

LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

LVDHC HUMAN RESOURCES

P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969

Phone: 906-358-4587 Fax: 906-358-4118



Job Description

POSITION:	Patient Services Representative (Dental)
LOCATION:	LVD Health Center, Watersmeet, MI
SUPERVISION:	Dental Office Manager
EMPLOYMENT:	Full Time – Non-Exempt
SALARY/PAY RATE:	Based Upon Experience and Qualification

POSTING EXPIRATION DATE: February 4th, 2026

UPON HIRE:

- **PTO**
- **Dental**
- **Vision**
- **Health Insurance**

DESCRIPTION:

This position is accountable for receiving patients in a courteous, professional manner, answering questions, scheduling patients on the phone or in person. This position works in a busy environment with frequent interruptions. This position will confirm the patients' treatment plan recommended by the doctor and organize a payment plan, when necessary. This position will also be responsible for monitoring the uninsured population and communicating this information to the Benefits Specialist at LVDHC.

RESPONSIBILITIES:

- Answers all incoming calls and responds to inquiries in a timely, professional, and polite manner.
- Greets patients and determines patient needs in a professional manner.
- Registers patients according to established protocols.
- Assists patients to complete all necessary forms and documentation including insurance coverage(s).
- Ensures patient demographic information is accurate as entered into the Electronic Health Record, (EHR).
- Ensures all new patient packets are given to the central Medical Records staff in a timely manner.
- Schedules patient appointments and provides appointment reminders in the EHR.
- Verifies demographics, including insurance coverage, deductibles, and co-pays at each visit.
- Collects and posts patient and insurance payments in the EHR.
- Obtains external dental/medical records as required by professional staff.
- Responds and complies to requests for information.
- Maintains stock of forms and office supplies.
- Assist billing staff with setting up payment plans for patients, as needed.
- Distributes Purchased and Referred Care, (PRC) referrals when necessary.
- Refers uninsured patients to Benefit Specialists.
- Ensures reception area is well maintained, neat and clean.
- Safeguards patient privacy and confidentiality.
- Completes all other clerical duties as assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma.
- One year of prior experience in a dental/medical office setting.
- Excellent communication skills, verbal, written and typed.
- Professional and customer relation skills.
- Well organized, detail oriented, accurate and efficient.
- Must have efficient and accurate typing skills.
- Must have a valid driver's license.

PREFERRED QUALIFICATIONS

- Formal customer service training.
- Working knowledge of healthcare insurance.
- Valid CPR certification.
- Working knowledge of an Electronic Health Record system.
- Familiar with patient statements, EOBs, co-pays, and deductibles as identified by 3rd party payers.

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Fast paced with occasional high pressure or emergent situations
- May wear PPE such as gloves or a mask

- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public
- Frequent sitting, standing, walking, reaching, grasping, carrying, and speaking
- Occasional bending, stooping, lifting less than 20 pounds
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed
- Frequent use of computer, keyboard, fax and copy machine, and telephone

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Lac Vieux Desert Health Center Mission Statement: The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

Date Approved by the Tribal Council: December 8, 2015

LVD Health Center
Human Resources Department
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SIGNED: _____ DATE: _____