

Benefit Coding Specialist Job Description

Department:	Benefit Administration	FLSA Status:	Exempt
Reports to:	Director of Benefits Administration	Position Type:	Full-time
Location:	Milwaukee, WI	Travel Required:	5%
Approved By:	Senior Vice President	Approved Date:	June 8, 2018

Position Summary

The Benefit Coding Specialist (BCS) is responsible for standard system coding, maintenance, and quality assurance in the pharmacy claim adjudication system, including for standard plan designs, pricing, clinical programs, and pharmacy networks.

Essential Duties and Responsibilities

1. Analyze standard and customized coding requests and work with internal teams to obtain the accurate and complete plan documentation needed to code client intent into the pharmacy claim adjudication system.
2. Implement new and maintain existing benefit plans, pricing, and networks in the pharmacy claim adjudication system, consistent with the direction and intent set forth by the client or Serve You Rx.
3. Maintain the Serve You Rx formularies and clinical program offerings in the pharmacy claim adjudication system.
4. Perform pre- and post-implementation claim testing and other configuration quality reviews to ensure accurate claim adjudication and adherence to standard and custom design requirements.
5. Identify discrepancies, inaccuracies and unintended consequences, and take corrective action.
6. Research and respond to claims processing and system configuration inquiries from internal departments.
7. Proactively identify setup service issues and escalate to the experienced Benefit Coding Specialist for immediate review and resolution.
8. Accurately configure non-adjudicated services and fees across multiple systems.
9. Complete department or corporate projects as assigned.
10. Perform other duties as assigned.

Required Education and Experience

- Associate's degree or equivalent combination of education and job-related experience.
- Two or more years of prior employee benefits or pharmacy/medical claims processing experience.

Preferred Education and Experience

- Prior PBM experience in a benefit configuration role.
- Certified Pharmacy Technician (CPhT) certification.
- Prior PBM experience in a benefit configuration role.
- Knowledge of RxClaim or other PBM adjudication systems.
- Experience in testing and quality assurance.

Competencies

- Must be detail oriented and highly organized.
- Accurately analyze and interpret common employee benefit terminology.
- Manage multiple priorities and work independently in a fast paced environment.
- Proficiency in Microsoft Office and experience with Adobe Acrobat X Pro is desired.

Physical Demands

- Sitting for extended time periods (between 8-10 hours/day).
- Operate typical office equipment such as a computer, telephone, copy machine, etc.