

Position Description

Position Title: Appeals Coordinator

Date: March 2026

Department: Claims

Reports to: Claims Risk/Appeals Supervisor

Position Location: Remote

Position Classification: Hourly, Non-Exempt

JOB SUMMARY

This position is responsible for researching, processing, and communicating appeals in accordance with corporate and statutory guidelines.

SPECIFIC DUTIES

- Log and review new appeals to determine appropriate workflow
- Prepare communications and obtain necessary authorizations from the plan participant
- Request and track receipt of medical records requests
- Prepare applicable form with facts, plan language, and other necessary information along with a cover letter, if applicable, depending on the plan type
- Attend Appeals Committee meeting to prepare notes, as applicable
- Maintain documentation system and departmental tracking system throughout the process
- Facilitate external review request as appropriate
- Communicate file disposition to the plan participant
- Research and draft Department of Insurance responses
- Assist with provider phone calls and reprinted claim letters as needed
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- High School Diploma or equivalent
- Two years' experience in the health insurance industry, preferably in the customer service or claims areas, where plan benefit/certificate language interpretation was demonstrated
- Strong keyboarding skills and knowledge of Windows and Microsoft Office (Outlook, Word, Excel, Explorer)
- Ability to read and interpret reference manuals and benefit documents
- Organized and detail-oriented with strong problem-solving skills
- Professional and effective verbal, written, and interpersonal communication skills

SCHEDULE AND REQUIREMENTS

Individual team member schedules vary in order to cover department hours of 7:00 am – 5:00 pm Monday – Friday. Due to high volume business need, this department has annual vacation blackout periods during the month of December and the last week in June.

Position requires extended periods of computer, keyboard, and mouse use as well as long periods of sitting.

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.

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