



OFFICE MANAGER

REPORTS TO: CHIEF OPERATING OFFICER

The primary function of the Office Manager is to assure that the office and clinic is operating efficiently while achieving an expected level of profitability. The Office must operate in environment that exceeds patient satisfaction and employee well being.

The following is a list of responsibilities associated with the Office Manager but is not exhaustive nor a complete, comprehensive list of the duties required and expected of the office manager; additional duties may be assigned as needed.

- Deposit daily receipts
- Presentation of treatment plans to all patients
- Refunds to patients/sub revenue if needed
- Work on daily insurance report
- Communicate with the Payment Coordinator to review EOB's daily
- Process daily treatment into Dentech
- Send and/or transmit all insurance claims daily
- Post incoming patient payments when received and back up insurance posting for Payment Coordinator when needed
- Consistent monitoring and working of accounts receivables through written Company A/R policies
- Monitor employee attendance and time clock
- On a daily basis, monitor production, revenue and collection levels
- On a weekly basis, monitor goals of providers and office
- On a daily basis, monitor quality and quantity of daily output
- Consistent and timely calling of all unscheduled treatment plans
- Submit payroll report bi-weekly to bookkeeper
- Ensuring proper training of personnel
- Monitor progress of incomplete work as well as failed and cancelled reports
- Hold monthly staff meetings and morning huddles
- Ensure unbilled work report is completed
- Monthly review and completion of all denied claims
- Generate bi-monthly statements
- Daily schedules must be full to ensure maximum productivity
- Provide extraordinary patient care
- Compile and analyze all monthly reports
- Review status of lab cases
- Maintain compliance of Company policies and procedures
- Work with Human Resource Generalist to handle personnel situations, needs, and evaluations