

WORKERS' COMPENSATION CLAIMS PROCESSING SPECIALIST

DEFINITION

Participates in the claims processing activities of the Workers' Compensation Section of the Division of Risk Management and Insurance Services.

TYPICAL DUTIES

- Assists in the processing of Workers' Compensation claims, including obtaining, checking, recording, and evaluating information related to employees' work history.
- Evaluates information and reports relative to claims payments.
- Addresses questions about Workers' Compensation programs, informs employees of their rights and benefits under California workers' compensation laws
- Compiles and analyzes claims data and makes recommendations for policy, procedural, legal, and rule changes.
- Gathers information on accident causes and reports on hazardous or dangerous conditions/actions on District property and coordinates with the Office of Environmental Health and Safety to abate the hazards.
- Assists in maintaining on-going oversight of the third-party administrator (TPA) that includes, but is not limited to, requesting investigation activities to verify suspicious claims, questioning and resolving discrepancies, monitoring of medical treatment, and reviewing case reserves for adequacy.
- May confer with and assist defense attorneys and may attend mandatory settlement conferences, trials, and hearings.
- Provides courteous and expeditious customer service to administrators, employees, and the general public.
- Reviews and evaluates settlement authority requests and makes recommendations for approval or revision.
- Acts as a Liaison to the Early Return to Work Unit as required.
- May assist in restitution/subrogation activities.
- May review medical bills, disability benefits, and payroll records to ensure compliance and accuracy of the third party administrator.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Workers' Compensation Claims Processing Specialist participates in the claims processing activities of the Workers' Compensation Section.

A Workers' Compensation Claims Processing Supervisor supervises and participates in the claims processing activities of the Workers' Compensation Section.

A Claims Representative arranges for the collection of money in payment for damage or loss caused to District property or vehicles.

SUPERVISION

General supervision is received from a Workers' Compensation Claims Processing Supervisor. Functional supervision may be exercised over assigned clerical personnel.

CLASS QUALIFICATIONS

Knowledge of:

California Labor Code provisions pertaining to workers' compensation
Rules and regulations of the California Division of Industrial Accidents and Workers' Compensation Appeals Board
Standard claims evaluation techniques, references, and settlements
Medical and legal terminology related to workers' compensation claims processing

Ability to:

Analyze, interpret, and apply laws, rules, and regulations pertaining to workers' compensation and occupational health and safety
Analyze individual claims and use judgment and diplomacy in recommending or exercising appropriate action
Write clear, comprehensive, and accurate reports and correspondences
Interpret statistics and make accurate arithmetical computations
Work effectively with District personnel and the public
Operate an office computer
Effectively communicate orally and in writing

ENTRANCE QUALIFICATIONS

Education:

Two years of college, preferably supplemented by courses in workers' compensation, business, school, or public administration, law, or finance. Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis.

Satisfactory completion of at least one course in each of the following areas: Medical Terminology, Workers' Compensation Law, and Permanent Disability Rating is desirable.

Experience:

Two years of experience as a workers' compensation claims adjuster, which must include at least one year of experience regarding workers' compensation claims covered by California law.

or

Two years of experience performing duties that required interpretation, explanation, and application of rules and regulations applicable to workers' compensation, which must include at least one year of experience regarding workers' compensation claims covered by California law.

A Self-Insurance Administrator's Certificate issued by the State of California is desirable.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities or requirements. Requirements are representative of the minimum level of knowledge, skill and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

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