

APLA Health

APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

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

We offer:

- *Medical Insurance*
- *Dental Insurance*
- *Vision Insurance*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *4 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched (6%) 403b Retirement Plan*

This is a great opportunity to make a difference!

Requisition #: 49487

Status: Full-time, Non-Exempt

Schedule: Monday – Friday, 8AM – 5PM

Onsite or Hybrid: Onsite

Bilingual (English/Spanish): Yes: Spanish Assessment required prior to offer.

This position will pay \$26.99 - \$31.26 hourly. Salary is commensurate with experience.

POSITION SUMMARY:

The Dental Office Coordinator provides clerical support for the daily management of the dental practice.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Organize and supervise the procedures of the dental clinic front office, including but not limited to the areas of:
 - Client Registration
 - Appointment Scheduling
 - Communication with patients and referring agencies
 - Ordering supplies/front and back office
- Receive patients as they enter the dental clinic and notify the program staff of their arrival.
- Confirm medical/dental appointments on the schedule of the following day.
- Answer telephone calls, take messages, monitor voice mail messages throughout the day.
- Confirm and update patient demographic, insurance eligibility, health history and other medical information using the Case Watch, eClinicalWorks and Open Dental software programs.
- Act as the petty cash custodian for the dental clinic under the supervision of the Medical/Dental Office Manager.
- Collect payment from patients before services are rendered when necessary.
- Travel to other dental locations as needed

Have a working knowledge of private insurance billing, DentiCal billing and benefit guidelines:

- Check eligibility before each appointment
- Maintain a written Record of Eligibility on the patient charts
- Check and collect share of cost when necessary
- Assist with all Grant Funded Audits. Provide technical and administrative support for the auditors.
- Assist with the preparation of client statistical and demographic reports to appropriate fiscal entities including but not limited to the Division of HIV and STD Programs on a monthly basis.
- Act as a mediator, assisting clients understand the limitations of certain services and assist them in finding a solution to their concerns. Work closely with the Dental Management Team and Chief Operating Officer with client grievances and concerns about treatment.
- 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.
- Effectively communicate with clients/patients in English and Spanish as required per aforementioned job duties.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

- Minimum of two years of comparable administrative experience.

- College degree and work experience in a social services environment is preferred.
- Excellent telephone skills
- Basic computer skills

Knowledge of:

- Office workflow procedures
- Filing systems
- General HIV/AIDS health issues
- General medical and dental terminology

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
- Learn and master the required computer software programs
- 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 & Wellness.
- Bilingual required – English/Spanish.

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.

COVID vaccination is required and APLA Health will consider accommodations for medical- and religious-based reasons.

Equal Opportunity Employer: APLA Health is an Equal Opportunity Employer.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:
<https://www.paycomonline.net/v4/ats/web.php/portal/A5559163F67395E0A2585D2135F98806/jobs/375197>