



JOB DESCRIPTION

JOB TITLE: Dental Biller
REPORTS TO: **Billing Manager**
DEPARTMENT: Administration
LOCATION: Rolling Hills Clinics
740 Solano Street, Corning, CA 96021
2526 Sister Mary Columba Drive, Red Bluff, CA 96080
2540 Sister Mary Columba Drive, Red Bluff, CA 96080
STATUS: Full-time, 100% FTE, Non-Exempt

*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the Band's Preference Policy, **Chapter 1-715** of the Paskenta Band of Nomlaki Indians Tribal Policies. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

POSITION SUMMARY

The Dental Biller at Rolling Hills Clinic is responsible for the accurate and timely filing of all dental insurance claims, payments, denials, and appeals. This position monitors patient accounts, collects and posts payments from insurance companies and provides information to patients as needed. The dental biller will be responsible for monthly dental claim reporting and will assist with dental prior authorizations as needed.

DUTIES & RESPONSIBILITIES

1. Review coding to ensure the correct procedure codes and information is completed.
2. Follow up with dentists and dental staff as needed to ensure all patient visit documentation is completed before sending claims.
3. Process dental claims to appropriate primary, secondary, and/or tertiary insurance company according to insurance guidelines.
4. Accurate and timely review, reconcile, and post patient and insurance payments, both by EFT and check.
5. Daily electronic claims follow up and submission of all x-rays, periodontal charting or documentation requested from the insurance companies through FastAttach and Dentalxchange.
6. Resolve claim denials with insurance and resubmit as appropriate including any requested information.
7. File Appeals and CIFS to Medi-Cal as necessary on all denied or outstanding claims.
8. Monitor the Accounts Receivable, which includes collecting any patient balances and assigning any accounts to the collection agency as needed.
9. Review patient accounts for accuracy and completeness before sending patient monthly statements.
10. Provide back-up assistance to Financial Counselor to send and receive insurance pre-authorizations and patient responsibility estimates.
11. Provide daily, monthly, or as needed dental reports as requested.
12. Assist in credentialing or recredentialing dental providers as needed.
13. Correct account set up errors (guarantor, demographics, insurances, etc.).

14. Performs other position related duties as assigned.
15. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
16. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
17. Safety: Responsible for ensuring that all duties, responsibilities, and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
18. Safety: Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
19. Other duties as assigned by Supervisor.

MINIMUM QUALIFICATIONS

1. Demonstrate clear knowledge of Rolling Hills Clinic structure, standards, procedures, and protocols.
2. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.
3. Minimum of 2 years' experience in a healthcare office, dental experience preferred.
4. Detail-oriented with excellent communication, customer service, and problem-solving skills.
5. Ability to manage multiple priorities and deadlines accurately and efficiently.
6. Strong organizational, problem-solving, and analytical skills.
7. Knowledge of Medi-Cal, CMSP, FRADS, and other special programs, terminology, and procedures preferred.
8. Ability to work independently or with others, utilizing good judgment and strong interpersonal skills.
9. Creative, flexible, and an innovative team player.

REQUIREMENTS

Minimum 18 years of age

While performing the duties of this job, the employee is frequently required to do the following:

1. Interpret complex laws, regulations, and/or policies.
2. Coordinate multiple tasks simultaneously.
3. Understand and respond to a diverse population.

LOAN REPAYMENT PROGRAM

Rolling Hills Clinics is a National Health Service Corp (NHSC) approved site where primary care physicians who are eligible for loan repayment funding can fulfill their service obligation. RHC is an Indian Health Program site for Indian Health Services (IHS) Loan Repayment Program.

BACKGROUND CHECK REQUIREMENTS

Pre-employment Drug Testing and a Department of Justice Fingerprinting clearance through Federal, State and Child Abuse Index is a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

VACCINATION REQUIREMENTS

A pre-employment Physical exam is required upon hire. You will be required to provide vaccination records to show proof of immunity for TB or PPD, Measles, Mumps, Rubella, Varicella, TDAP & Hep B. If the records are more than 10 years old, titers are required to confirm immunity.

COVID RAPID TEST REQUIREMENT

To protect the welfare and safety of clients receiving services at Rolling Hills Clinic, you will be required to obtain a COVID Rapid Test onsite prior to date of hire.

PHYSICAL DEMANDS

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. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.