

Position Description

Position Title: Data Support Prep Specialist
Department: Data Services
Position Location: Onsite

Date: March 2026
Reports to: Data Prep and Data Entry Supervisor
Position Classification: Hourly, Non-Exempt

JOB SUMMARY

This position completes initial steps in preparation for paper and non-standard electronic format claim processing.

SPECIFIC DUTIES

- Prepare, scan, and batch incoming mail based on work instructions and claim workflow process
- Process miscellaneous mail
- Print, prepare, scan, and index departmental documents
- Scan, review, and process secondary payer requests from the Center for Medicare and Medicaid Services (CMS)
- Process rejected claim workbaskets and return claims unable to be processed
- Complete daily workflow sheet
- Other duties as assigned

Team Lead performs the duties of the Specialist as well as:

- Responsible for training new hires, as applicable
- Assist in updating work instructions as needed
- Cross-trained with supervisor to complete department metrics reports
- Handle more complex rejected or missing claim documentation requests

PREFERRED KNOWLEDGE, SKILLS, and EXPERIENCE

- Minimum 1 year or more of health insurance claim or processing experience required or equivalent mailroom sorting and scanning experience
- High School Diploma or equivalent required
- Intermediate-level computer experience, including Microsoft Office, Word, Excel, Outlook, and Teams programs preferred
- Effective verbal, written, and interpersonal communication skills
- Ability to read, interpret, and apply work instructions effectively and accurately to a variety of health plan correspondence
- Organized, efficient, and accurate
- Able to meet daily fluctuating work volume
- Committed to providing excellent customer service

SCHEDULE and PHYSICAL REQUIREMENTS

Individual team member schedules vary in order to cover department hours of 7 am – 5 pm Monday – Friday.

Position requires extended periods of sitting or standing, viewing a computer monitor, typing, writing, scanning, copying, folding, and stuffing.

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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