



## Dental Office Coordinator

More Smiles Wisconsin is looking for a Dental Office Coordinator who is seeking a rewarding position that will have a big impact on patients with big needs.

This is a 32-hour position split between our East Madison location and Fitchburg location, with roughly two work days per week required at each site, with regular clinic hours 7:30 – 4:00, Tuesday to Friday. No nights or weekends are required.

We're looking for a caring and dedicated office staff member to coordinate clinic activities and provide calm and accurate interactions with patients. In addition, you'll be able to network with a rotating pool of amazing local dentists and other providers who volunteer their time in our clinic. More Smiles also offers a flexible work environment, healthcare and 401k retirement benefits as well as free in-clinic dental benefits for staff and immediate family.

More Smiles is a non-profit, community clinic located in Madison that serves our most vulnerable residents. As an integral part of our care team, your work will make a huge difference in saving the teeth of children, teens, and adults right here in our community.

Activities for this position include:

### *Administrative Services*

- Provide patient care scheduling for new and existing patients
- Communicate with ForwardHealth / Medicaid regarding patient insurance coverage and authorization status
- Collect patient co-pays and discuss patient treatment plan fees with patients
- Assist in Medicaid billing and prior authorization submission
- Provide daily reconciling of patient payments
- Enter patient tracking data and accurate Dental Electronic Medical Record updates
- Interact with volunteer dental providers in clinic and issue provider reminders for volunteer shifts

### *Patient Relations*

- Answer questions posed by patients
- Guide patients through the dental office and procedures
- Assist patient for intake and in providing medical and dental histories

- Schedule follow up appointments for patients and provide reminder tracking for appointments
- Record and verify accurate patient information including income verification
- Assist patients with any follow-up regarding treatment and payment

QUALIFIED APPLICANTS should possess a strong work ethic, a willingness to learn, and a team mentality. The ability to multi-task and work under minimal supervision is required. Experience with Eaglesoft dental EMR is preferred. Bilingual-Spanish and/or previous experience with dentistry is a plus.

**To apply for this position, please submit your resume and cover letter to [Operations@MoreSmilesWI.org](mailto:Operations@MoreSmilesWI.org). For more information on More Smiles please visit us at <http://MoreSmilesWI.org/employment>.**

### **Public Student Loan Forgiveness**

More Smiles employment may qualify for federal student loan forgiveness programs. We do not directly pay for or forgive federal student loans, however our status as a not-for-profit organization under Section 501 (c) (3), we qualify as an eligible employer. There may be other determining factors for qualification. Please visit <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service> to review one specific program and its requirements.