



## FRONT DESK ASSOCIATE

REPORTS TO: OFFICE MANAGER

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The primary function of the Front Desk Associate is to assure the smooth transition for the patient as they enter and exit the operatory. Patient satisfaction is of their utmost concern. Ensuring the tranquility and smooth flow of the front desk is an important endeavor and responsibility; this helps to promote patient comfort.

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*The following is a list of responsibilities associated with the Front Desk Associate but is not exhaustive nor a complete, comprehensive list of the duties required and expected of the front desk clerk; additional duties may be assigned as needed.*

- Retrieve voice mail messages periodically throughout the day.
- Process daily treatment into the system.
- Send insurance claims daily (with attachments if necessary-x-rays, charting, etc.)
- Treatment planning and presentation where needed.
- Collection/posting of patient co-pays as due.
- Answer the telephone
- Incomplete work report for the assigned provider
- Print reports from spooler
- Unbilled work report
- Distribute mail/open desk mail
- Post incoming patient payments from mail
- Pull charts
- File charts
- Monitor weekly goals for Dr's and Hygienists
- Daily deposit
- Weekly new patient letters
- Charting practices
- Initiate delinquent account processing 30-60 days
- Verify new patients insurance eligibility
- Follow up on insurance problems from mail/phone calls
- Scan all information needed to process insurance claims
- Duplication of all x-rays needed
- Run credit card batch at night and lock up cash box