



MANDIE HERNANDEZ

DENTAL FRONT OFFICE PROFESSIONAL

CONTACT

San Antonio, TX
(210) 986-8074
hernandezhd1991@gmail.com

CERTIFICATIONS

- HIPAA Certified
- OSHA Certified
- CPR Certified

CORE SKILLS

- Insurance Verification
- Claims Submission
- Appeals & Follow-Up
- Payment Posting
- Patient Check-In / Check-Out
- Appointment Scheduling
- Recall Management
- Treatment Plans
- Dentrix Software
- Multi-Line Phones
- Billing Support
- Patient Records
- Front Office Training

LANGUAGE

- English - Fluent

CAREER OBJECTIVE / SUMMARY

Patient-focused dental front office professional with over 8 years of experience supporting fast-paced dental and healthcare offices. Strong background in insurance verification, claims, appeals, payment posting, scheduling, treatment plan support, and patient communication. Recognized for organization, accuracy, and creating a positive patient experience from check-in through follow-up.

RELEVANT EXPERIENCE

Dental Front Office Coordinator

Orbis Dental Group - San Antonio, TX | August 2024 - Present

- Answer high-volume phone calls and assist patients with scheduling and questions
- Greet patients, manage check-in, and support smooth front office flow
- Verify dental insurance eligibility, benefits, and coverage details
- Submit, track, and follow up on dental claims
- Prepare and submit appeals for denied or underpaid claims
- Post insurance checks and patient payments accurately
- Maintain organized patient accounts and confidential records

Admissions Representative

Pediatric Home Service - San Antonio, TX | February 2022 - August 2024

- Served as first point of contact for referrals and patient intake
- Verified insurance coverage and coordinated benefit information
- Communicated with patients, providers, and internal teams to collect accurate documentation
- Maintained HIPAA compliance and protected confidential patient information

Front Desk Receptionist / Administrative Assistant

Monarch Dental - San Antonio, TX | October 2018 - June 2021

- Led front office operations and supported daily patient flow
- Verified insurance and assisted with treatment plan communication
- Scheduled recall and treatment appointments
- Collected payments, updated accounts, and maintained patient records
- Trained team members on front office procedures and patient communication

Front Office Receptionist

Smiley Dental & Orthodontics - San Antonio, TX | February 2018 - September 2018

- Verified insurance and scheduled patient appointments
- Managed multi-line phone system and assisted patients at the front desk
- Supported patient check-in and check-out process

EDUCATION

High School Diploma - Robert E. Lee High School



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STRENGTHS

- Dental front office support
- Patient communication
- Insurance follow-up
- Accurate payment posting
- Organized records
- Team training

ADDITIONAL EXPERIENCE

Front Desk Receptionist

Pearly Dentistry | January 2017 - October 2017

- Managed patient scheduling and appointment confirmations
- Verified insurance and processed patient information
- Maintained organized patient files and updated records
- Handled incoming and outgoing mail and supported daily office needs

Front Office Lead / Receptionist

Preferred Dental | March 2014 - November 2016

- Supervised front office workflow and trained team members
- Verified insurance and coordinated patient appointments
- Managed scheduling, office supplies, and weekly inventory
- Updated patient accounts and maintained accurate records

Customer Service Representative

Margie's Place | November 2010 - Present

- Assisted customers with questions, concerns, and complaints
- Managed incoming and outgoing calls and mail
- Updated customer accounts and supported daily office tasks

Customer Service

HEB | February 2008 - March 2009

- Assisted customers with concerns and questions in a fast-paced environment
- Supported team operations and helped train others as needed

PROFESSIONAL SUMMARY HIGHLIGHTS

- Experienced with dental insurance verification, claims, appeals, and payment posting
- Comfortable managing front desk flow, phone calls, scheduling, and patient communication
- Dependable, organized, and committed to protecting patient confidentiality