



**NHCI Job Posting  
February 19, 2019**

## **Dental Patient Services Representative 40 Hours**

Neighborhood Health Clinics, Inc. is accepting applications for a Patient Services Representative to provide professional customer service by greeting, registering, and checking in/out patients in a prompt, pleasant, and helpful manner. Position reports to the Dental PSR Team Lead.

Specific duties include:

- Greets patients in a prompt, pleasant, and helpful manner and provides necessary instructions / directions.
- Obtains and enters new patient demographics: updates patient information, as necessary, in the computer system to maintain accuracy for billing.
- Researches, enters, and updates all information needed to complete billing process.
- Verifies income for self-pay patients, verifies insurance and Medicaid coverage, and verifies eligibility to various programs that affect the billing process.
- Scans all documents into electronic health record in a timely manner and ensures record is complete.
- Collects all co-pays and balances, as required by office policies. Distributes copies of receipts to patients.
- Balances charges and receipts at end of each shift.
- Enters patients' future appointments into on-line system according to physician's request as well as clinic policy.
- Maintains files in an orderly fashion and ensures that charts are assembled and labeled clearly and correctly. Files all reports and x-rays in patient charts.
- Calls patients to preregister and confirm appointments.

Full time position with benefits. High School Diploma or GED required. Training in medical and/or dental office and billing procedures. Associates Degree in Medical Assisting or certification as a dental office specialist preferred. Minimum of one year experience in dental or medical office. Word processing and computer experience required. Knowledge of dental terminology and coding. Experience with medical or dental office software program. Bilingual preferred. Interested candidates should send a resume along with a cover letter to NHCI Human Resources Department at: PO Box 11949, Fort Wayne, IN 46862 or by email at [HRDEPT@NHCI.ORG](mailto:HRDEPT@NHCI.ORG) or fax (260)969-2911. Neighborhood Health Clinics is an Equal Opportunity Employer.