Trindel Insurance Fund

Workers' Compensation Insurance Technician

Job Description

DEFINITION: The Workers' Compensation Insurance Technician, under the direct supervision of the Trindel Insurance Fund Director of Workers' Compensation Program, is responsible for the timely initiation of all new injury claims for Member Counties. In addition, the Workers' Compensation Insurance Technician will provide accurate claims processing of all medical-only claims from filing to closure in accordance with Trindel Insurance Fund best practices and state regulation. The Workers' Compensation Insurance Technician will also work closely with Trindel Insurance Fund staff, Member County staff, injured employees, and medical providers.

ESSENTIAL DUTIES (*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*):

1. Evaluate First Reports of Injury and ensure that processing is complete

2. Initiate "Three-Point Contact" with Member County, injured employee and medical provider.

3. Initiate and coordinate timely and accurate processing of new work injury claims.

4. Ensure timely and accurate liability decisions and benefit provision on medical-only injury claims.

5. Provide claims adjusting support to Workers' Comp Director and Claims Adjuster.

6. Proactively manage and control medical only case inventory.

7. Process compensation payments as directed by Director and Claims Adjuster.

8. Authorize medical treatment within his/her authority level.

9. Review, investigate, analyze, and adjust workers' compensation claims in accordance with current laws and regulations.

10. Coordinate case transfer from non-disability claim level to disability claim level with Claims Specialist and Director, when applicable.

11. Stay apprised of current law changes, court rulings, and related matters that might affect the handling of claims.

12. Review progress of claims with members, providing a well documented action plan and acting as a resource for claims questions and guidance.

13. Regularly handles private and proprietary information while maintaining strict confidentiality and protecting from unauthorized disclosure.

14. Will require overnight travel and attending trainings and meetings as necessary.

15. Keep Workers' Compensation Director apprised of any and all claims requiring special attention, or that have extenuating circumstances involved.

16. Perform various routine clerical duties, utilizing standard office equipment to include, but not limited to the following: maintaining calendars; entering information into databases and spreadsheets; making photocopies; faxing documents; typing; and word processing.

17. Perform other duties as assigned by Workers' Compensation Director.

KNOWLEDGE & SKILLS:

1. Knowledge of the entire claims administration, case management and cost containment solutions as applicable to Workers' Compensation rules in California.
2. PC literate, including Microsoft Office (Word, Excel)
3. Effective analytical and interpretive skills
4. Strong organizational & interpersonal skills
5. Ability to work in a team environment
6. Ability to work independently
7. Excellent oral and written communication skills

EDUCATION: Two year degree at an accredited college preferred but not required.

LICENSES: Possession of a current certification as an Experienced Medical-Only Claims Adjuster, and proof of current Post-Designation training.

EXPERIENCE: Three (3) years of Workers' Compensation medical-only claims experience required. Experience working with public entities preferred but not required. .

ENVIRONMENTAL CONDITIONS

The work is performed 95% indoors; 5% outdoors, including walking to and from buildings - vehicles. Driving and walking may involve extreme cold or heat, as well as other seasonal environmental conditions. Offices are generally well lit and well ventilated, and noise level is typical of office with printers and other machinery.

BODY POSITION AND MOVEMENT DEMANDS

	ACTIVITY	WEIGHT	FREQUENCY
SITTING	Most activities are performed sitting at a desk	N/A	Frequently
STANDING	Addressing groups Overlooking operations	N/A	Occasionally
WALKING/CARRYING	from vehicle to office and from office to office carrying files, resource books, etc.	0 - 20 LBS	Frequently/ Occasionally
KNEELING	N/A	N/A	N/A

CROUCHING/STOOPING	To reach bottom drawers	0 - 20 LBS	Occasionally
SQUATTING	To reach bottom drawers	0 - 20 LBS	Occasionally
CRAWLING	N/A	N/A	N/A
TWISTING	To reach items	0 - 20LBS	Occasionally
REACHING	Above shoulder level: to retrieve files, resources	0 - 20LBS	Occasionally
	At shoulder level: to retrieve items on desk, in files	0 - 20LBS	Occasionally
	Below shoulder level: to retrieve items in desk, files	0 - 20LBS	Occasionally
PUSHING/PULLING	Open/closing drawers	0 - 20LBS	Occasionally
CLIMBING	May climb stairs to work site, meetings, travel	0 - 20LBS	Occasionally

COMBINATION OF ACTIVITIES

The physical activities reported regarding body position and movement demands of essential functions are based on observation and conversation with employees performing those functions. These movements represent the manner in which these essential functions are currently performed. It is possible that these positions may be performed in an alternate manner without changing the essential nature of the function. Analysis of the impact of differing methods will need to be conducted to determine whether this is an essential function movement.

A determination of the availability of reasonable accommodations will include consideration of the qualified applicant's disability and its impact on the essential functions of the above position.