

Patient Financial Administrator - School of Dental
Medicine
Tufts University

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Posted Jan. 24, 2024, set to expire Dec. 31, 2024

Job Title	Patient Financial Administrator - School of Dental Medicine
Department	School of Dental Medicine
Institution	Tufts University Medford, Massachusetts
Date Posted	Jan. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Dentistry - General
Job Website	https://jobs.tufts.edu/jobs/20095?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts University School of Dental Medicine (TUSDM) offers one of the most forward-looking educational environments in dental medicine in the country. Revenue Cycle Operations (RCO) supports all aspects across TUSDM's revenue cycle including: patient financial services and scheduling, insurance coordination, claims support, and AR reconciliation through collections. The revenue cycle team, along with other members of the Finance and Administration team, supports the financial management and administration of the dental school. This position reports directly to the Associate Director, Revenue Cycle Operations and works closely with all revenue cycle aspects of the School Clinics: Revenue Cycle Operations, Dental Faculty Practice, Craniofacial Pain and Sleep Center, Oral Medicine, Oral and Maxillofacial Pathology, Tufts Dental Facilities, Pre-doctoral, Postgraduate Specialty Clinics. The Postgraduate Clinics (residents) are the Specialty Clinics, which includes: Endodontics, Orthodontics, Periodontics, Prosthodontics, Pedodontics, Oral and Maxillofacial Surgery, AEGD and Geriatric Dentistry. The Revenue Cycle Operations team supports the clinical and education efforts within the postgraduate departments across the school. The revenue cycle team is committed to providing students,

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residents and faculty with information, support, guidance, and quality service to contribute to a successful patient centered experience.

What You'll Do

- Revenue Cycle Operation's Patient Financial Administrator (PFA) is responsible for overseeing all patient facing revenue cycle activities with a goal of maximizing collections in a cost-effective manner that is in compliance with federal, state and payer-specific requirements, while ensuring patients understand and are informed regarding their financial responsibilities.
- The Patient Financial Administrator oversees and directly backs-up all patient facing front desk support roles and provides leadership, performance management, financial management, collections oversight and evaluates and monitors patients' front desk experience.
- The PFA is responsible for the day-to-day administration of all aspects of the Dental School front desk operations, ensuring all applicable policies and guidelines are adhered to and works continuously to improve internal processes to enhance and support the patient's journey.
- PFA's direct reports may include: Patient Financial Coordinators, Patient Financial Leads, Patient Registration Coordinators, Patient Registration Leads and Dental School first floor front desk patient intake team: Practice Administrator and Patient Registration Assistant I, as well as any frontdesk support positions.
- Patient Financial Administrator's role and responsibilities are deadline driven and requires accuracy and attention to detail.
- Along with their management team, the PFA ensures accountability, by promoting open communication, monitoring performance and establishing collaborative working relationships.
- The Patient Financial Administrator plays a critical role in the Dental School's revenue cycle management and has a direct impact on the clinic's financial and claims outcomes success.

What We're Looking For

Basic Requirements:

- Bachelor's Degree/Associate's Degree preferred **OR** High School degree/GED and 3+ years of proven compliant dental/medical healthcare financial, treatment planning or claims coordination, with insurance benefits, eligibility, limitations and guidelines.
- Must have exceptional EQ (emotional intelligence) and be customer service focused (internal and external), with excellent communication, attention to detail, organizational and interpersonal skills.
- Knowledge of pre-claims requirements for dental/medical insurances, insurance processes, billing/healthcare compliance and insurance guidelines, rules, regulations and requirements.
- Working knowledge of prior authorizations, insurance verification, including accurate and timely communication to internal team members and patients regarding financial responsibilities based on eligibility, benefits and coverage.
- Requires expert attention to detail and experience coordinating benefits.

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- Needs to be driven, Excel knowledge, innovative, independent, self-starter, a leader, team player, analytical intelligence, exceptional attention to detail, ability to effectively communicate technical information, adaptable with an aptitude and willingness to learn and drive change.
- Dental coder certification (CDC) required, or within 1 year of hire date.

Preferred Qualifications:

- Bachelor's Degree preferred.
- Certified Dental Coder (CDC) applicant with 4 - 6 years of dental/medical insurance verification and/or financial coordination experience and 3+ years supervisory experience in a fast-paced dental/medical healthcare setting.
- Expert knowledge of Medicare, MassHealth and commercial insurance pre-claims requirements, regulations and guidelines.
- Expert knowledge axiUm software.
- Familiarity with ADA codes, CPT Codes and ICD-10 Codes.
- Experience in a fast-paced dental/medical setting.

Pay Range

Minimum \$63,600.00, Midpoint \$79,500.00, Maximum \$95,400.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact