Matthew White

Dental Receptionist

Dental receptionist with 6 years of experience in front office operations, insurance verification, and patient communication using Dentrix and Weave. Reduced the practice no-show rate from 16.01% to 8.71% by building a Weave reminder sequence and saved $2,530 per year by renegotiating vendor contracts and switching to bulk ordering. Coordinates daily scheduling across 3 providers and 14 operatories while managing insurance claims, co-pay collections, and HIPAA-compliant records.

Contact Information

(208) 555-0111

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Rexburg, ID 12345

Education

AS in General Studies
Brigham Young University-Idaho, Rexburg, ID
2018 – 2020

Key Skills

- Dentrix
- Weave
- HIPAA Compliance
- CDT Coding
- Insurance Verification
- Appointment Scheduling
- Microsoft Excel
- Patient Communication
- Accounts Receivable

Professional Experience

Dental Receptionist | Teton Creek Family Dentistry, Rexburg, ID
2023 – Present

- Saved $2,530 per year in supply costs by renegotiating contracts with 3 vendors and switching to bulk ordering for high-turnover items such as prophy paste and disposable bibs.
- Shortened average insurance claim turnaround from 9 days to 6 days by completing eligibility checks and attaching pre-authorization documents in Dentrix the morning before each scheduled visit.
- Lowered the practice no-show rate from 16.01% to 8.71% by building a Weave reminder sequence that sends texts at 72 hours, 24 hours, and 2 hours before each visit.
- Manage the full daily schedule for 3 providers and 14 operatories, coordinating hygiene recalls, emergency add-ons, and multi-visit treatment plans.

Front Desk Coordinator | Silver Creek Dental Group, Idaho Falls, ID
2021 – 2023

- Posted insurance payments and explanations of benefits within one business day of receipt, keeping unpaid claims older than 30 days under 20.
- Booked 22 new-patient exams per month from phone and web inquiries, confirming insurance before the first visit.
- Collected and posted patient co-pays each day, reconciling deposits averaging $361 per session within 15 minutes of closing.

Front Desk Assistant | Henrys Fork Dental Care, St. Anthony, ID
2020 – 2021

- Verified insurance eligibility for 37 patients per day using Dentrix, reducing rejected claims from 8 per week to 3 per week.
- Maintained HIPAA-compliant records by scanning consent forms and updating patient demographics in the EHR within 4 minutes per chart.
- Answered and routed an average of 53 incoming calls daily, scheduling appointments and responding to billing questions.