

Role: Insurance Liaison Specialist

Summary

As the Insurance Liaison Specialist, your role is pivotal in ensuring seamless coordination and processing of insurance matters within our dental practice. From managing payments and verifications to facilitating effective communication with insurance carriers and patients, your attention to detail and proactive approach will drive our insurance operations towards excellence.

Patient Interaction:

- Greet callers warmly and professionally: "Thank you for reaching out to [Dental Practice Name]. This is [Your Name]. How can I assist you today?"
- Uphold a positive and empathetic tone in all interactions with patients and insurance representatives.
- Demonstrate a commitment to going above and beyond to address patient inquiries regarding dental benefits and account details.

Team Collaboration:

- Foster a positive team environment by maintaining a constructive attitude.
- Educate team members on insurance claim requirements and procedures.
- Provide assistance with understanding eligibility criteria and coding standards.
- Support colleagues in comprehending treatment plans upon request.

Insurance Verification:

- Ensure accurate activation of patient alerts.
- Proactively follow up with insurance carriers to confirm patient coverage.
- Communicate with patients to gather necessary information for insurance verification.
- Promptly notify the team of any irregularities in insurance policies.

Employer and Insurance Management:

- Conduct thorough searches in the employer list to avoid duplicate entries.
- Add new employers to the system only when necessary, ensuring correct insurance details.
- Attach relevant fee schedules or coverage books for in-network insurances.
- Apply patient alerts for clauses like missing tooth coverage and waiting periods.

Insurance Claims Handling:

- Submit all insurance claims daily, ensuring meticulous attention to detail.
- Verify the completeness and accuracy of claim attachments, including X-rays, narratives, and explanations of benefits.
- Double-check subscriber IDs and CDT codes for precision.
- Maintain an outstanding claims report and follow up on overdue claims weekly.

Insurance Website Maintenance:

- Manage a secure spreadsheet containing website credentials and security information.
- Regularly update login credentials and security details as needed.

Insurance Payment Posting:

- Accurately allocate insurance payments to the appropriate provider and claim.
- Ensure precise entry of payment information.
- Scan and save EOBs in patient accounts for streamlined processing of secondary insurance claims.
- Update coverage books for future reference based on actual insurance payments.

Predeterminations Handling:

- Scan predetermination documents into patient accounts promptly.
- Close predetermination cases upon receipt and update treatment plans accordingly.
- Provide updated treatment plans to the scheduling coordinator for patient appointments.

Office Duties:

- Contribute to daily tasks aimed at maintaining a hygienic and safe dental office environment.

In this role, your dedication to precision and effective communication will play a vital role in enhancing our practice's efficiency and patient satisfaction.