

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV17006
Job Class Code:	410	Salary Schedule:	AREG
EEO Category:	02	Grade:	19
Workers Comp Code:	8742		

Job Code Established:	03/23/95	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Workers' Compensation Insurance Series

JOB CODE TITLE: WORKERS' COMPENSATION INSURANCE CLAIMS PROCESSING SUPERVISOR

HRIS TITLE: WKRS COMP INS CLMS PRCSG SPV

CHARACTERISTICS OF THE CLASS: Works under general direction. Authority to approve/disapprove determinations relative to entitlements, claims awards and petitions for administrative review. No unusual work conditions. Supervises the work activities of Workers' Compensation Claims Specialist relative to the processing of Workers' Compensation claims. Provides technical assistance to staff, carriers or other interested parties. Supervises claims processing relative to claims awards, entitlements and petitions.

EXAMPLES OF DUTIES: Supervises, instructs and counsels subordinates engaged in claims processing and making determinations for claims awards, entitlements and petitions for administrative review. Resolves problems and questions presented by subordinates regarding work processes, policies and procedures. Develops claims processing procedures and makes policy recommendations. Supervises the creation and maintenance of claim files. Reviews loss-of-earning capacity (LEC) award determinations. Oversees research and gathering of evidence and documentation, used as basis for claims actions. Formulates and justifies decisions. Explains claims procedures, rules, regulations and laws to claimants. Supervises the establishment of average monthly wage. Supervises the authorization of compensation and medical benefits, supportive care awards, requests for hearings, change of doctor/leave the state requests, and the scheduling of independent medical examinations and group consultations.

WORK RESULTS/PRODUCTS: Determinations made and claims processed within established timeframes. An efficient and responsive work unit.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: the principles, policies and concepts of workers compensation insurance claims settlement practices; federal/state laws and regulations governing workers compensation claims; supervisory practices; the principles, concepts and practices of governmental management including administrative prerogatives and responsibilities; automated claims management systems; medical fee schedules.

Skill/Ability to: organize and supervise a workers compensation insurance claims processing function and subordinate staff; evaluate, analyze and resolve problems; make determinations regarding entitlements, claims awards and petitions for administrative review; communicate verbally and in writing; interact with claimants, carriers, medical providers, attorneys, employers, claimants' dependents and other interested parties.