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## **DENTAL DIRECTOR**

### **JOB SUMMARY:**

The Dental Director reviews claims based on medical necessity, in accordance with market contracts, evaluate appeals, counsel providers, identify providers with aberrant utilization patterns, provide clinical support for provider outreach, and act as a clinical SME (or liaison) for internal entities.

### **PRIMARY JOB RESPONSIBILITIES:**

- Facilitate provider orientations.
- Represent DentaQuest in a professional manner at all times when interacting with clients, management, employees, the provider community, dental associates, and other key stakeholders.
- Adhere to all DentaQuest policies, processes and procedures.
- Identify and recommend process and productivity improvement opportunities.
- Establish and maintain an understanding of dental program administration , including, but not limited to: benefit and authorization requirements for plans and/or states, claims payment and the denial process, and a business understanding of ASO and Risk relationships
- Develop a strong knowledge base and overall understanding of state and federal dental regulations.
- Proactively alert DentaQuest staff of potential state regulatory changes impacting dental benefits/administration.
- Act as a DentaQuest liaison to the provider community, offering education sessions associated with our dental programs.
- Proactively identify and participate in activities, programs, and speaking engagements associated with Medicaid and Medicare Dental Programs
- Identify and recommend regional community related activities and events (e.g. Health Fairs, Dental Screenings, Back to School Programs, etc.) DentaQuest can participate in to further our mission.
- Establish and maintain an understanding of DentaQuest's Oral Health Wellness and Outreach Programs.
- Review dental cases and represent DentaQuest at fair hearings, as needed or directed.
- Establish and maintain strategic relationships with regional dental associations and key stakeholders for the purpose of solidifying new business and/or maintaining existing business.
- Recruit qualified providers for DentaQuest networks as needed or directed.
- Perform other duties as assigned

### **JOB REQUIREMENTS:**

- Graduate of an accredited Dental School (D.D.S. or D.M.D)
- Maintain an unrestricted dental license
- Knowledge of general dentistry
- Orthodontic experience a plus
- Efficient PC skills
- Ability to use analytical/presentation tools such as Excel and PowerPoint.
- Organizational and time management skills
- Ability to work with a team and independently to complete assigned tasks without supervision
- Ability to make independent determinations on all types of dental claims
- Excellent written and verbal communication skills
- Ability to distinguish between multiple market benefits
- Ability to prioritize and organize multiple tasks
- Ability to remain organized with multiple interruptions
- Networking and Negotiation skills required
- Ability to travel as needed
- Required to attend additional training as requested/deemed necessary **Preferred:**



- 5 years of clinical experience desirable

**PHYSICAL DEMANDS:**

- Incumbent must be able to communicate effectively.
- Requires overall light physical effort (up to 25lbs.)
- Manual dexterity and sitting is required in carrying out position own position responsibilities (i.e. use of personal computer).
- Ability to travel or move about within and outside serviced facilities required.
- Incumbent works primarily in either a private or shared office environment.

*The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.*

*\*\* In accordance with DentaQuest's Compliance Plan, employee must conduct DQ business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQ's Compliance Officer. \*\**

*DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.*