Dental Navigator (Bilingual)

**Job Title:** Dental Navigator  
**Reports To:** Front Office Manager/Dental Director  
**Department:** Clinic  
**Position Number:**  
**FLSA:** Non-Exempt  
**Employment Type:** Full-time

**MISSION:** To inspire health, wellbeing, and humanity in our community, through all of life’s stages.

**JOB SUMMARY:** The Dental Navigator is the first point of contact for Tepeyac dental patients. This position is primarily a Dental Navigator position but will be cross trained to cover the Front Desk. At the Front Desk, this position checks patients in and out for their appointments, determines patient eligibility for programs like CICP and Tepeyac Community Health Center’s Sliding Fee Discount, and facilitates enrollment for affordable health insurance coverage. This position represents and reflects the Tepeyac’s core values, alongside providing excellent customer service to patients, vendors, customers and the Tepeyac team while collaborating with all Tepeyac team members.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**
- Provide excellent customer service as the first point of contact for patients.
- Determine needs of patient and manage them appropriately whether on the phone or in-person. Manage, confirm, and schedule appointments for optimum patient flow via telephone and online requests.
- Dental billing, including Medicaid and private dental insurances, and insurance breakdown/ explanation to patients. Responsible for prior authorization requests and any/all communication with dental insurances.
- Present financial options for patient treatment plans.
- Manage incoming patient inquiries, verify patient insurances, ensure co-pays and outstanding balances are collected.
- Collect demographics over the phone or in person and accurately enter into electronic health records system (EHR).
- Screen and assist patients in completing CICP and clinic discount applications.
- Verify Health First Colorado eligibility on all patients through the State system.
- Reconcile daily cash receipts.
- Monitor and maintain patient waiting room cleanliness.
- Treat patients with highest respect in all functions of the job and maintains patient confidentiality.
- Respond to patient, clinical, and operational concerns timely and effectively.
- Support and achieve business goals, revenue, and profitability objectives.

**OTHER DUTIES AND RESPONSIBILITIES:**
- Attend required internal meetings, trainings, and events.
- Other duties as assigned.

**EDUCATION AND EXPERIENCE:**
**Minimum Education:**
• High School diploma or GED required.

Minimum Experience:
• Minimum of 2 years’ experience in dental healthcare preferred; FQHC experience ideal.
• One year of general office experience including providing front desk and/or telephone support.

KNOWLEDGE, SKILLS AND ABILITIES:
• Oral and written fluency in English and oral fluency in Spanish required. Flexible and adaptable. Willing to jump in where needed given the needs of the clinic.
• Able to understand and keep up with updates to all program regulations, policies, and procedures.
• Excellent oral and written communication skills.
• Organized, able to multi-task and work in a busy clinic setting.
• Ability to explain detailed concepts, such as: Medicaid/CHP+ Enrollment Process, program benefits, policies, and procedures in a way that the general population can understand.
• Sensitivity to low income and ethnic minority community.
• Higher level math skills, self-motivated and able to achieve results through good organizational skills, ability to work independently, self-directed and a functional team member, ability to prioritize.
• Strong initiative and passion to advocate and provide healthcare to the underserved.

Pay and Benefits: Tepeyac Community Health Center offers a full compensation package to all full-time employees. Benefits include medical, dental and vision insurance, a flexible spending account, a 401k, disability insurance paid for by Tepeyac, nine paid holidays, approximately four weeks of paid time off each year and over a week of sick time.

This position is 40hrs/wk with an hourly rate of $18.50 to $20.50, depending on experience. The schedule is Monday through Friday from 8:00-5:00 with an hour for lunch.

As required by Colorado’s CMS Vaccine Mandate, all Tepeyac Community Health Center employees must be fully vaccinated against COVID-19, subject to the requirements of the American with Disabilities Act (42 U.S.C. § 12101 et seq.), Title VII of the Civil Rights Act (42 U.S.C. § 2000e et seq.), the Colorado Anti-Discrimination Act (C.R.S. § 24-34-401 et seq.), and any other relevant federal or State law. As such all persons offered a position will be required to provide valid proof of vaccination prior to starting employment.

If you are interested in applying, send your cover letter and resume to hr@tepeyachealth.org. We look forward to hearing from you!