

Polished Smiles Dental

Elizabeth Baumann D.D.S.

Watertown, Wisconsin



Job Title: Patient Care Coordinator

Location: Watertown, WI

Job Type: Full-time

Salary Range: \$25 - \$28/hour (*Depending on experience*)

Benefits: 401(k) matching, Paid Time Off, Dental care for employee and immediate family

About Our Practice

At Polished Smiles Dental, we pride ourselves on delivering exceptional patient care in a warm, welcoming, and judgement free environment. We believe a great patient experience starts before they even sit in the chair. We are looking for a dedicated, drama-free, and hard working Patient Care Coordinator to join our fantastic front office team!

Job Summary

As our Patient Care Coordinator, your job will have a heavy emphasis on insurance work. You will be the backbone of our practice's revenue cycle and patient financial trust. You will manage many aspects of dental insurance, from verifying eligibility and calculating patient co-pays to submitting dental claims and resolving outstanding balances. Your goal will be to maximize insurance reimbursement for our patients while keeping our accounts receivable healthy. Your job duties will also include talking directly to patients to collect money, schedule appointments, check in and check out and to keep the front desk running smoothly.

Key Responsibilities

- **Insurance Verification:** Verify patient benefits and coverage details prior to appointments; accurately enter breakdowns into our practice management software.
- **Claims Management:** Prepare, review, and submit electronic and paper dental claims daily with all necessary attachments (X-rays, charting, narratives).
- **Treatment Planning:** Help patients understand their dental benefits by providing accurate estimates of their out-of-pocket costs and co-pays.
- **Accounts Receivable & Appeals:** Follow up on unpaid, delayed, or denied claims; write and submit effective appeals to insurance companies.
- **Payment Posting:** Accurately post insurance checks, EFT payments, and patient payments to account ledgers, adjusting balances as required.
- **Patient Communication:** Professionally answer patient questions regarding billing, insurance discrepancies, and financial arrangements.

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Qualifications & Skills

- **Experience:** Experience working with dental insurance and billing preferred, but not required
- **Attitude and Personality:** Key attributes include team player, hard working, self-starter, honest and ability to multi task heavily
- **Dental Knowledge:** Strong understanding of ADA dental codes, CDT terminology, and various insurance plan structures is a plus
- **Detail-Oriented:** Exceptional organizational skills with a knack for spotting billing errors and data entry discrepancies
- **Communication:** Warm, professional phone etiquette and also the ability to communicate in person with patients regarding insurance coverage and billing
- **Problem Solver:** A resilient attitude when dealing with insurance companies and patient accounts

Why You'll Love Working With Us

- A small, local, woman owned and operated private dental office that will treat you like family.
- A supportive, collaborative team culture that doesn't micromanage and gives you the tools to succeed.
- Great patients who will make you smile!
- Our office is geared towards treating families, and many of our employees have young families themselves.

How to Apply

If you are an insurance guru who loves helping patients smile with confidence, we want to hear from you!

Please submit your **resume** and a **brief cover letter** explaining why you are the perfect fit for this role to drbaumann@polishedsmileswi.com or click the apply button below.

Our practice is an equal opportunity employer.