Position Description

Position Title: Claims Examiner Trainee
Department: Claims
Position Location: Remote
Date: November 2026
Reports to: Claims Processing Supervisor
Position Classification: Full-time, Hourly, Non-Exempt

JOB SUMMARY

This position adjudicates medical and vision claims in accordance with established accuracy and turnaround time requirements.

SPECIFIC DUTIES

- Review all workbasket claims for coverage under the plan document or plan doc checklist and adjudicate them accordingly
- Initiate claim investigations when appropriate for other insurance, student status, pre-existing conditions, and additional information
- Review letter responses and process any related claims
- Review and adjudicate any unhandled claims for claimants who have exceeded the specific deductible under the plan's stoploss policy
- Review the pending claim report weekly for internally pending claims on assigned groups and take action to ensure turnaround time requirements are met
- Review and respond to any pending customer service phone documentations
- Comply with all production requirements established for the position, including turn-around time and accuracy standards
- Maintain Group Quick Reference Sheets for assigned groups, updating any benefit changes in a timely manner
- Attend departmental staff meetings and company trainings (credits toward in office work requirements)
- Learn and thoroughly understand departmental work instructions; participate in the development of new work instructions or revisions to current ones
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- Two or more years' experience in the health insurance industry required, 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 demonstrated claims payment or benefit interpretation
- Experience with Genelco claims adjudication software preferred
- Ability to work independently and efficiently in a production-based environment
- Organized with effective decision-making skills and consistency meeting accuracy and quota performance requirements
- Proficient key-boarding skills and working experience with Windows and Microsoft Office (Outlook, Word, Excel) programs along with internet-based programs

SCHEDULE

This position is full-time with periodic overtime required based on volume. Training schedule: 8 hours per day Monday–Friday worked between 7am– 5 pm. Post-training schedule: Flexible with hours worked Sunday-Saturday between 6 a.m. – 12 midnight. Due to high volume business need, this department has vacation blackout periods during the last full week of June through the end of the month and for the entire month of December. In-office required if unable to work remotely due to internet service, equipment, or power outages.

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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