

FINANCIAL COORDINATOR DAILY DUTIES

The purpose of the financial coordinator is to maintain a productive and efficiently scheduled appointment book, keeping the office running smoothly and ensuring that patients are arriving on time for their scheduled appointment. They are also responsible for assisting patients with financial options for treatment and overseeing accounts receivables according to office policy.

As the primarily responsible person for the insurance billing and collections for the dental office, you need to prioritize your time so that you are spending your time focused on the biggest return. At all times, the financial coordinator remains level headed, polite, and positive in all patient dealings.

OPENING DUTIES

- Review daily schedule for patient financial and insurance status.
- Prepare collection numbers and any patient data to share for morning huddle.
- Ensure that every patient expected in the office that day has the correct information to ensure appointment can run smoothly and the appropriate amount can be collected from the patient.

DAILY DUTIES

Daily Collections Management

- Make sure that each employee checking out patients request and collect money “over the counter” for each patient, and issue receipts or walk out statements, as appropriate, as patient leaves
- Review and monitor charges entered by team into the computer.
- Observe communication going to patients regarding upcoming appointments to ensure the information is correct and timely.

Accounts Receivable Management

- Explain financial treatment to patients and enter financial activity in computer.
- Record chart entries from phone or in-person conversations when appropriate.
- Resolve any account balances with patients, payment scheduling, and follow-up delinquent accounts.
- Prepare billing statements and mail promptly.
- Make necessary patient contact calls, account letters, account contact notes, and any legal action needed on aging accounts.

Records Management

- Document all necessary data into the patient’s chart clearly and accurately regarding the patient’s appointment and anything important with appointment.
- Obey HIPPA rules by ensuring that all sensitive material is not left exposed at the front desk.
- Oversees account receivables and account payables.
- Track cases and referrals to and from other doctors.
- Stay familiar with the office financial policy and be capable of attending a treatment conference.

Insurance

- Organize supporting materials for claim forms, such as radiographs or written narratives, as directed by doctor.
- Enter new insurance information in computer and call for verification and benefit information.
- Input insurance checks and patient payments.
- Acts as the liaison between insurance companies and the dental office for submitting claims.
- Submit claims for procedures completed, and treatment plans for predetermination of benefits.
- Assist in the resolution of problems with third-party payers.
- By end of day, check next day patients for insurance and make sure insurance is up to date.
- Follow-up on outstanding or rejected insurance and re-submit claims as needed.

OTHER TEAM-PLAYER DUTIES

- Be an active participant in staff meetings.
- Perform other tasks as assigned by office manager.
- Liaise with Treatment Coordinator and Scheduling Coordinator, as needed.
- Help handle incoming phone calls and address issues as needed.

END OF DAY DUTIES

- Before you leave, pull up patient's account on the computer to check balance. If there is a balance, check to see how much is pending insurance. Make sure there are good notes for when patient arrives and that it can be reviewed in the morning huddle.
- Print the day-sheet at beginning of the day and reconcile.
- Finalize deposit slip (date, write in cash, stamp, and total).
- Print credit card "Report" compare and attach slips.
- Shut down workstation and clean work area for a fresh start to the next day.
- Assist with other end of day duties for front office team.

WEEKLY/MONTHLY DUTIES

- At the beginning of each month you will need to print out the total A/R report and prioritize the accounts you will be calling on, according to amount owed and how overdue it is.
- Review, prepare and process monthly statements for patients.