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Informative Communication from Dental Claims Cleanup

## Hardest Position to Hire in A Dental Office-The Dental Biller

The landscape of the Dental Industry has changed. The dental business used to be a fee-for-service industry. With time, the Dental Industry followed suit of the medical industry and transitioned to contracting with dental insurances. The graduating students acquiring loans after graduation, that average \$250,000, are forced to work in corporate Dentistry. Private offices are bought out by corporate offices and other private offices, unable to find a successor, are simply closing their doors at retirement of the owner.

Accepting insurance contracts by Dentists created a demon. It created a demand for skill in dental insurance billing. Unfortunately, there is no formal education for such a job. The front office personnel learn on the job and this is how knowledge or limited knowledge is passed on. In addition, with Obamacare, medical plans with dental riders force medical billing first followed by submission to the dental department of the same insurance. Therefore, today, the dental billers also need to understand medical insurance billing.

To make things worse, a typical dental office can't afford a dedicated dental biller. As a result, the front office personnel answers the phones, schedules, tries to fill open appointment times, puts treatment plans together, confirms all the appointments, and attempts to step into the dental biller's shoes when possible. All those tasks are done with the constant phone interruptions. It is a chaotic position and rarely productive and efficient.

The medical industry learned early on that medical billing needs to be outsourced to be cost effective, productive, and efficient. In conclusion...the front office

administration is the hardest position to hire for in a dental office for the following reasons: lack of formal education, lack of cost effectiveness, lack of dedicated time. The highest percentage of our clients are offices that can't find the right person for this job and/or their front office employee is on leave.

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