

WORKERS' COMPENSATION CLAIMS MANAGEMENT SPECIALIST, INTERMEDIATE

KIND OF WORK

Professional workers' compensation case management work.

NATURE AND PURPOSE

Under limited supervision administers the compensation, rehabilitation and medical provisions of workers' compensation laws, rules, case law, and division policies and procedures; provides information and assistance to all parties to the system; analyzes issues and participates in dispute resolutions regarding eligibility for benefits to ensure that injured workers receive workers' compensation benefits to which they are entitled and deny benefits to which they are not entitled; performs related work as assigned.

Positions in this class manage cases that have lost time of unknown or extended duration; they differ from Workers' Compensation Claims Management Specialist, Senior which manage the most complex cases of lost time of unknown or extended duration.

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

Investigates and determines compensation and medical benefits eligibility to comply with laws, rules and policies by researching related issues, participating in administrative conferences, reviewing documents and making decisions.

Responds to inquiries and correspondence from employees, employers, medical providers, lawyers and others so that all parties are informed regarding the facts of individual cases as well as the claims management process by explaining the procedures, requirements and the basis for decisions.

Develops effective working relationships and open communications with all parties to the workers' compensation system so that all parties have a complete understanding of the system by providing appropriate information to concerned parties.

Serves as employer's representative at administrative conferences to support the employer's position by presenting arguments and case law.

Provides technical assistance to agencies so that a full range of services are available by offering cost containment rationale, strategy planning for difficult cases, or cost estimates for different solutions.

Pursues subrogation so that costs are reduced by third party claims reimbursement and occasionally serves as case expert for legal staff on litigated cases by providing testimony during legal and administrative proceedings and serving as expert witness as necessary.

Manages the rehabilitation process and medical treatment to ensure reasonable and cost effective services are provided by appointing a qualified rehabilitation counselor (QRC) as appropriate and by monitoring progress and modifying rehabilitation and retraining plans as necessary.

Evaluates and recommends action on legal issues affecting rehabilitation, medical treatment, and/or disability benefits to identify and resolve them by interpreting and understanding rehabilitation and medical reports and medical providers statements.

Resolves conflicting perspectives and opinions to settle disputes regarding compensation, rehabilitation or medical benefits through the use of mediation and administrative conferences by representing the employing agency as a party to the dispute.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

- * Workers' compensation law, case law, rule, appropriate federal laws and agency policies and procedures sufficient to evaluate cases and make decisions consistent with current state requirements and interpretations of statutes, case law, administrative procedures and rule regarding workers' compensation benefits.
- * Legal terms and syntax sufficient to understand the workers' compensation laws and legal issues presented in case management activities.
- * Section/unit operations sufficient to determine priorities for specific work activities and to effectively employ information and resources in the execution of duties.
- * Communication techniques sufficient to effectively initiate and conduct conflict resolution activities.
- * Professional areas of workers' compensation sufficient to independently determine workers' compensation benefits.
- * Mediation and communication techniques sufficient to effectively resolve disputes.

Ability to:

- * Perform mathematical calculations and computations sufficient to implement the workers' compensation laws.
- * Communicate and interact with tact and understanding with any party to workers' compensation system sufficient to explain the system, agency procedures and the employer's legal position.
- * Communicate orally and in writing complex and technical concepts and instructions to determine and explain workers' compensation benefits.
- * Interpret and understand rehabilitation and medical reports and medical providers statements sufficient to identify and evaluate medical and rehabilitation issues and their significance to any injured worker's rehabilitation and ability to return to work.

Est.:

Rev.:

T.C.:

Former Title(s):