

WORKERS' COMPENSATION DISTRICT CLAIMS MANAGER

DEFINITION OF WORK: Under limited supervision, supervises the work of a claims adjudication unit in the Workers' Compensation Commission; plans, organizes, assigns and reviews the work of claims specialist and support staff; coordinates the establishment and revision of unit operating procedures; reviews daily work product of staff to assure quality and compliance with performance standards and agency guidelines; coordinates the work of the unit with other units, claimants, attorneys, employers, and third party administrators. Identifies training needs of staff, coordinates training schedule with internal and external training sources. Reviews claims compensability rulings and authorizations for treatment/services for compliance with statute, policies and medical guidelines. Represents unit in intra- and interagency meetings and projects teams. Assists management in the evaluation and improvement of work processes and performance; supports management in the development and implementation of new and innovative work procedures and policies to enhance customer service and improve the stability of the fund. Performs related work as required.

ESSENTIAL JOB FUNCTIONS: (Any specific position in this class may not include all of the duties listed, not do the examples listed cover all of the duties which may be assigned.)

Supervises the daily work activities of a claims unit to include claims specialists and other professional and support staff.

Plans, organizes, assigns, monitors, and approves the work of the unit; reviews work product of subordinates for quality, accuracy and productivity; monitors caseloads and adjusts assignments as required.

Determines compensability of unusual, precedent-setting or high exposure claims; reviews final rulings on claims and authorizations for treatment or services.

Authorizes benefit payments, reserves and/or settlement amounts in excess of claims specialist authority levels; identifies and coordinates resolution of complex claims issues with other units, claimants, employers or third party administrators.

Coordinates the work of the unit with intra- and interagency units; represents unit in meetings and project workgroups.

Evaluates and makes recommendations to management on revisions to claims procedures, policies, regulations and statutes; assists technical staff in developing and testing changes to automated claims processing and related systems.

Interprets revisions or amendments to the workers' compensation and related statutes and precedent-setting court rulings to subordinates.

Develops competency of staff through proper training and employee advancement; recommends staff for training; develops and provides 'on the job' training for new employees.

Responds to legislative, congressional and other sensitive inquiries within established time frames.

Conducts employee performance evaluations as proscribed by agency policy; grants/denies leave requests based on staffing needs; recommends salary increases and other employee rewards; administers discipline per agency personnel policies.

Maintains supervisory competencies through successful complete of available training.

WORKERS' COMPENSATION DISTRICT CLAIMS MANAGER (cont'd)

REQUIRED COMPETENCIES:

Considerable knowledge of state workers' compensation laws, regulations, policies and procedures on claims adjudication.

Working knowledge of the principles/techniques of supervision.

Working knowledge of English grammar and techniques in written and oral business communication.

Considerable knowledge of basic mathematics (addition, subtraction, multiplication, division, fractions, decimals and percentages).

Skill in use of a keyboard and personal computer.

Ability to supervise the work of claims specialists.

Ability to read and understand medical reference manuals and medical code books.

Ability to collect data, draw valid conclusions and develop solutions to organization and performance problems.

Ability to write accurate and complete reports and to prepare proper business correspondence.

Ability to maintain effective working relationships claimants, employers, attorneys, business representatives and government officials.

MINIMUM QUALIFICATIONS

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: Four years of full-time or equivalent part-time paid experience in workers compensation claims adjudication to include primary responsibility for claims management of an assigned caseload or as a claims representative, rehabilitation nurse or rehabilitation specialist in a private insurance company or third party administrator.

Established: 02/19/2004

Effective: 03/16/2004