

# APLAHealth



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at [aplahealth.org](http://aplahealth.org).

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***We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *10 Paid Holidays*
- *5 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

***This is a great opportunity to make a difference!***

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**This position will pay \$22.87 - \$27.55 hourly. Salary is commensurate with experience.**

## **POSITION SUMMARY:**

Under the direction of the Dental Clinic Manager, the Dental Office Coordinators primary responsibility is to act in the best interest of the patient by providing patient-centered care. This includes ensuring the patient understands their treatment plan, insurance benefits,

assisting with financial arrangements, preparing and sending specialty referrals, and coordination of appointments in a dental practice.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform the procedures of the dental clinic front office, including but not limited to the areas of:
  - Efficient Patient Service Care
  - Patient Registration
  - Casewatch Registration
  - Eligibility Verification
  - Appointment Scheduling
  - Communication of Dental Benefits to Patients
  - Incoming and outgoing referral processing
  - Patient Treatment presentation
  - Work with the clinical team to effectively manage daily patient flow
- Follow and demonstrate commitment to APLAs Health policies and procedures
- Create a welcoming environment in the front office
- Confirm and update patient demographic, insurance eligibility, health history, and other medical information using the Casewatch and eCW Dental software programs.
- Have patients complete all necessary forms and documentation necessary for registration purposes.
- Explain and Communicate benefits and dental needs with patients after examinations.
- Act as a mediator, assisting clients with understanding the limitations of certain services and assisting them in finding a solution to their concerns.
- Assist in keeping patients' appointments on schedule by notifying the back office of patients arrival.
- Answer telephone calls, make appointments, take messages, retrieve and monitor voice mail messages throughout the day.
- Manage and retrieve incoming faxes in RingCentral
- Coordinate transportation for patients as needed.
- Obtain a breakdown of benefits and eligibility by calling the patients Insurance Company
- Verify and record eligibility for the following Insurances and Manage Care plans: Medi-Cal, Liberty Dental, Access Dental, Health Net of California Dental, Cigna Dental, and Delta Dental, and all out-of-network plans
- Verify if the patient is eligible for services under the Ryan White HIV/AIDS Program or My Health LA program
- Update Casewatch eligibility every 6 months as required by the DHSP Program.
- Ensure that all eligible patients under the RW Program sign the service agreement form required by DHSP; the following documents are required: Proof of Income, Proof of Residency, Current Diagnosis Form ( Lab work for established patients)
- Coordinate and ensure all dental notes, referral information and required documentation is complete and submitted to the referral entity in a timely mannered.

- Act as the petty cash custodian for the dental clinic under the supervision of the Dental Clinic Manager.
- Collect payment from patients before services are rendered when necessary.
- Act as liaison between dental providers and Finance Department as it relates to billing.
- Assist with all Grant Funded Audits. Provide technical and administrative support for the auditors.
- Work closely with management regarding client grievances and concerns about treatment.
- Perform and assist as a chair-side dental assistant
- Assist in maintaining OSHA and HIPAA compliance.
- Assist in maintaining office and building fire/safety regulations.
- Present a professional front office environment for all patients and visitors in appearance, manner, and quality of work at all times.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

### **REQUIREMENTS:**

Training and Experience:

- Must be a high school graduate or equivalent
- A minimum of 1 year of recent and relevant experience working in the dental field and dental administration with a Dental Assistant Certificate or a minimum of 3 years of recent and relevant experience working in the dental field and dental administration without a Dental Assistant Certificate
- Experience with patient registration and financial screening
- Experience working with multiple benefits coverage programs, including private insurance and government programs
- Experience working in a Federally Qualified Health Center preferred
- X-ray license issued by the Dental Board of California or willing to get the license within the first 45 days of employment
- Bilingual (English/Spanish) preferred
- CPR Certified

Knowledge of:

- Working Knowledge of Microsoft Office Software
- Apply knowledge of ADA procedures and codes
- Knowledge of the principals and practice of modern dentistry
- General HIV/AIDS health issues
- General medical and dental terminology; current ICD and CPT coding
- Universal precautions and infection control
- OSHA and HIPAA regulations
- eClinicalWorks or similar electronic health record system
- DEXIS imaging software

Ability to:

- Respond with sensitivity, patience, and compassion to the special needs of the patients of our clinic
- Communicate effectively and courteously with tact, diplomacy, and poise
- Multitask efficiently
- Follow written and oral directions
- Maintain the patient appointment schedule efficiently
- Work independently and responsibly
- Work effectively as a team member in a busy medical/dental practice
- Be self-motivated and maintain the commitment to excellence of APLA Health

#### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting, and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

#### **SPECIAL REQUIREMENTS:**

Must possess a valid California drivers license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes. COVID-19 and Booster or Medical/ Religious Exemption required.

Equal Opportunity Employer: minority/female/transgender/disability/veteran.

#### **To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=72759&clientkey=A5559163F67395E0A2585D2135F98806>