Assists patients by providing information on expiration of eligibility paperwork and directing them to Eligibility Coordinator in order for paperwork to be updated in a timely manner, so dental services are not interrupted.
 - b. Identifies and reports unmet service needs. Refers patients to other Health District services as needed. Investigates potential resources to meet unmet needs.
4. Updates patient information in Dentrix software to ensure correct fees are charged for services provided. Updates fee schedule and insurance information as needed.
5. As needed, schedules patients for future appointments as indicated in their treatment plan.
6. Works as a positive and productive team member, participating in group meetings, trainings, retreats and special events as required.
7. Performs other duties as assigned.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.