

Medical Insurance Group Service Representative

The Group Service Representative is primarily responsible for overseeing MedBen's administration of assigned self-funded benefit plans. This full-time position acts as a liaison between the plan administrator and MedBen.

Job Responsibilities

- Enrolls new groups and attends employee enrollment meetings
- Initiates the contract renewal process and meets with clients in an effort to maintain current business.
- Communicates plan information to appropriate departments and responds to plan questions from plan administrators, brokers, covered persons, and employees.
- Works with other Medical Benefits Companies personnel to resolve various plan-related issues.
- Reviews all workbasket claims for coverage under the plan document or plan doc checklist and adjudicate them accordingly.
- Initiates claim investigations when appropriate for other insurance, student status, pre-existing conditions and additional information.
- Reviews letter responses and processes any related claims.
- Reviews and adjudicates any unhandled claims for claimants who have exceeded the specific deductible under the plan's stop loss policy.
- Reviews the pending claim report weekly for internally pending claims on assigned groups and takes action to ensure turn-around time requirements are met.
- Reviews and responds to any pending customer service phone documentations.

Job Requirements

- High School Diploma or equivalent.
- Two or more years' experience in the health insurance industry, preferably in the claims or medical review areas, where knowledge of medical terminology, interpreting medical records, industry coding (e.g., CPT, CDT, ICD-9, RVS), and claims payment or benefit interpretation was demonstrated.
- Demonstration of strong initiative, analytical, and decision-making skills and the ability to work independently.
- Strong keyboarding skills and knowledge of Windows and Microsoft Office (Outlook, Word, Excel, Explorer).
- Experience with the Genelco claims adjudication software preferred.
- Ability to work independently in a production-based environment with minimal supervision.
- Strong organizational and time management skills.
- Extensive keyboard and computer use. Long periods of sitting.