



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Dental Intake Specialist
Lummi Tribal Health Center (LTHC)

OPEN: April 18, 2019

EXEMPT: No

SALARY: (5) \$14.35-\$16.07

SHIFT: DAY

LOCATION: LTHC

DURATION: Regular Full-time

CLOSES: April 26, 2019

JOB CODE:

DIVISION: HHS

DEPARTMENT: LTHC Dental

SUPERVISOR: Dental Clinic Manager

VACANCIES: 1

JOB SUMMARY: The intake specialist will perform necessary administrative tasks and assist patients checking in and out of the dental department. She/he will work closely with the Dental Clinic Manager and DHAT Coordinator to facilitate the smooth day to day operation of the clinic. Additional responsibilities that pertain to assisting the administration entail; processing paperwork for patients, obtaining consents for treatment, answering and screening calls and emails, and ensure all intake forms are properly signed and filled out.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Checking patients in and out throughout the day and communicating with dental staff of schedule changes.
2. Screen phone calls for emergency appointments and filling broken appointments with patients on standby.
3. Communicating with referral offices and be able to take and route messages for dental staff.
4. Follow up with patients and dental staff on patient dental care in and outside of the LTHC.
5. Greets the public on the phone and in person with tact and professional manner.
6. Assist with updating patient contact information and confirm insurance coverage for patients for next day appointments.
7. Assist in processing intake paperwork in order to confirm proper insurance coverage for patients.
8. Assist and direct patients when Medicaid coverage expires in order to reactivate coverage in a timely manner.
9. Assist patients and dental team getting consents for treatment.
10. Must be able to work with mail delivery systems (USPS, FedEx, UPS, etc) in order to get patient cases to designated labs in a timely fashion and follow up if issues arise.
11. Print and xerox schedule for next business day and place at designated areas.
12. Review incoming mail and sort in proper designated areas.
13. Make and copy recall cards and business cards
14. Organize recall cards and mail when needed

15. Attend and participate in dental department staff meetings and assist in recording, transcribing and preparing materials for staff meetings.
16. Assist Dental Clinical Manager and DHAT Coordinator in administration duties.
17. Assist in preparing & faxing referrals.
18. Mail records and radiographs to other dental providers when referred or requested.
19. Maintain supply of dental forms and other office supplies in area.
20. Maintain and stock dental supplies for patients in area.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- 2 years of office experience
- Associates Degree or 2 years of college, *preferred*
- Dental Office Experience, *preferred*
- Current CPR card, may obtain upon hire.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Must acquire HIPAA training, and comply with confidentiality regulations, willing to train within 90 days of hire.
- Computer Skills: Experience with RPMS, Microsoft Word, Excel and other software programs.
- Knowledge of dental terminology, coding, scheduling systems.
- Knowledge of office equipment, copiers, fax machines, scanner, etc.
- Knowledge of Lummi Tribal Health Center Policies and LIBC Policies.
- Must be able to organize, prioritize and deliver tasks in an effective, efficient and timely manner.
- Have excellent communication skills both verbal and written (will be asked to demonstrate answering a telephone call.)
- Must be able to work independently with little or no direct supervision.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or Control over Indian Children and is therefore subject to an extensive Criminal Background Check and FAMLINK Check.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <http://lnnr.lummi-nsn.gov/LummiWebsite/Website.php?PageID=376> or request by e-mail libchr@lummi-nsn.gov
For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.