

WORKERS' COMPENSATION SPECIALIST

KIND OF WORK

Entry-level professional Workers' Compensation case auditing and processing.

NATURE AND PURPOSE

Under general supervision, performs claim file review and processing, or case auditing and compliance reviews to ensure full compliance with Workers' Compensation laws and rules; provides information and assistance to all parties to the system, so that full understanding and compliance is promoted; performs related work as required.

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

Examine and evaluate workers' compensation case actions for compliance with all provisions of Workers' Compensation statutes, rules, policies, and procedures through the use of records review and analysis, fact-finding correspondence and interviews, and the application of the law.

Respond and answer inquiries and correspondence 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.

Review and refer complex and policy-level compliance problems to senior staff to facilitate thorough and timely action on unusual cases and decisions, based upon initial file or correspondence reviews.

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).

Execute or verify complex mathematical calculations to determine appropriate benefits payments, applying provisions of Workers' Compensation and other statutes, rules, policies and procedures (federal and state).

Compile, condense, and enter claim file data and information to retain case information for future retrieval and review, using both manual and electronic data processing systems.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

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

Medical terminology sufficient to understand and analyze workers' compensation reports.

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

Principles and practices of insurance company claims processing and case management.

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

Ability to:

Prepare statistical documents and records, and to execute calculations sufficient to determine appropriateness of benefits payments, penalties, and related work.

Work tactfully and effectively with a wide range of people, including hostile and emotionally upset clients.

Communicate clearly, orally and writing, sufficient to explain and discuss case problems and issues.

Act independently on technical decisions under general supervision and execute complex instructions, sufficient to process assigned cases.

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

Read and comprehend written materials, sufficient to effectively understand and act upon case file documents, policy and legal decisions, and similar materials relevant to handling cases.

Est.: 9/83
Rev.:

T.C.:
Former Title(s):