

# RUTH ROBLES

San Antonio, TX  
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## PROFESSIONAL SUMMARY

Dedicated Dental Insurance Coordinator and Patient Relations Specialist with over 17 years of experience in dental administration, insurance verification, billing, treatment plan presentation, patient scheduling, and claims management. Proven ability to streamline front-office operations, maximize insurance reimbursements, improve patient satisfaction, and maintain efficient provider schedules. Highly organized, detail-oriented professional with extensive knowledge of Dentrix software, insurance processing, and dental practice operations.

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## PROFESSIONAL EXPERIENCE

### Novel Dental

#### Dental Insurance Coordinator & Patient Financial Coordinator

*February 2024 – Present*

- Verify dental insurance benefits and eligibility for scheduled treatment and recall appointments.
- Review patient accounts, outstanding balances, and treatment plans prior to appointments to ensure accuracy and preparedness.
- Coordinate with insurance carriers to resolve outstanding claims, expedite processing, and maximize reimbursements.
- Present treatment plans, explain insurance coverage and patient financial responsibilities, and collect payments.
- Manage patient scheduling, inbound calls, and front-office operations while delivering exceptional customer service.
- Maintain accurate records and ensure smooth daily office workflow.

### All Smiles Family Dental

#### Patient Coordinator & Insurance Billing Specialist

*January 2021 – 2023*

- Managed and coordinated multiple doctor and hygiene schedules to maximize productivity and patient flow.
- Presented treatment plans and educated patients on insurance benefits, coverage limitations, and financial obligations.
- Processed insurance claims, monitored aging reports, and followed up on outstanding balances.
- Delivered exceptional customer service through professional patient communication both in person and by phone.
- Assisted with billing operations and ensured accurate documentation and claim submission.

## **Excellent Dental Specialist**

### **Insurance Billing Specialist**

*September 2017 – August 2018*

- Managed insurance and patient aging reports for multiple providers.
- Submitted insurance claims, appeals, and supporting documentation to ensure timely reimbursement.
- Resolved claim discrepancies and communicated directly with insurance carriers regarding claim status.
- Educated patients on insurance benefits, Explanation of Benefits (EOBs), and account balances.
- Assisted with collections and account resolution efforts.

## **Bella Smiles Family Dentistry**

### **Front Office Coordinator**

*July 2016 – September 2017*

- Managed daily front-office operations including patient check-in, check-out, and appointment scheduling.
- Submitted insurance claims with required radiographs, narratives, and documentation through Dentrix.
- Verified insurance benefits and communicated eligibility information to clinical staff.
- Assisted hygienists with periodontal charting and maintained productive hygiene schedules.
- Monitored claim status and followed up on outstanding insurance claims.

## **Gies Family Dental**

### **Front Office Coordinator**

*November 2011 – July 2016*

- Provided comprehensive front-office support including patient scheduling, insurance verification, and claim processing.
- Managed insurance aging reports and ensured timely claim follow-up.
- Coordinated patient treatment scheduling and financial arrangements.
- Assisted clinical staff with patient eligibility verification and periodontal charting.
- Maintained efficient hygiene scheduling and daily office operations.

## **Access Dental**

### **Dental Administrative Assistant**

*July 2010 – September 2011*

- Managed patient check-in and check-out procedures.
  - Confirmed appointments and maintained accurate scheduling records.
  - Submitted insurance claims and monitored claim processing.
  - Prepared production reports, aging reports, and supply requests for corporate management.
  - Supported overall front-office efficiency and patient satisfaction.
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## **EDUCATION**

### **Everest Institute**

#### **Certified Medical Administrative Assistant**

Graduated March 2010

### **John Jay High School**

#### **High School Diploma**

Class of 2008

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## **CERTIFICATIONS**

- OSHA Certified (2022)
  - HIPAA Certified (2022)
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## **CORE COMPETENCIES**

- Dental Insurance Verification
  - Insurance Claims & Appeals
  - Treatment Plan Presentation
  - Patient Financial Coordination
  - Dental Billing & Collections
  - Accounts Receivable Management
  - Insurance Aging Reports
  - Dentrix Software
  - Appointment Scheduling
  - Customer Service & Patient Relations
  - Front Office Operations
  - Multi-Provider Schedule Management
  - HIPAA Compliance
  - Team Collaboration
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## **PROFESSIONAL REFERENCES**

Available Upon Request