

**MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.**

MS-24-25-26

**DATE OF POSTING:** June 18, 2026  
**TERMINATION DATE FOR APPLICATION:** June 26, 2026  
**POSITION:** BENEFIT ANALYST, Member Services  
**COMPENSATION/BENEFITS:** \$23.38, plus paid holidays and a comprehensive benefits package.  
**STAFF RELATIONSHIP:** Responsible to, Member Service Center Manager  
**EMPLOYMENT DATE:** **September 10, 2026**  
**SEND APPLICATION AND RESUME TO:** Human Resources Department  
1350 Kendale Blvd  
P.O. Box 2573  
East Lansing, MI 48826-2573  
**(517) 337-5454 (fax)**  
jobpostings@mea.org

**Position Summary:**

Under the direction of an Associate Manager, a benefit analyst performs a variety of customer service tasks to ensure MESSA members have the information and assistance they need and that all types of claims are processed accurately and timely.

A benefit analyst processes various types of professional and facility claims received from in-state, out of state, out of country, cloned, and coordination of benefit claims. They reissued, voided, and escheat checks. They review and process medical referrals, grievances, and provider inquiries, and also forward requests requiring medical review.

Duties include taking customer calls and providing accurate, satisfactory answers to queries and concerns. Duties also include data entry, claim checking and releasing claim. A benefit analyst makes phone calls to providers and members as needed for professional and facility claims processing. A benefit analyst works with MESSA's underwriter to reprocess claims, initiates adjustments, opens provider inquiries, and prepares grievance correspondence.

Work is technical in nature, requires the use of independent sound judgement in making decisions and effectively communicating those decisions in verbal and written forms. Must learn and maintain an understanding of multiple processing systems, benefit payment rules, coordination of benefit rules, medical terminology, eligibility and underwriting policies and procedures.

A benefit analyst assigned to the Member Service Center will focus primarily on responding to complex and sensitive inbound phone calls from members and providers, secure messages, and chats, and will strive to influence members to accept the reasonableness of decisions and actions. The role helps guide members through troubleshooting, navigating the MESSA member portal or app or using MESSA products or services.

This job requires the ability to establish and maintain effective and inclusive working relationships with members, providers, underwriters, staff, and management.

**Essential Job Functions:**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the job-related duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Provide accurate benefit information.
2. Develop and maintain thorough knowledge of all MESSA plans to include health, prescription, and all MESSA unique benefits.
3. Evaluate and use sound judgement to adjudicate a wide variety of professional and facility claims including, but not limited to, dental, dual dental, out of country, out of state, TADs, and cloned claims according to established MESSA policies, procedures, and guidelines.
4. Research claims for monthly departmental reports.
5. Correspond with providers, members, and plan underwriters to gather information, answer questions or solicit assistance. Interact with staff in other MESSA departments to research and resolve inquiries.
6. Ability to compile data and prepare accurate and timely records, reports, notices, memos and letters.
7. Compile medical documentation for Nurse Coordinator review. Documentation may require using designated resources to translate foreign claims prior to processing claim payment or reimbursement.
8. Primarily responsible for the void and reissuing of member/provider checks as well as issuing member refunds.
9. Identify and escalate issues to Quality Assurance Team Leaders and managers.
10. Research, evaluate and compile information on member/provider grievances.
11. Respond to complex inbound phone calls. Influence callers to accept the reasonableness of decisions and actions.
12. Maintain confidentiality in accordance with HIPAA and organizational policies.
13. Perform other job-related duties as assigned.

### **Required Knowledge, Skills, Abilities and Minimum Qualifications:**

*The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.*

- A high school diploma or equivalent is required.
- Ability to successfully complete MESSA Benefit Analyst training programs.
- Knowledge of correct spelling, English usage, grammar and punctuation skills.
- Thorough knowledge of general office operations and administrative procedures and practices. Ability to make moderately complex arithmetical calculations.
- Ability to gain knowledge of the structure, policies, procedures, and regulations of MESSA.
- Excellent customer service skills, including great active listening skills, exceptional interpersonal and rapport building skills, and a patient and empathetic attitude.
- Possess strong communication skills, both written and verbal.
- Skill in maintaining and updating documents, compiling and evaluating data and information. Preparing accurate reports, and letters in a timely manner.
- Intermediate level proficiency in the use of office equipment and technology, including computers and related software, and ability to master new technologies.
- Possess strong time management and organizational skills.
- Ability to work under general supervision and frequently exercise considerable independence.
- Comfortable working in fast-paced environments.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with members, providers, underwriters, staff, and management.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.

### **Physical Demands and Work Environment:**

*The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations. The employee must occasionally lift and/or move items of moderate to heavy weight.

Last Updated: January 1, 2025