

DISPUTE PREVENTION AND RESOLUTION SPECIALIST, INTERMEDIATE

KIND OF WORK

Intermediate professional workers' compensation claim dispute prevention and resolution.

NATURE AND PURPOSE

Under limited supervision, within a work team setting, provides information and intervention assistance on workers' compensation claims to prevent or resolve workers' compensation disputes; performs informal resolution of disputes; issues decisions and orders following review of medical and rehabilitation requests for assistance to resolve disputes; and 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.)

Answers inquiries and correspondence from claimants about their workers' compensation claim via telephone conversations, written correspondence, and interpersonal walk-in consultations by consulting the appropriate computer image claim file and computerized activity log.

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.

Intervenes with insurer or employer on a workers' compensation claim to resolve or prevent a formal dispute with the claimant by reviewing the written or verbal request for assistance and working with the two parties to resolve the problem through telephone conversations or written correspondence.

Issues administrative decisions and orders to claimants and insurers to resolve workers' compensation medical and rehabilitation disputes by evaluating their written submissions (i.e., documents, explanations, medical bills) against the requirements contained in statutes, rules, and case law.

Monitors progress of pre-determined workers' compensation indemnity claims to assure appropriate claim management milestones are met by using computer technology that identify claims meeting prescribed criteria, reviewing the appropriate computer image claim files and activity logs, and contacting claimants and insurers via telephone to obtain updated information on status of claim.

Logs telephone, written, or in-person contacts with employees, insurers, attorneys, employers, and others regarding a specific workers' compensation claim into the computerized claim activity logging system to assure a complete and accurate record of activity on individual claims are maintained.

Collaborates with members of customer assistance team to manage inquiries and dispute resolution for 25% of filed workers' compensation claims by using teaming skills, problem-solving skills, interpersonal skills, and cooperative decision-making.

Speaks in public forums and conducts public outreach to small and large groups to inform customers (i.e., employees, employers) and stakeholders (insurers, unions, attorney, health providers) about requirements of workers' compensation through seminars, workshops, speeches, and personal consultations.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

#### Knowledge of:

Workers' compensation law, rules, case law, and policies sufficient to answer common questions, evaluate disputed issues, and apply authorized dispute resolution strategies (extensive knowledge).

Legal terminology and theory for use in interpreting workers' compensation statutes, rules, case law, and policies (comprehensive knowledge).

Medical terminology, conditions, treatment methods, and treatment parameters sufficient to evaluate reports regarding progress and loss time on a case-by-case basis (comprehensive knowledge).

Rehabilitation and/or retraining plans sufficient to assess progress necessary to demonstrate appropriateness of a particular plan.

Mediation, arbitration, and other alternative dispute resolution methodologies sufficient to conduct informal administrative conferences and mediate disputes over the telephone.

Customer service strategies sufficient to provide negative information to a claimant while making the claimants believe their question, or concern, or problem received satisfactory attention.

Personal computer software applications, including WordPerfect, Novell GroupWise, Windows, and customized applications, sufficient to communicate, store and retrieve data and information, and organize and analyze issues.

Math sufficient to compute and solve 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.

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

#### Skill in:

Communication sufficient to explain complex ideas in verbal and written formats and to facilitate understanding of issues.

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Alternate dispute resolution methodologies (i.e., mediation, arbitration) sufficient to successfully persuade and negotiate resolution of disputed 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 provide timely, accurate responses to inquiries and requests for assistance.

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

Identifying relevant issues and answering claimants questions within five minutes of receiving the inquiry.

Computing and solving complex benefit calculations, using statutory and/or complex case law mathematical formulas, without prior notice.

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

Ability to:

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

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

Compute the appropriate distribution of liability using the correct arithmetic formula provided in statute, rule, or case law.

Meaningfully present workers' compensation, in speeches before small and large gatherings, such that attendees are able to apply the lessons taught.

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.

Est.: 8/95

Rev.:

T.C.:

Former Title(s):