

Jessie Castaneda

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EXPERIENCE

Texas Dental and Braces - Treatment Coordinator

August 2024 - Present

Manage daily front office operations, ensuring a seamless patient flow and efficient scheduling.

Present comprehensive treatment plans, clearly explaining procedures, costs, and insurance coverage to support case acceptance.

Verify insurance benefits, pre-authorizations, maintaining accurate billing and claims processing.

Oversee all insurance payments and account reconciliations to improve financial accuracy.

Open Dental

Sunrise Family Dental - Regional Manager

August 2007 - July 2024

Directed operations for four dental offices, managing supervisors and administrative teams to meet organizational goals.

Oversaw recruitment, onboarding, and performance development for staff and management teams.

Analyzed budgets, production reports, and profitability metrics to identify opportunities for growth and efficiency.

Implemented operational improvements that enhanced productivity and reduced outstanding claims.

Guided offices through regulatory audits, ensuring compliance with OSHA, and HIPAA standards.

Dentrix, Eaglesoft

SKILLS

Office Management

Patient Relations

Insurance Billing

Time Management

Case Presentation

LANGUAGES

Spanish