



Position Description

Position Title Front Office Associate

Career Level/Grade S1

Position Overview

The Front Office Associate ensures seamless coordination of patient care, is responsible for creating a positive impression, exhibiting excellent customer service, and promoting a welcoming experience for all visitors to the Health District. The Front Office Associate will work behind the scenes to ensure Dental Clinic patients' needs are met and any issues addressed. Schedules client appointments, makes phone calls, does data entry and filing. The Front Office Associate is an entry level individual contributor who performs routine support, office, clerical, or administrative duties that are repetitive in nature, and works under direct supervision.

We believe that our people are our greatest strength. Each employee contributes to our shared mission, vision, strategy, and values. We are committed to fostering a workplace that is **Supportive, Impactful, Accountable, and Inclusive.**

Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibility.

Examples of Duties

- Become knowledgeable about all Health District services.
- Reliable attendance and timeliness are essential for this position.
- Demonstrate a high level of cultural competence and empathy for others. Must be able to handle situations without escalation.
- Schedule and confirm patient/client appointments, including managing scheduling, tracking and rescheduling missed or cancelled appointments.
- Assess patient seeking emergency care, complete triage form and schedule according to the results.
- Check patient/client in and out, confirm proper billing of procedures, verify patient eligibility and insurance information, set future appointments, and post payments into applicable client information systems.
- Process intake paperwork, maintain accurate patient paperwork by verifying information, signatures and dates on scanned documents including, but not limited to, Consent for Treatment, Health History and HIPAA forms.
- Review upcoming appointments to ensure accuracy in scheduling, appointment type, patient/client information, insurance coverage, and payment responsibility.
- Update patient and insurance information in electronic health record to ensure correct fees are charged for services provided.
- Confirm proper billing of procedures, verify patient/client eligibility and insurance information, set future appointments, and post payments into applicable client information systems.
- Become well versed in eligibility guidelines and requirements for dental services. Input new patient/client information in two platforms before scheduling eligibility appointment.
- Verify and support patients in accurate completion of intake forms and additional required documents.

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- Collect patient payments for both current and past due amounts; process cash, checks, and credit card transactions; verify and post payments to accounts and issue receipts.
- Monitor state Medicaid benefit portal for frequency limitations and create Medicaid Non-disclosure forms as necessary.
- Work closely with insurance types such as Health First Colorado and CHP+ and inform patient/client of any changes to their insurance.
- Update patient/client information in electronic health record to ensure correct fees are charged for services provided. Update fee schedules and insurance information as needed.
- Prepare daily cash report and balance cash drawer. Reconcile cash, check and credit card receipts and investigate and resolve any out-of-balance issues.
- Research potential community resources available to assist patients/clients with unmet needs, and connect to resources.
- Work closely with providers to provide the best service possible for patients. Contribute to creating a safe space for patients, co-workers, and community members.
- Work on assignments that are routine in nature, requiring limited judgment, and on behalf of other professionals.
- Handle multi-line phone system, transfer calls, and manage voicemail, take accurate and complete messages, and make appropriate referrals.
- Provide comprehensive clerical support, including data entry, word processing, file creation, filing, scanning documents, mailings, and order office supplies.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

Qualifications

- High school diploma with 0 - 3 years of related experience or Associate's degree in related field with less than 1 year of related experience.
- Equivalent combination of education and experience level.
- A minimum of one year of experience in a dental or medical front desk position.
- Written and oral fluency in English and Spanish language is preferred.

Knowledge, Skills, & Abilities

- Knowledge of Medicaid and/or insurance billing practices.
- Knowledge of, and/or experience working in a dental or medical office or high-volume clerical position.
- Knowledge of, and/or experience with medical practice management software.
- Ability to maintain confidentiality with protected client information.
- Good computer skills with the ability to learn new software.
- Good math, grammar, spelling, and proofreading skills.
- Good verbal and written communication skills.
- Strong critical thinking, problem-solving and excellent organizational skills.
- Strong customer service skills.
- Ability to work under clearly established processes.
- Ability to accurately handle cash, checks, credit card transactions and post payments and reconcile daily cash receipts.
- Ability to effectively communicate client account information, policies and/or procedures.
- Ability to multi-task, work in fast-paced environment, change course as needed, and meet deadlines.
- Ability to perform initial troubleshooting for computer, office machines, and phone issues.
- Detail oriented, excellent organizational skills, with a commitment to high-level accuracy.
- Ability to work both cooperatively within a team and independently.

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- Commitment to contributing to an inclusive and equitable working and learning environment.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Ability to work with and be sensitive to the needs of those with physical and mental health conditions.
- Ability to maintain professional, positive, productive relationships.
- Intermediate skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).

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.

Work Environment

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

Must comply with infection prevention policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.