



Position Description

Position Title: Provider Affairs Coordinator
Department: Provider Affairs
Position Location: In-office

Date: April 2026
Reports to: Provider Affairs Supervisor
Position Classification: Hourly, Non-Exempt

JOB SUMMARY

The position fulfills various responsibilities supporting external health plan network vendors and internal departments.

SPECIFIC DUTIES

- Distribute and process day-to-day duties received via phone, email, internal workbaskets, and as assigned consistently within department standards
- Research, analyze, and resolve claims data for repricing errors, required network documentation, etc.
- Maintain health plan network reports and master contracts, fee schedules, negotiated discounts, and other documentation supporting claims processing
- Serve as a liaison between MedBen and contracted health plan network vendors with most types of communication, status updates, issue resolution, and questions
- Preserve repricing workflows, including determination of payment amount and verification of correct repricing
- Develop, complete, and analyze various reports, including Percent of Savings Reconciliation Reports, Disruption and Geographic reports, and ad hoc reporting requests
- Maintain W-9 ("Request for Taxpayer Identification Number and Certification") forms
- Assist with updating department work instructions as needed
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- 2 years or more' experience in health insurance or employee benefits administration required
- Intermediate-level computer experience in Word and Excel required; experience with Genelco Admin/Claims software preferred
- Demonstrated analytical, organizational, and time management skills in order to meet department deadlines
- Professional verbal, written, and interpersonal communication skills with an ability to tailor style effectively to the end user's needs
- Ability to work independently and adjust priorities to best meet internal and external client needs

SCHEDULE AND REQUIREMENTS

Individual team member schedules vary to cover department hours of 8 am – 5 pm Monday – Friday. Periodic overtime or Saturday hours during month-end close as needed. Due to high volume business need, this department has annual vacation blackout periods during June and December.

Position requires extended keyboard and mouse use along with extended periods of sitting and viewing a computer screen.

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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