

WORKERS' COMPENSATION SPECIALIST, INTERMEDIATE

KIND OF WORK

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

NATURE AND PURPOSE

Under limited 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; examines compliance with law and assesses penalties and enforces compliance provisions; performs related work as required.

EXAMPLES OF WORK

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.

Examine and evaluate complex and policy-level case decisions referred by junior staff to ensure compliance with the provisions of the 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.

Execute special assignments and projects to improve the operation of the work unit, using assigned techniques and methods.

Evaluate and discuss potential conflicts and disputes involving provisions of the Workers' Compensation laws to encourage more rapid and immediate resolutions of problems, using mediation skills and communication facilitation techniques.

Analyze, evaluate and approve cases or claims for Workers' Compensation benefits, awards, and related administrative actions to audit for compliance with Workers' Compensation law and agency procedures 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.

Mediation and communications facilitation techniques sufficient to effectively initiate and implement conflict resolution activities.

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 under limited supervision to handle technical and administrative decisions and reviews, and interpret and apply Division policy and statute in all but the most complex cases.

Assist in the training and coordination of section work flow, and provide guidance on technical matters to junior members.

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

T.C.:

Rev.: Former Title(s):