



## Job Description

---

**Job Title:** Community Care Coordinator

**Classification:** Non-Exempt, paid hourly

**Reports to:** Community Care Coordinator Supervisor or Office Manager

---

**Purpose of position:** To coordinate facility/mobile dental care team scheduling, provide patient care coordination, and office support to our mobile community program.

**Education/Experience/Licensure:**

- HS Diploma or GED required.
- Customer Service, scheduling, and phone experience preferred.
- Dental office experience strongly preferred, but not required.

**Fundamental duties include; but are not limited to:**

- Work directly with a facility dental liaison to ensure successful on-site dental care and oral health care screening visits.
- Prepare the clinical provider schedules for on-site care visits.
- Report, document, and address customer service inquiries from patients, patient representatives, and facility staff members.
- Coordinate monthly visits to our contracted on-site care facilities for dental services and oral health screenings.
- Enter monthly provider schedules into Open Dental and distribute to appropriate staff.
- Update facility records as needed.
- Confirm patient appointments, with family members and/or the facility staff.
- Scan and enter new and/or updated patient information.
- Enter and verify insurance plans, and document changes and updates accordingly.
- Perform pre and post quality assurance for appointments and send insurance claims.
- Send and follow up on treatment plans sent to families and update status accordingly.
- Send and follow up on insurance pre-authorizations and update status accordingly.
- Scan and process patient treatment information including fax correspondences.
- Discuss appointment and account information with patients and their responsible parties.
- Triage patient and/or responsible party treatment plan questions to the provider.
- Enter and process oral health care screening data.
- Assist with Clinic Care Coordinator duties as needed.
- Performs other duties and responsibilities as assigned.

**Fundamental expectations of persons in this position include; but are not limited to:**

- The passion to fully embrace and embody Apple Tree Dental's mission, vision and values
- Ability to prioritize, multi-task, and complete daily responsibilities.
- Exceptional customer service skills, including verbal and written communication skills.
- Dependability and punctuality, with the willingness and ability to work late hours and weekends as needed.
- Ability to use good judgment and problem solving skills to meet facility and provider scheduling needs.
- Ability to accurately type 40+ WPM.
- Provide excellent customer service to internal and external customers.
- The ability to utilize and/or learn computer skills and systems such as; but not limited to: Open Dental software, Microsoft office, and other systems as needed.

**Physical Demands:** Prolonged sitting or standing may be required. Those physical movements and the degree of mobility, manual dexterity and hand-eye coordination normally associated with office tasks will



## Job Description

be performed on a frequent, repetitive basis. The ability to distinguish letters and symbols as well as the ability to utilize telephones, computer terminals and copiers is required. Work under stressful conditions as well as irregular hours may be required. Ability to lift up to 20 lbs. is required, up to 50 lbs. is helpful, but rare in occurrence.

### Organization Expectations:

1. Listen to, understand and appropriately respond to patient/customer needs. Meet the reasonable needs of all patient/family/customer groups and improves overall customer satisfaction.
2. Demonstrate professional behavior with his/her work. Comply with personnel and departmental policies. Support and participate in quality improvement activities.
3. Work actively with others to get the job done. Consistently exhibit courteous behavior/actions, including maintain a positive attitude.
4. Support and participate in changes and discussions regarding work practices.
5. Act and speak respectfully regardless of the presence or absence of the person. Frequently offer praise to others for doing a good job. Listen to and respect the opinions of others, and maintain confidentiality.
6. Demonstrate enthusiasm and commitment towards personal growth and development; complete and attend mandated educational courses. Maintain current licensure and certifications, if applicable. Attend and participate in departmental meetings, and if unable to attend proactively asks or gathers missed information.
7. Address issues in a courteous and respectful manner. Maintain the same standard for all patients/families and co-workers. Support co-workers and patients/families in a positive manner.
8. Follow safety practices. Identify problems and work to resolve safety issues as they occur and in accordance with policy, asking for assistance when necessary. Help and teach others.

**Apple Tree Dental** reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

This document should in no way be considered a contract or guarantee of employment. Employment at Apple Tree Dental is at the mutual consent of Apple Tree Dental and the employee, and either party may terminate the relationship at any time, with or without cause, and with or without written notice.

I have received, read and understand the Job Description above and job demands.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_