



# Customer Service: Asking Effective Questions for Dental CSRs

Welcome to the *Customer Service: Asking Effective Questions for Dental CSRs* training!

## Learner instructions:

Click on the “*Start Course*” button below to begin.

### LESSON

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Introduction



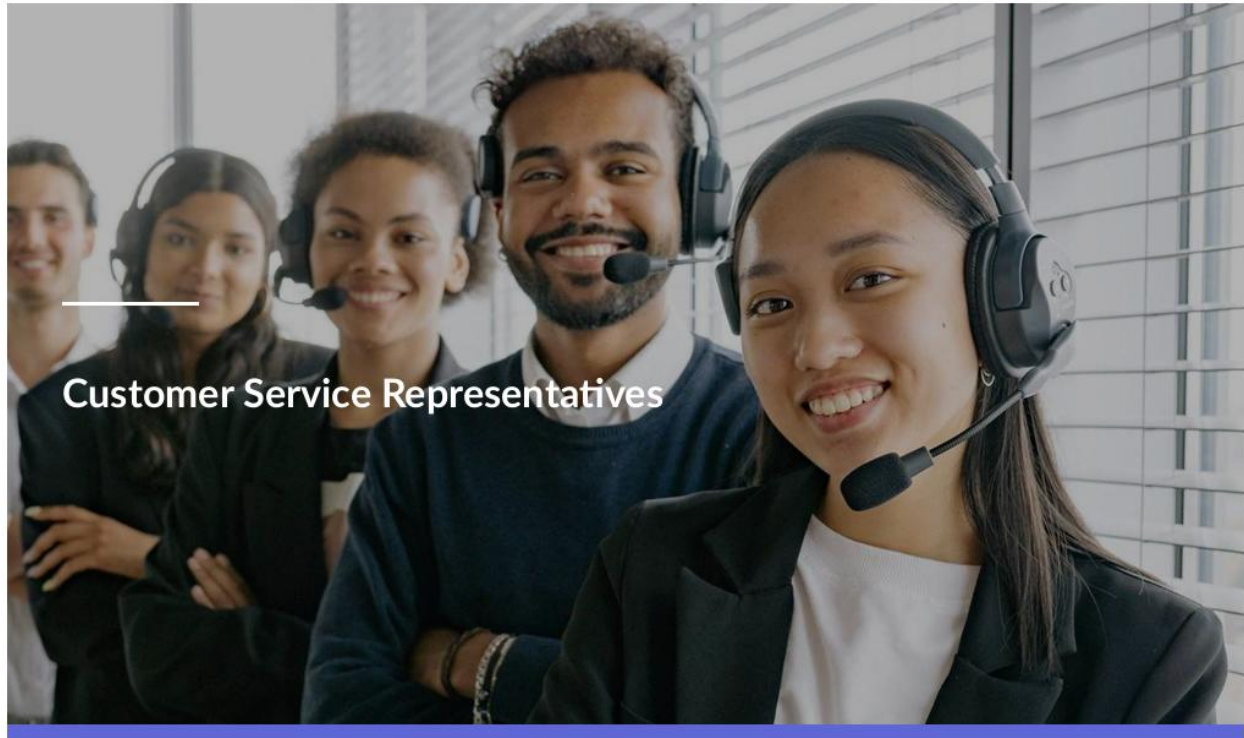
Section 1: Building Rapport and Understanding the Caller's Concern



Section 2: Gathering Specific Information for Accurate Resolution

*Lesson 1 of 3*

## Introduction



## Purpose

As a customer service representative (CSR) for Dental members, your ability to ask meaningful and precise questions is essential to resolving customer concerns efficiently. Many callers may be confused about their dental bills or frustrated about unexpected charges. By using thoughtful questioning techniques, you can clarify issues, gather the right information, and provide helpful solutions.

This course will equip you with strategies to engage callers effectively, ensure accurate claim investigations, and enhance customer satisfaction through professional and empathetic communication.

## Learning Objectives

By the end of this course, you will be able to:

**Learning Objective 1** —

**Use effective questioning techniques** to build rapport and understand the customer's concern.

**Learning Objective 2** —

**Ask targeted questions** to gather specific details needed for resolving dental claims and billing issues.

**Learning Objective 3** —

**Clearly explain resolutions** and guide customers through the next steps with professionalism and empathy.

CONTINUE

*Lesson 2 of 3*

## Section 1: Building Rapport and Understanding the Caller's Concern

Before diving into specific details, it's essential to create a welcoming and supportive atmosphere for the caller. Many customers may be frustrated or confused about their dental bills, so demonstrating empathy and professionalism from the start sets the tone for a productive conversation.

## Key Techniques

Warm Greeting & Reassurance

*Example:* "Thank you for calling the ABC Insurance Company. My name is [Representative Name], and I'm here to help with your dental coverage today. How can I assist you?"

Clarifying the Initial Concern

*Example:* "I understand you have a question about a dental bill. Can you tell me a bit more about the charges you're seeing?"

## Active Listening & Reflective Responses

*Example:* "I hear that you're concerned about an unexpected fee related to a recent dental visit. I'll take a closer look at your policy to help clarify this for you."

By opening the conversation with thoughtful questions, representatives make the caller feel heard while gathering crucial details about the issue.

## Knowledge Check #1

Which of the following is the best example of an effective questioning technique to understand a member's concern?

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- ☐ Telling the member you will look into their issue without asking any questions.
- ☐ Asking the member to explain their entire dental history.

- ☐ Asking the member if they are sure the charges are correct.
- ☐ Requesting the member to describe the charges they are seeing on their bill.

SUBMIT

CONTINUE

*Lesson 3 of 3*

## Section 2: Gathering Specific Information for Accurate Resolution

Once the customer has outlined their concern, the representative should ask targeted questions to pinpoint the exact issue, ensuring a swift and accurate resolution.

### Key Techniques

**Verifying the Claim Details**

*Example:* "Could you provide the date of service and the name of the dental provider?"

*Example:* "Did you receive a statement directly from your dental office, or is this a bill from our insurance company?"

**Confirming Coverage Eligibility**

*Example:* "Were these services part of a routine checkup or a specialized treatment?"

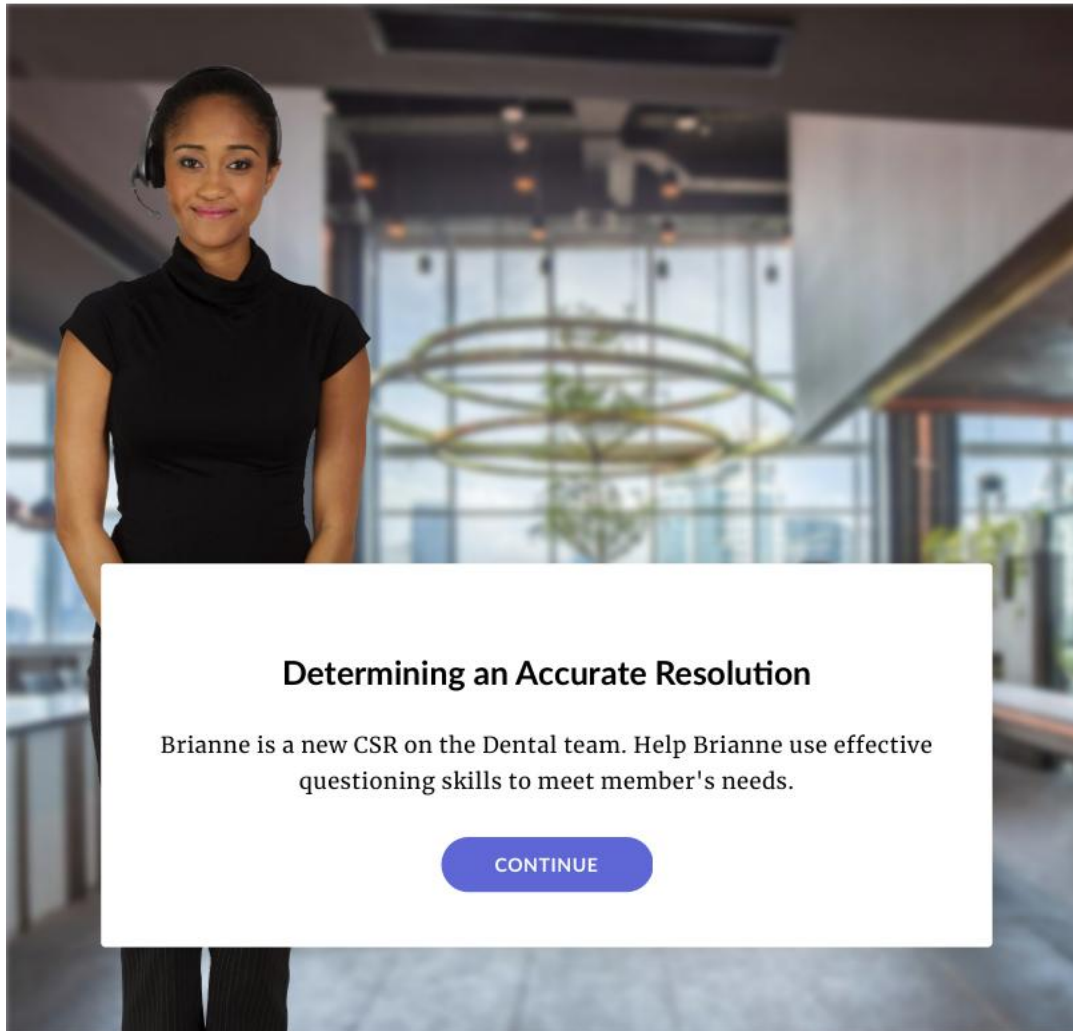
*Example:* "Did your dental office inform you of any out-of-pocket costs before the procedure?"

**Identifying Common Billing Issues**

*Example:* "Sometimes claims are processed differently depending on whether the dentist is in-network or out-of-network. Do you know if your provider is in-network?"

*Example:* "Let me check if this service required pre-authorization under your plan."

By asking precise follow-up questions, the representative ensures that they have all necessary details to investigate the issue thoroughly.



### **Determining an Accurate Resolution**

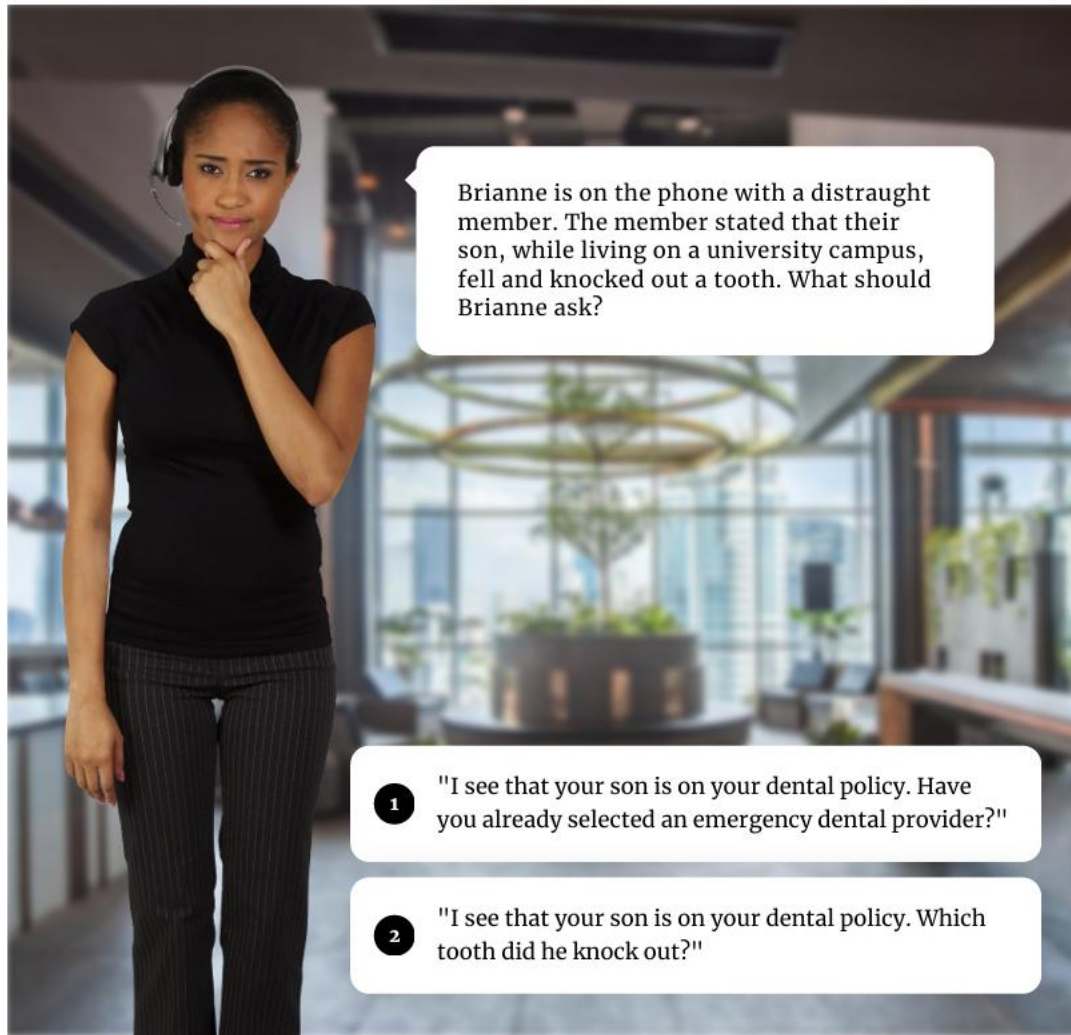
Brianne is a new CSR on the Dental team. Help Brianne use effective questioning skills to meet member's needs.

CONTINUE

#### **Scene 1 Slide 1**

Continue → Next Slide





Brianne is on the phone with a distraught member. The member stated that their son, while living on a university campus, fell and knocked out a tooth. What should Brianne ask?

1

"I see that your son is on your dental policy. Have you already selected an emergency dental provider?"

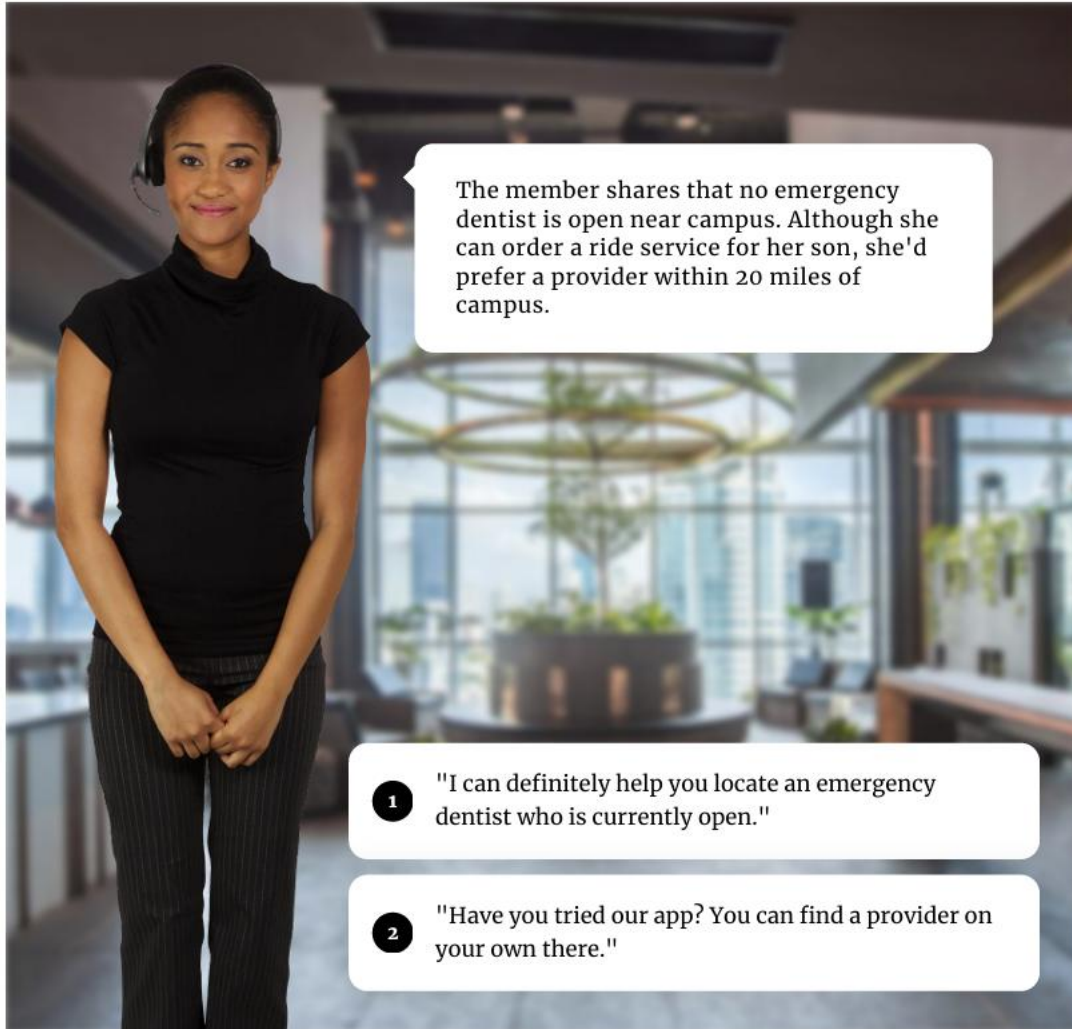
2

"I see that your son is on your dental policy. Which tooth did he knock out?"

## Scene 1 Slide 2

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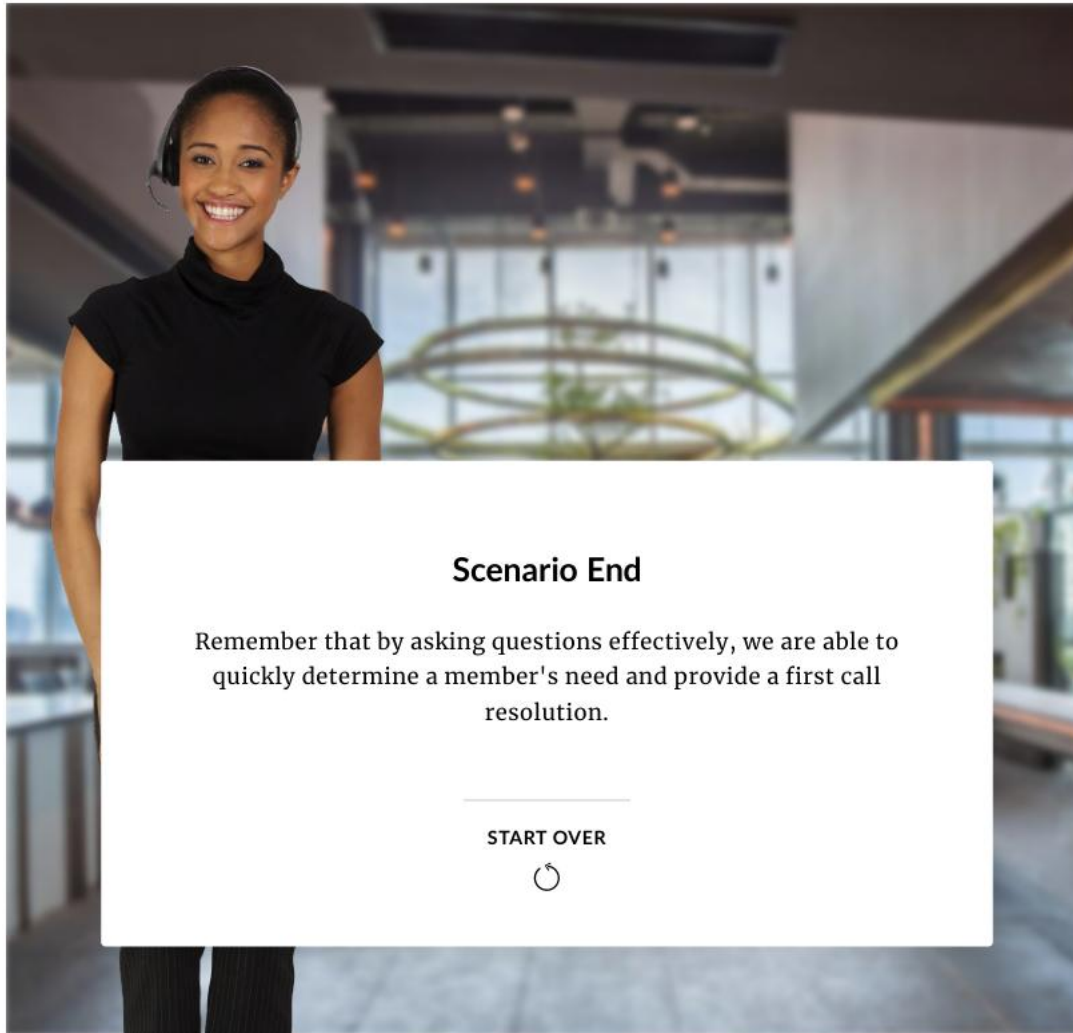
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### Scene 1 Slide 3

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1 → Scene 1 Slide 1



## Scene 1 Slide 4

Continue → End of Scenario