

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · DENTAL INSURANCE COORDINATOR

1	What experience do you have as a Dental Insurance Coordinator?	1 2 3 4 5	
2	How do you stay current on the latest dental insurance changes and trends?	1 2 3 4 5	
3	How would you handle difficult situations with patients regarding their insurance coverage?	1 2 3 4 5	
4	What are the most critical responsibilities of a Dental Insurance Coordinator?	1 2 3 4 5	
5	Describe your organizational strategies when coordinating dental insurance claims and appeals for patients.	1 2 3 4 5	
6	Describe how you use coding software to file insurance claims and navigate patient accounts accurately.	1 2 3 4 5	
7	In what ways have you worked with other administrative staff in filing dental information appropriately and following up with denials or rejections from insurers?	1 2 3 4 5	
8	Do you have any suggestions on streamlining the processes of filing dental insurance claims, appeals, reimbursements, etc.?	1 2 3 4 5	
9	What customer service skills have been essential for working as a successful Dental Insurance Coordinator in your previous roles or experiences?	1 2 3 4 5	
10	Describe how you approach problem-solving with patients and insurers when claims are denied, or reimbursement is not issued.	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.