



Come work for “The Heart of the Community”. Exciting opportunity to join a fast-paced medical team within a growing community health center. **HealthFirst Family Care Center, Inc.** provides comprehensive services including medical care, dental care, obstetrics, cardiology and gastroenterology services, health education, health assessment and screenings.

### **Dental Patient Service Representative**

We are currently seeking a motivated, full-time **Dental Patient Service Representative** that enjoys working with culturally diverse children and families in providing comprehensive patient care. Under the direction of the Dental Care Coordinator will facilitate efficient processes for reception, patient registration and clerical services that support the operation of the dental center. This position is responsible for the daily operation of registration for existing and new patients according to policies and procedures; facilitate patient flow, patient information, co-payment collection, and insurance verification. The Dental Patient Services Representative may have varying hours including nights and Saturdays.

The Dental Patient Service Representative will perform patient registration including: verification of accurate insurance, patient contact information, copies insurance cards and personal id; enter and update patient information and insurance in system; schedule and reschedule patient appointments; print necessary information for encounter forms for the visit; collects co-pays or deductibles; creates reports (i.e. co-pay, encounter tracking, patient volume, etc.); and files patient charts as needed. This position may work as a Dental Assistant, when needed.

### **Required Qualifications and Competencies**

- High School Diploma or equivalent required. Massachusetts Certified Dental Assistant, Medical Office or Medical Secretary preferred.
- A minimum of 1-2 years experience in a dental office environment or registration required.
- Strong knowledge of dental insurance coverage required.
- Experience working with Dentrix preferred.
- Experience working with Electronic Medical Records required.
- Bilingual skills (English, Spanish/Portuguese) preferred.
- Must submit a CORI release form and demonstrate proof of being free from disqualifying information required.
- Strong computer knowledge required.
- Superior organizational and multitasking skills required.
- Ability to handle confidential information in a professional manner and in accordance with HIPAA guidelines required.
- Excellent verbal and written communication skills.
- Extraordinary customer service skills required.

Competitive wages. Benefits include: Employer contributed health, dental, vision, life insurance, and retirement contributions. Voluntary flexible spending accounts and



disability/critical illness coverage. Three (3) weeks of earned paid time off, three (3) personal days, and twelve and a half (12.5 ) paid holidays. Voluntary flexible spending accounts and disability/critical illness coverage.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

**HealthFirst Family Care Center, Inc.'s Mission Statement:** Is to foster, through both direct services and collaboration, high quality, comprehensive primary health care which meets the needs of a diverse community regardless of race, color, national origin, religion, sexual orientation, gender identity , disability, age, or income and to provide access to health care to those who would not otherwise seek it.

**HealthFirst Family Care Center, Inc. is an Equal Opportunity Employer (EOE)**  
**"The Heart of the Community"**