

## **COMPLIANCE SERVICES OFFICER, INTERMEDIATE**

### KIND OF WORK

First of two levels of professional workers' compensation compliance review, enforcement, outreach and consultation.

### NATURE AND PURPOSE

Under limited supervision, within a work team setting, performs claim file review and processing, performs case auditing and compliance reviews to ensure full compliance with workers' compensation statutes and rules; provides consultation to insurers and employers on compliance with law and administrative rules; performs related work as required.

### DISTINGUISHING CHARACTERISTICS:

This class differs from the Compliance Services Officer Senior in that at the Senior level, work involves the most complex issues and cases which require specialized technical expertise/training in Minnesota workers' compensation laws, case law and department policy and procedures, and operate independently on issues with less direction.

### OPTIONS

Unlimited classified positions in this class may have options.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Invokes disciplinary actions on insurers and employers for failure to comply with limited number of statutory requirements by examining and evaluating suspected violations, calculating amount of penalty, and issuing warnings or penalties when appropriate; examining behavior of insurers and adjusters for appropriateness in accordance with prohibited practices statutes, administrative rules, and case law; documenting disciplinary actions and results appropriate for education outreach or consultation; and rescinding warnings and penalties when appropriate documentation proves compliance.

Responds and answers inquiries and correspondence from claimants, employees, employers, and others to explain the procedures and requirements necessary to comply with workers' compensation statutes, rules, policies, and procedures via telephone conversations, written correspondence, and interpersonal walk-in consultations.

Examines and evaluates workers' compensation claims for compliance with all provisions of workers' compensation statutes, administrative rules, policies and procedures by reviewing claims records, analyzing benefit calculations and timelines of benefit payments, fact-finding, correspondence and interviews, and the application of law.

Consults with senior staff on appropriately complex and policy-level compliance problems by identifying cases with complex or unusual issues (i.e., permanent partial disability benefits, dependency benefits, social security

offsets, vocational rehabilitation, medical fee schedule and treatment parameters); developing a proposed response or approach to gaining compliance; modifying approach as suggested, and implement agreed upon approach to gaining insurer compliance.

Maintains current understanding of and proficiency at applying workers' compensation statutes, administrative rules, policies and procedures, and case law by studying changes in law, administrative rules, and case law; using and updating compliance policies; attending appropriate training sessions; and consulting with supervisor and senior compliance staff when appropriate.

Analyze, evaluate, and approve cases or claims for workers' compensation benefits, awards, and related administrative actions using documents and records reviews (including medical reports, payment records, and related filings).

Executes or verifies complex mathematical calculations to determine appropriate benefit payments, applying provisions of workers' compensation and other statutes, administrative rules, policies and procedures.

Complies, condenses, and enters claim file data and information on claims and cases (including in computerized activity logging system) to assure retention of case information for future retrieval and review by using both manual and electronic data processing systems.

Logs verbal and written interaction with insurers, employers, and others on compliance issues and actions associated with a claim or case by registering the issue, action, and result into the computerized claim activity logging system to assure a complete and accurate record of activity on individual claims.

Participates on compliance services team responsible for collaborative monitoring and enforcement of 50% of filed workers' compensation claims by using teaming skills, problem-solving skills, interpersonal skills, and cooperative decision-making.

Assists senior staff with development and delivery of public education presentations and consultation projects by monitoring trends in insurer compliance and in workers' compensation system; designing and developing training and educational materials; identifying and suggesting resources for use in training and outreach; coordinating training and outreach opportunities; and making presentations on appropriate workers' compensation topics.

#### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

State and federal laws and relevant case law relating to the administration of workers' compensation system of Minnesota (including social security, unemployment, etc.).

Legal terminology sufficient to understand and apply case law, judges' decisions, and related workers' compensation legal actions in the review of claims and case files.

Medical terminology, conditions, treatment methods, and current parameters sufficient to understand and analyze workers' compensation reports.

Principles and practices of insurance company claims processing and case management sufficient to assess appropriate behavior of insurers' and adjusters' requirements under the prohibited practices statutes.

Design and development of publications, training materials, seminar and workshop curriculum, and other public information and educational materials.

Personal computer software applications, including WordPerfect, Lotus 123 or Excel spreadsheet applications, Novell GroupWise, Windows, and customized applications, sufficient to communicate, compute penalties, store and retrieve data and information, and organize and analyze issues.

Math sufficient to compute and solve complex benefit calculations using statutory and/or case law formulas.

Workers' Compensation Division operations, practices, policies and procedures sufficient to understand and explain the process by which cases are reviewed.

Skill in:

Communication sufficient to explain complex ideas verbally and in written format to facilitate understanding of issues.

Research and investigation to appropriately interpret and apply the workers' compensation statutes, rules, case law, and policies applicable to specific issues.

Managing large, active case loads sufficient to review and examine hundreds of claims for compliance weekly.

Using computer technology to prepare written correspondence, log claim activity, communicate with team members and other employees.

Public speaking sufficient to make workers' compensation an interesting, engaging, and understandable topic for employers, claimants, employees, insurer staff.

Using alternative dispute resolution techniques sufficient to resolve disputes with insurers and employers over assessment of penalties and warnings.

Ability to:

Establish effective working relationships within the organization, particularly as a team member collaborating to provide quality customer service.

Work tactfully and effectively with a wide range of people, including hostile and emotionally upset individuals who disagree with agency decisions.

Reason analytically and in an organized manner, and apply policy interpretations to specific cases and claims.

Communicate clearly, in both verbal and written formats, sufficient to explain and discuss case problems and issues.

Respond quickly to questions posed in public meetings, forums, seminars, workshops with an appropriate, responsive answer.

Use computers to draft correspondence, calculate penalties, verify benefit payments, maintain personal schedule and work tasks, electronically communicate with colleagues, and log claim activity issues, actions, and results.

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