

LIABILITY INSURANCE CLAIMS MANAGER

Nature of Work: Under administrative direction, incumbent oversees clerical staff engaged in processing liability insurance claims, coal mine subsidence claims and property claims. Incumbent reviews and approves processed claims. Incumbent responds to claims inquiries via written correspondence and telephone. Performs related work as required.

Examples of Work

Oversees clerical staff engaged in processing liability insurance claims, coal mine subsidence claims and property claims.

Interviews or corresponds with claimants or agents to elicit information, correct errors or omissions on claim forms, and to investigate questionable data.

Authorizes payment of valid claims or notifies claimant of denied claim and appeal rights.

Re-evaluates evidence and procures additional information in connection with claims under appeal or in cases requiring investigation of claimants continuing eligibility for benefits.

Confers with legal counsel on claims requiring litigation. Prepares written reports of findings.

Reviews settled insurance claims to determine that payments and settlements have been made in accordance with agency practices and procedures.

Reports overpayments, underpayments and other irregularities. Answers questions concerning filing requirements and benefits provided.

Knowledge, Skills, and Abilities

Knowledge of various types of insurance coverages.

Knowledge of laws, rules and regulations pertaining to insurance claims.

Ability to communicate effectively both orally and written.

Ability to plan, coordinate and supervise the work of employees engaged in claims processing procedures.

Minimum Qualifications

Training: Graduation from an accredited four-year college or university with a major in business administration, economics, finance, insurance or related field.

Substitution: Experience as described below may be substituted for the required training on a year-for-year basis.

9155

LIABILITY INSURANCE CLAIMS MANAGER (CONT'D)

Minimum Qualifications (cont'd)

Experience: Five years of full-time or equivalent part-time paid experience as a licensed insurance agent, two years of which must have included claims resolution experience.

Established: 9/19/90
Effective: 10/16/90