

Position Description

Position Title: MedBen Rx Coordinator
Department: MedBen Rx
Position Location: Onsite
Position Classification: Salary, Exempt

Date: November 2025
Reports to: MedBen Rx Manager

JOB SUMMARY

The MedBen Rx Coordinator provides internal and external client support for MedBen Rx operations, helping clients and members achieve the best value and clinical outcomes from the prescription benefit programs. This role combines pharmacy and healthcare expertise with analytical and client service skills to support program design, vendor partnerships, and data-driven decision-making.

SPECIFIC DUTIES

- Conduct member and provider outreach to support prescription fulfillment, manufacturer coupon application, and encourage use of clinically appropriate, lower-cost alternatives
- Maintain and update Rx formularies for all pharmacy benefit partners and client plans
- Participate in the onboarding and implementation of new pharmacy vendors and client programs
- Perform research and problem-resolution for pharmacy-related questions from internal and external clients and members
- Provide guidance to current and prospective clients on Rx plan design, clinical and cost management strategies, benchmarking, pricing, and saving opportunities
- Create, analyze, and distribute management and client reports related to Rx utilization, performance metrics, and savings outcomes
- Support Request for Proposal (RFP) development, plan reviews, renewals, and client presentations
- Assist with maintaining current work instructions, processes, and department procedures
- Stay current on federal and state laws and regulations as well as all company policies and procedures
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- Minimum 3+ year(s) of healthcare experience with at least 2 years in the pharmaceutical or pharmacy benefit management (PBM) field preferred
- Bachelor's degree in Business, Healthcare Administration, Pharmacy, or related field preferred
- Strong knowledge of pharmacy terminology, formularies, utilization management, authorizations, and Rx benefit plan design
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, and Teams)
- Professional verbal, written, and interpersonal communication skills with the ability to translate clinical and technical information for diverse audiences
- Strong analytical, organizational, and time management skills
- Ability to work collaboratively with clients, vendors, and cross-functional teams as well as work independently
- Committed to delivering exceptional client and member service
- Comfortable performing a mix of administrative, analytical, and strategic tasks to support company and client goals

SCHEDULE

Individual team member schedules vary in order to cover department hours of 8 am – 5 pm Monday – Friday. Due to high volume business need, this department has annual vacation blackout periods during the last two weeks of June and first of July plus the last two weeks of December and first week of January.

This position requires the ability to travel on behalf of the company, including driving to various locations as needed. Overnight travel as well as travel by air, may be needed on occasion. Must possess valid driver's license and current vehicle insurance.

If you have any questions regarding a specific job position or completing the [MedBen Employment Application](#), please contact MedBen Human Resources Manager Jill Evans at (740) 522-7382 or medbenhr@medben.com.

MedBen is an equal opportunity employer, and we consider applicants for all positions without regard to race, color, religion, gender, national origin, age, marital or veteran status, the presence of a non-job related medical condition or disability, genetic information or any other legally protected status.

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