

Dental Office Manager with 17+ years experience in patient care serving multiple roles ensuring the highest quality service is provided.

High attention to detail working with office documentation - from patient records, payroll, HR binders and frameworks to ensure 100% HIPPA & workplace compliance.

Professional & Personal Skills:

- 17+ Years Experience
- Compliant in OSHA, ADA (coding / regulations) & CDC
- Improved Invisalign & Cosmetic Conversions by Optimizing Treatment Plans & Financing Terms
- Able to Work Effectively in a Fast Paced Environment
- Strategic Thinker & Problem Solver
- In-office & Remote Computer Technical Support

Education:

- Visions In Education Diploma 2003
- Radiology & Coronal Polishing License
- ADA Coding (current)
- CPR Certified Since 1997
- Invisalign Training
- EagleSoft, Weave, DenTech, Dentrrix, Practice-Web, Dexis, Open Dental & SoftDent
- Adobe Software Including Photoshop, Illustrator, Acrobat Along With Other Platforms Such As Canva & Stencil.



Kasandra McIntosh

Supporting Patients On The Way
To Brighter Smiles With Care,
Trust, and Understanding

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Dental Practice Experience

- 🦷 Daily Scheduling, Updating Staff, Confirming & Rescheduling
- 🦷 Answering & Responding to Voicemail/Text/Email Inquiries
- 🦷 Patient Billing & EOB's
- 🦷 Payment Posting & Insurance Billing Reconciliation
- 🦷 Patient Onboarding
- 🦷 Insurance Eligibility Verifications
- 🦷 Treatment Presentations & Follow Up Patient Support
- 🦷 Insurance Aging Reports / AR Billing
- 🦷 Front/Back Office Assisting, Sterilization & Daily Office Upkeep
- 🦷 Collection on 30+day Accounts & Account Receivable Balancing
- 🦷 Obtaining Dental Records for Procedures & HIPAA

Additional Experience & Skills

- 💻 **Web Development,HTML,PHP Custom Web Design**
I can manage your website, troubleshoot & re-design it for optimal performance & higher prospect to patient conversions.
- 📱 **Content Creation & Social Media Management**
Reach a wider audience & increase referrals with a consistent social media campaign.
- 🔧 **Dental CRM Training & Support**
Trained staff on CRM's including EagleSoft, Weave, DenTech, Dentrrix, Practice-Web, Dexis, Denticon, OpenDental & SoftDent.
- 🔬 **Lab Preparation**
Preparing impressions/models/lab photography for cosmetic cases.
- 📧 **Creating Marketing Campaigns & Material**
For direct mail, social media, letterheads, counter top displays & more.