

Task Inventory: Business Department / 2

Task	Primary	Backup	Shared
Coordinates With Finance Company			
Checks Out Patients			
Presents Treatment Plan And Answers Questions			
Coordinates With Referring Offices			
Schedules Appointments With Specialists			
Sends Thank-You Notes			
Sends Referral Letters			
Sends Welcome Packets			
Sends Other Correspondence			
Enters Patient Information			
Posts Treatment And Over-The-Counter Payments			
Posts Patients Mail-In Payments			
Posts Insurance Payments			
Opens And Distributes Mail			
Processes Credit Card Payments			
Prepares Daily Deposit Slip			
Makes Bank Deposit			
Balances End Of Day			
Prints Daily Reports			
Prepares Pre-Authorizations			
Submits Manual Insurance Claims			
Submits Electronic Claims			
Duplicates X-Rays			
Monitors Insurance Claims			
Notifies Patients Of Pre-Authorization Receipt			
Prepares And Maintains Charts			
Files Charts, X-Rays, Eobs, Etc			
Purges Charts And Maintains Filing System			
Conducts Chart Audits			
Follows Up On Treatment Pending			
Works Recall Report And Makes Phone Calls			
Mails Recall Cards			
Is Responsible For Accounts Receivable			
Generates Necessary Reports			
Prepares Statements			
Stuffs And Mails Statements			
Takes Account Calls			
Works Delinquent Accounts			
Makes Collection Calls And Letters			
Generates Month-End And Management Reports			
Maintains Computer System			
Makes Computer Back Up			
Maintains Computer System			
Maintains Insurance And Fee Schedules			

Task Inventory: Business Department / 3

Task	Primary	Backup	Shared
Maintains Office Equipment			
Orders Front Office Supplies			
Processes Invoices			
Pays Bills			
Resolves Difficult Patient Situations			
Cleans And Maintains Reception Area			
Monitors And Cleans Restrooms			
Maintains Magazine Subscriptions			
Waters Plants			
Feeds Fish			
Empties Trash			
Vacuums			
Keeps Business Area Clean And Clutter Free			
Trains Staff When Asked			
Puts Away Supplies			
Other Responsibilities:			
Attends And Participates In Staff And Team Meetings			
Uses Conflict And Resolution Skills To Get Along			
Serves Patients With Kindness And Empathy			
Attends Continuing Education Classes			
Stays Up To Date By Reading Current Literature			
Maintains All Licenses			
Collaborates With The Back Office And Hygienist For Smooth Running Days			
Looks For Ways To Assist Team Members			
Uses Tact And Discretion In All Discussions			
Listens And Responds Professionally To All Feedback			
Adheres To All HIPAA Guidelines			
Complies With All Other Regulatory Policies			
Aggressively Follows All OSHA And Center For Disease Control Guidelines			
Assists The Business Department In All Areas As Often As Possible			
Seeks Out Opportunities To Cross Train And Become More Proficient In Other Areas			
Maintains Confidentiality In All Matters, Especially Regarding Patients			