

Benefit Support Specialist Job Description

Department:	Benefit Administration	FLSA Status:	Non-Exempt
Reports to:	Director of Benefit Administration	Position Type:	Full-time
Location:	Milwaukee, WI	Travel Required:	5%
Approved By:	Senior Vice President	Approved Date:	July 1, 2019

Position Summary

Under the direction of the Director of Benefit Administration, the Benefit Support Specialist completes administrative and data entry tasks for the Benefit Administration and Client Services departments. The Benefit Support Specialist will support new client implementations, plan benefit changes, and termination requests.

Essential Duties and Responsibilities

1. Complete data entry into internal systems as assigned.
2. Submit forms for new client implementations, plan benefit changes, and termination requests.
3. Handle basic eligibility and member demographic updates upon urgent request.
4. Run system testing and provide results to benefit coding specialists.
5. Participate in local benefit fairs upon request.
6. Perform other duties as assigned.

Education and Experience

- High School diploma or GED.
- 1+ years of health care benefits, eligibility and claims.
- 1+ years of prior authorization. (preferred)
- 1+ years of experience with Microsoft Office.
- 1+ years of basic data entry experience.

Credentials / Licensing / Certification

- An active and valid Certified Pharmacy Technician license, licensed through the Pharmacy Technician Certification Board (PTCB) that is in good standing with no restrictions. (preferred)

Competencies

- Ability to read and interpret common employee benefit terminology.
- Excellent skills in data entry and attention to detail with a high degree of accuracy.
- Excellent communication skills (written and verbal).
- Knows how to monitor information.

Physical Demands

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