

Wright State University
CLASSIFIED JOB SPECIFICATION
Student Health Benefits Coordinator

I. JOB INFORMATION

Job Title: Student Health Benefits Coordinator (CS 13)

Job Class: 31812

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under general supervision provides student insurance benefits information, processes claims and provides general assistance to the unit administration. Serves as a liaison between students and insurance companies and administrators

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Coordinates insurance program enrollment, maintains insurance records and reconciles health insurance premiums. Coordinates and supports initiatives relative to the evaluation, processing, and handling of claims. Assists students with benefit questions.
- Assists in the resolution of claims. Acts as a liaison between all parties regarding the status and eligibility of coverage for relevant claims.
- Verifies billing requirements are met, updates accounts, answers inquiries, and makes recommendations for resolution of disputed claims.
- Addresses problems related to various interoffice and student concerns which may involve some policy interpretation. Handles a variety of problems that are recurring in nature and determines specific action.
- Compiles, summarizes and maintains accurate records and files. Prepares necessary forms and reports.
- Provides assistance in the development for request for proposals and negotiates the purchase of student health insurance, athletic accident insurance, and medical professional liability insurance.
- Facilitates orientation, and open-enrollment meetings.
- Responds to benefit inquiries, eligibility issues, analyzes documents and resolves questions/problems. Advises appropriate staff of contract problems and offer solutions. Reviews claim appeals. Coordinates claims review with medical director or claims rev
- Maintains inventory, requisitions vouchers and invoices. Orders medical and clerical supplies.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

A high-school diploma or GED and 1.5 year (FT) related work experience OR, two years of post-secondary education and six months (FT) of related work experience. Excellent verbal/communication skills Ability to calculate basic math Considerable knowledge and skills to utilize current office equipment and a variety of complex software packages required. Demonstrated skills/knowledge of additional software may also be required.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

None

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

VIII. JOB SERIES

31800

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.