



PAYMENT COORDINATOR REPORTS TO: DIRECTOR OF THE REIMBURSEMENT

The primary function of the payment coordinator is to post all cash receipts for all Hudec Dental offices received from insurance companies, to work with the Insurance Billing Coordinator to facilitate relationships between Hudec Dental and all insurance companies providing payment for services, to review Explanation of Benefits (EOB's) and Denials of Benefits (DOB's) to improve the understanding of how to utilize the benefits available to Hudec Dental and to improve the accuracy and conformity with insurance company requirements by individual office's in the submission of claims. Also, the payment coordinator will follow-up on delinquent patient receivables for all office to ensure prompt and accurate payment.

The following is a list of responsibilities associated with the Payment Coordinator but is not exhaustive nor a complete, comprehensive list of the duties required and expected of the payment coordinator; additional duties may be assigned as needed.

- Receive and post all insurance payments; ensure that any and all adjustments resulting from insurance company receipts are recorded timely, accurately, and consistently.
- Review all EOB's and DOB's, determine any necessary follow-up action and take such action as required to ensure the maximum allowable receipt by Hudec Dental. Typically, this will require that claims be resubmitted with additional information.
- Determine and evaluate trends noticed during the review of EOB's and DOB's. Develop action plans on an office specific basis such that all claims are ultimately paid based on the initial submission. Work with the Insurance Billing Coordinator and the applicable office manager in the development of said action plans to assist the offices in understanding all DOB's, make applicable corrections in fee schedules to prevent recurrence.
- Assist the Insurance Coordinator maintaining up-to-date insurance company fee schedules within DenTech.
- Initiate required adjustments, refunds, and write-offs of accounts, subject to appropriate approval, identified while posting payments.
- In conjunction with the Insurance Coordinator, coordinate Hudec Dental collection activities with those of any outside collection agencies contracted by Hudec Dental.
 1. Monitor and report Self Pay A/R balances by aging category 2x monthly.
 2. Identify those accounts to be turned over to Diversified and monitor subsequent collection activities.
 3. Coordinate payments made directly to Hudec Dental and/or any contracted outside collection agency to ensure that both parties receive payment.
- Proactively function as a resource to the offices in regards to insurance companies, billing procedures, DenTech functionality or in any other way possible.