



Dental Accounts Receivable Specialist I – Staff - California Northstate University, Elk Grove, California, USA

POSITION TITLE: Dental Accounts Receivable Specialist I

REPORTS TO: Business Office Manager

WORK SCHEDULE: 1.0 FTE, full time, non-exempt, Monday-Friday

CLOSING DATE: Open until filled

SALARY: \$30.00-\$35.00 per hour

PRIMARY FUNCTION: This position is responsible for managing the financial aspects of patient accounts, including ensuring timely payments for dental services, posting insurance payments, managing patient billing, and following up on outstanding balances. The individual will serve as a liaison between the Northstate Dental Clinic and the Business Office, working closely with both the front desk staff and Business Office personnel to ensure the clinic's accounts receivable (A/R) aging are current and accurate. Additionally, this person will assist with the duties of the Accounts Receivable Specialist as needed. These duties may include accepting payments from students, assisting with merchandise purchases, answering phone calls related to student inquiries, and scanning A/R documents.

PRIMARY RESPONSIBILITIES:

- Accurately apply insurance payments into Axium and Great Plains.
- Resolve discrepancies in insurance payments, including identifying hidden splits and applying appropriate adjustments.
- Review and interpret EOBs (Explanation of Benefits) to ensure proper payment processing.
- Process and track patient balances, including copayments, deductibles, and co-insurance.
- Verify that insurance payments align with patient contracts and benefits.
- Handle patient inquiries and concerns regarding account balances or billing discrepancies in a courteous, empathetic, and professional manner.
- Review, post, and follow up with the Community Outreach Team on incoming payments and invoices, ensuring proper procedures are followed.
- Create bank deposits for appropriate accounts, verify deposit amounts against bank records, and enter transactions into the A/R system.

- Review and audit end-of-day deposits from the dental clinic to ensure all payments are posted and have cleared the bank.
- Generate and mail monthly statements.
- Respond promptly to patient and staff inquiries related to accounts receivable.
- Track specific receivables, including deposits and billings, and generate aging reports for internal use.
- Regularly review patient accounts to identify overdue balances and aging accounts.
- Process patient refunds for overpayments or cancelled treatments.
- Generate and analyze AR aging reports, highlighting trends in outstanding balances, patient payment behaviors, and insurance claims.
- Identify opportunities for process improvements to reduce aging and improve cash flow.
- Provide regular updates to the Business Office Manager regarding accounts receivable status, payment trends, and overdue balances.
- Receive incoming mail from insurance companies and ensure consistent communication with the Insurance Health Assistant and Front Desk regarding claims, pre-authorizations, denials, etc.
- Provide phone coverage as needed.
- Obtain information from other departments to ensure records are accurate, complete, and up to date in the accounts receivable ledgers and journals.
- Collaborate with the CFO, Controller, and/or Business Office Manager to review patient accounts, payments, and payment histories.
- Perform administrative and clerical tasks such as data entry, preparing invoices/statements, sending billing reminders, filing, and contacting patients about their accounts.
- Generate reports and statements for internal use.
- Assist the Accounts Receivable Representative by accepting student payments, supporting merchandise purchases, responding to student inquiries, and scanning AR documents. Additional duties may be assigned.
- Support month-end, quarter-end, and year-end closing processes.
- Assist the Staff Accountant with monthly reconciliations as required.
- Support the preparation and coordination of external audits.
- Help create and update procedures and process documentation.
- Travel independently between work sites or facilities, as required.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

- At least 3-5 years of experience in dental billing, accounts receivable, or related roles.
- Strong understanding of dental insurance and payments.
- Strong understanding of Explanation of Benefits (EOBs), including hidden splits, payment allocation, and resolving discrepancies.
- Excellent customer service skills and the ability to de-escalate situations.
- Highly motivated, self-starter with the ability to work independently and as part of a team.
- Knowledge of standard accounting policies and procedures required.
- Strong organizational skills, high degree of accuracy, and detail oriented.
- Excellent communication, research, problem-solving, time management skills, and multitask.
- Ability to build relations with students, patients, and internal departments.
- Solid understanding of basic bookkeeping and accounting payable/receivable principles.
- Proven ability to calculate, post and manage accounting figures and financial records.
- Familiarity with dental insurance plans and procedures, including Medi-Cal Dental, Liberty Dental, PPO, and DHMO.
- Knowledge of dental coding (CDT) and billing practices.

EDUCATION: B.S. degree in finance, accounting, or Business Administration

EXPERIENCE: Required: 3+ years of progressively responsible financial record-keeping experience with computerized accounts receivable or payable system, 3 years of customer service experience, 3 years of past due account experience, computer experience working with Microsoft Word and Excel.

Required: 3+ years of related work experience in a medical or dental office. 3+ years of processing insurance claims, 3+ years of insurance payment postings and understand EOBs.

KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of accounting and dental software but not required (Great Plains, Microsoft Dynamics, CAMS, Axium, etc.)
- Methods, practices, procedures, and terminology used in bookkeeping and financial record keeping.
- Filing and record-keeping principles and procedures.
- Ability to analyze, interpret, and communicate transactional and situational information accurately and effectively.
- Ability to process a high volume of data entry.
- Providing excellent customer service.
- Communicate effectively, both orally and in writing.
- Is good with computers and spreadsheets.

- Accuracy and attention to detail.
- Establishing and maintaining effective working relationships with all the colleges, the general public, other staff, and work as a team member.
- Must be able to work in a multi-tasked high-volume environment, completing multiple and competing priorities.
- Quick learner and team player.
- Commitment to professional integrity, including knowledge of and commitment to upholding federal confidentiality guidelines regarding financial matters.
- Commitment to a collaborative work environment.
- Commitment to seeking appropriate professional development.

SUPERVISORY RESPONSIBILITIES: None

PHYSICAL DEMANDS: Work at computer for extended periods of time. Move/manipulate supplies and equipment of various weights (up to 25lbs)

WORKING ENVIRONMENT: Office environment. Work occasional varied lunch hours. Work occasional flexible schedule including evenings, weekends, and work overtime as the need arises.

Applications will be reviewed upon receipt. For full consideration, candidates should provide resume with at least three references. All candidates are asked to provide a cover letter, articulating how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

Please submit your cover letter, resume, list of references, and any additional information to hr@cnsu.edu . Review of applicants will begin immediately and will continue until position is filled.

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, color, religion, sex, national origin, age, disability, or veteran status.

All qualified candidates are encouraged to apply. For inquiries, please contact us at: **e-mail:** hr@cnsu.edu and/or **telephone:** (916) 686-7400.