

BRITNEY BUSTOS

San Antonio, TX

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PROFESSIONAL SUMMARY

Results-driven Dental Treatment Coordinator and Insurance Specialist with proven success in case presentation, insurance verification, and revenue cycle management. Skilled in building patient trust, clearly explaining treatment plans, and increasing case acceptance in fast-paced dental environments.

Demonstrated direct impact on office production, including closing over \$22,000 in orthodontic and major treatment in a single day through effective communication and financial coordination. Strong background in accounts receivable, claims follow-up, and resolving insurance denials to improve cash flow.

Currently pursuing an Associate's degree in Medical Coding with a focus on advancing into revenue cycle and healthcare administration roles.

CORE SKILLS

Treatment Coordination • Insurance Verification • Claims & AR Follow-Up
Case Presentation & Patient Financing • Dental Software Systems
HIPAA Compliance • Scheduling & Patient Flow • Customer Service
Cash Handling • High-Volume Multitasking

PROFESSIONAL EXPERIENCE**Treatment Coordinator**

Smile Structure – San Antonio, TX

January 2026 – Present

- Present and explain treatment plans with clear financial breakdowns
 - Verify insurance benefits and accurately calculate patient responsibility
 - Drive case acceptance through patient education and trust-building
 - Successfully closed \$10K+ in orthodontic and major treatment on multiple occasions
 - Coordinate scheduling and follow-ups for pending treatment
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Call Center Business Assistant

Wave Dental Professionals – San Antonio, TX

January 2025 – January 2026

- Managed high-volume inbound and outbound calls across multiple locations
 - Scheduled patients, verified insurance, and resolved billing inquiries
 - Maintained accurate documentation and improved patient retention
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Business Assistant / Insurance AR Representative

West Alamo Dental Care – San Antonio, TX

March 2024 – January 2025

- Managed insurance claims, denials, and accounts receivable
 - Followed up on outstanding claims and reduced aging balances
 - Verified insurance eligibility and ensured accurate billing
 - Maintained HIPAA compliance and organized patient records
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Front Desk / Sterile Tech

Smiley Dental – San Antonio, TX

November 2023 – March 2024

- Balanced front office responsibilities with sterilization and clinical support
 - Maintained OSHA compliance and efficient patient flow
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Front Desk Assistant

World Pediatric Dental – San Antonio, TX

July 2023 – November 2023

- Scheduled appointments, verified insurance, and supported patient intake
 - Delivered high-quality service in a fast-paced pediatric setting
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Bartender / Server

Buffalo Wild Wings – San Antonio, TX

August 2021 – October 2023

- Provided fast-paced customer service and handled POS transactions
 - Upsold menu items and maintained clean, efficient service areas
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EDUCATION

Associate's Degree (Expected to graduate 2027) – Palo Alto College

High School Diploma – South San Antonio High School (2018)

