



Class Code: 7811
Pay Grade: 12
Salary Range: 23,340 - 43,176
EEO Code: B
FLSA Code: N

WORKERS' COMPENSATION SYSTEMS SPECIALIST 2

DEFINITION OF WORK: Under general supervision, performs complex, specialized analytical and technical work in support of the business systems of the Workers' Compensation Commission. Work involves the analysis of business operations, work processes, automated systems, policies and procedures and employee performance in order to improve Commission effectiveness and efficiency. At this level the employee works independently or as a fully contributing member of a special study or project team. Performs related work as required.

DISTINGUISHING CHARACTERISTICS: Positions at this level in the series are distinguished from the Workers' Compensation Systems Specialist 1 by the responsibility for independent work product of complex technical analysis of policy and procedure issues, system performance, employee training or quality assurance initiatives. These positions are distinguished from the Workers' Compensation Systems Specialist 3 level by the absence or lead work responsibility or for project or special study responsibility.

ESSENTIAL JOB FUNCTIONS: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Monitors continuing eligibility for permanent total disability and death awards; monitors and adjusts allowable balances for benefits; calculates increases in compensation rates or award amounts and revises system edits for same; collaborates with information technology staff and communication staff to develop and implement program changes in this benefit.

Monitors continuing eligibility for student benefits under permanent total disability and death benefit statutes; collaborates with information technology staff and communication staff to develop and implement program changes in this benefit area.

Monitors specific vendor billings; prepares reports for management on same; may meet with vendor community to discuss the proper use of billings codes and system requirements.

Researches and resolves complex medical accounting issues; assists claims teams in determining appropriateness of billings for medical, rehabilitation or related services.

Audits claims for benefits which exceed established guidelines; identifies physicians, physical therapists and other vendors who order/prescribe services above HCAP guidelines; consults with medical and service providers to develop alternative treatment plans to bring claim costs into compliance; provides guidance to claim teams on maintaining claim costs to HCAP limits; identifies training issues and need for policy/procedure changes in this area.

Advises claims teams and management on claims or benefit payments errors or claims procedure/policy issues needing correction.

Collaborates with investigations and legal units in the review of claims activities which show evidence of potential fraud or abuse by claimants or vendors; may be required to testify in courts in fraud/abuse prosecution cases.

Consults with information technology staff on development of new automated systems programs and new functionalities; tests new programs; trains employees on WCIS and EDMS system navigation and functionality.

Assists in functional design of automating business processes and performs work flow analysis.

WORKERS' COMPENSATION SYSTEMS SPECIALIST 2 - CONT'D.

ESSENTIAL JOB FUNCTIONS - CONT'D.:

- Drafts new/revised policy and procedures manuals; collaborates with technical and administrative staff on same; conducts and delivers employee training programs for new and revised policies and procedures.
- Recommends revisions to statutes, rules and regulations; monitors legislative process; prepares reports for management on status of workers' compensation related legislation.
- Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.
- Works on special projects as assigned; may be assigned responsibility for projects involving a single division and less complex agency wide projects.
- Consults with users to discuss and define automation needs and problems with their current system(s) and to analyze future needs.
- Advises the user on recommended information technology resources.
- May function as a liaison between business application users and information technology agencies.
- Consults with program and technical area staff, supervisors, or managers concerning projects and priorities.

REQUIRED COMPETENCIES:

- Considerable knowledge of Workers' Compensation Commission statutes, regulations, policies and procedures.
- Considerable knowledge of English grammar and composition for use in business correspondence, report writing and policy/procedure manual development.
- Considerable knowledge of addition, subtraction, multiplication, division, fractions and percentages.
- Considerable knowledge of the organization, automated systems and work processes of the Workers' Compensation Commission.
- Skill in the operation of a keyboard and personal computer.
- Ability to effectively use Workers' Compensation Commission automated systems.
- Ability to read and properly apply information from medical reference manuals.
- Ability to properly apply medical terminology, anatomy and body systems terms, disease and diagnoses codes and treatment protocols in the review of claims decisions.
- Ability to correctly define problems related to workers' compensation claims and related processes, collect relevant data, establish facts and draw valid conclusions and recommend effective solutions.
- Ability to write clear and accurate policy and procedures manuals.
- Ability to speak professionally before large groups to include employees, vendors and public officials.
- Ability to interact effectively with claimants, employers, health care providers, attorneys, third party administrators, public officials and others in providing exceptional customer service.
- Ability to analyze and evaluate work environments, information technology systems and information processes.
- Ability to evaluate existing systems and to understand their structure and component parts.
- Ability to use project management skills.
- Ability to prepare flow charts, graphs, tables and status reports.
- Ability to interpret various forms of analytical and technical data used in making decisions.

WORKERS' COMPENSATION SYSTEMS SPECIALIST 2 - CONT'D.

MINIMUM REQUIREMENTS:

TRAINING: Bachelor's degree from an accredited four-year college or university.

SUBSTITUTION: Experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE: Three years of full-time or equivalent part-time paid experience in workers' compensation claims adjudication, information technology, quality assurance, policy/procedure development, training or systems analysis at the Workers' Compensation Commission or third party administrator.

Established: 2/19/2004

Effective: 3/16/2004