

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Claims Examiner

SERIES NO.:

1679

MAJOR AGENCIES:

Industrial Commission only

EFFECTIVE DATE:

2/10/2013

SERIES PURPOSE:

The purpose of the claims examiner occupation is to process all types & combinations of claims for workers' compensation benefits & to ensure that claims are processed promptly, correctly & in compliance with established eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims.

The class levels progress in relation to the complexity of the claims being processed & not in relation to the location or size of the claims office.

At the lower levels, incumbents conduct preliminary examining reviews & perform initial claims processing duties.

At the higher levels, incumbents conduct examination of medical & more technical claims & act as lead worker of lower level claims examiners.

At the supervisory level, incumbents direct overall claims activity & supervise claims examiners & support staff in all phases of workers' compensation claims operation.

Glossary: The following terms are to be interpreted as defined wherever they appear in this document.

District Office: Small offices located in Cambridge, Dayton, Lima, Logan, Mansfield, Portsmouth and Youngstown that are serviced by a larger regional office.

Regional Office: Large offices located in Akron, Cleveland, Cincinnati, Columbus and Toledo that service one or two smaller district offices.

CLASS TITLE

Claims Examiner 1

CLASS NUMBER

16791

PAY RANGE

26

EFFECTIVE

11/18/2012

CLASS CONCEPT:

The entry level class works under general supervision & requires some knowledge of workers' compensation benefits in order to conduct initial claims examining reviews & perform initial claims processing duties.

CLASS TITLE

Claims Examiner 2

CLASS NUMBER

16792

PAY RANGE

27

EFFECTIVE

11/18/2012

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of workers' compensation benefits in order to process routine claims for workers' compensation benefits.

CLASS TITLE

Claims Examiner 3

CLASS NUMBER

16793

PAY RANGE

28

EFFECTIVE

2/10/2013

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims in order to process complex &/or difficult claims (e.g., medical authorization claims, claims returned from hearing process).

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Claims Examiner 4	16794	29	11/18/2012

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process claims for workers' compensation benefits in order to process the most difficult workers' compensation claims (e.g., risk, multiple employers, indexing, docketing issues) & serve as lead worker (i.e., provide work direction & training to personnel in assigned claims unit on daily basis in examining & processing all types & combinations of workers' compensation claims & claim files).

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Claims Examiner Supervisor	16796	11	09/23/2012

CLASS CONCEPT:

The supervisory level class works under general direction & requires thorough knowledge of agency, state & federal laws, rules, regulations, policies & procedures governing eligibility criteria & processing of workers' compensation claims in order to direct overall claims activity in district office or assigned section or sections in central office or support manager in regional office & supervises performance of claims examiners & subordinate support staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Claims Examiner 1	16791	09	11/18/2012	26

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts initial review & performs initial claim processing duties in accordance with established laws, rules, policies & procedures (e.g., allowance, permanent partial, appeal & lump sum settlements). Reviews claim documents & images (e.g., appeals, motions, correspondence) to determine hearing issues & levels, filing & order dates, claim allowances, involved parties, etc. Re-indexes documents to ensure an accurate hearing folder; prepares scanning batches; separates incoming pages into documents with or without attachments by reviewing content, action necessary & previous scanning indicators; scans documents.

Handles telephone or in-person inquiries from public or department personnel concerning status of claims, action being taken on claim file, extension of compensation or medical payments made or not made; distributes warrants; screens appeal claims to determine whether necessary action is based on decision from first or second level of appeal & routes claim accordingly for further processing.

Uses Commission Adjudication System (i.e., CAS) & Enterprise Content Management (i.e., ECM) to receive, locate or send claim files.

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria & procedures used for processing workers' compensation claims*; office practices & procedures*; addition, subtraction, multiplication, division, fractions, decimals & percentages. Skill in operation of personal computer. Ability to deal with problems involving several variables within familiar context; gather, collate & classify information about data, people or things; handle routine inquiries from & contacts with injured workers, employers, providers or their representatives & public; prepare standard reports.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages & in reading, writing & speaking common English vocabulary.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Claims Examiner 2	16792	09	11/18/2012	27

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Processes routine claims for workers' compensation benefits according to workers' compensation law, Industrial Commission rules & regulations & established agency policy & procedures (e.g., processes claims of workers who have been injured; reviews claim issues & analyzes all facts, relevant laws, rules, policies & procedures to prepare claim issues for hearing); operates Commission Adjudication System (i.e., CAS), Enterprise Content Management (i.e., ECM) & Bureau of Workers' Compensation (i.e., BWC) applications (e.g., reviews relevant documents, identifies pertinent data, analyzes prior decisions & organizes the electronic hearing folder for use by all related parties); records & proofreads documents/data for accuracy; re-indexes documents in ECM prior to hearing; re-examines docketed claims to verify hearing information is complete & accurate; schedules independent medical exams with specialist or initial medical exams for Permanent Total (i.e., PT) issues; prepares medical packets for examination.

Handles telephone, written or in-person inquiries from public or commission personnel concerning status of claim & claim processing procedures; requests necessary additional information from medical service providers, employers, claimants & representatives; locates requested claim files.

Updates medical evidence on statement of facts; prepares summaries & monthly reports; maintains daily log & files; mails medical packets & notices; sorts mail.

MAJOR WORKER CHARACTERISTICS:

Knowledge of interviewing*; eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims*; addition, subtraction, multiplication, division, fractions, decimals & percentages; English grammar; oral & written business communication; office practices & procedures*. Skill in operation of personal computer. Ability to deal with problems involving several variables within familiar context; apply principles to solve practical everyday problems; gather, collate & classify information about data, people or things; handle routine inquiries from & contacts with injured workers, medical providers, employers, or their representatives; complete routine forms & prepare standard reports.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages & in reading, writing & speaking common English vocabulary; 3 mos. trg. or 3 mos. exp. in office practices & procedures.

-Or 6 mos. exp. as Claims Examiner 1, 16791.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Claims Examiner 3	16793	09	2/10/2013	28

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Processes complex &/or difficult claims for workers' compensation benefits according to workers' compensation law, Industrial Commission rules & regulations & established agency policy & procedures (e.g., processes claims that are returned from formal hearing process; verifies eligibility by reviewing workers' compensation file; reviews difficult claim files, interprets legal orders to determine on what issues injured worker will be examined & sets up independent medical examinations for injured worker with specialists to determine extent of disability & prepares medical packet); refers Permanent Total (i.e., PT) issues for tentative order; writes & reviews statement of facts to ensure inclusion of all allowed conditions, injury, benefits, history, wages, etc.; reviews medical reports for accuracy; prepares addendum requests; processes medical reports for hearing & mails documents to parties; assists in accuracy checks of claims.

Interviews claimants, employees & other parties by telephone, correspondence or in-house to obtain additional information; notifies all interested parties of claims decisions; answers telephone or written inquiries; corresponds with physician to obtain clarification of medical report.

Performs related clerical duties (e.g., uses Commission Adjudication System (i.e., CAS), Enterprise Content Management (i.e., ECM/WorkFlow), Industrial Commission Online Network (i.e., ICON); checks for bills paid or not paid, location of claims & accuracy of information; prepares reports of work activities; types & maintains files).

MAJOR WORKER CHARACTERISTICS:

Knowledge of interviewing*; eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims; addition, subtraction, multiplication, division, fractions, decimals & percentages; English grammar; oral & written business communication. Skill in operation of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; apply principles to solve practical, everyday problems; communicate effectively & professionally with injured workers, medical providers, employers, or their representatives; read & understand medical reference manuals; write clear, concise, accurate & professional correspondence & reports; gather, collate & classify information about data, people or things.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages & in reading, writing & speaking common English vocabulary; 6 mos. trg. or 6 mos. exp. in examining claims, eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims; 3 mos. trg. or 3 mos. exp. in medical terminology.

-Or 6 mos. exp. as Claims Examiner 2, 16792.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Claims Examiner 4	16794	09	11/18/2012	29

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Examines & processes the most difficult workers' compensation claims (e.g., risk, multiple employers, indexing & docketing issues) according to workers' compensation law, Industrial Commission rules & regulations & established agency policy & procedures; serves as lead worker by providing work direction, technical assistance, accuracy checks (i.e., review of lower level claims examiner work product for accuracy) & training to personnel in assigned claims unit on daily basis to ensure that workers' compensation claims & claim files are processed promptly & correctly & acts in absence of unit supervisor.

Coordinates claims activities with other related functions &/or personnel; examines & processes variety of claims & claim files; analyzes information & makes necessary corrections; makes recommendations to immediate supervisor on training & new procedures which impact unit.

Interviews claimants &/or authorized parties to obtain needed information relative to processing claims; answers telephone, written or in-person inquiries from claimants, employers, providers &/or their representatives concerning claim processing or appeal & hearing process; contacts physicians regarding medical examination reports.

Prepares operational & accuracy reports concerning work activities of unit; establishes & assures maintenance of claim files & all records pertaining to claim files; reviews claim files for accuracy of data after hearings & updates computer file with new or changed information, including quarterly review of statement of facts; attends meetings. Uses Industrial Commission computer programs to perform related duties.

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims; interviewing; employee training & development*; supervisory principles/techniques*; public relations*. Skill in operation of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; communicate effectively & professionally with injured workers, medical providers, employers, or their representatives; read & understand medical reference manuals; complete clear, concise & accurate professional correspondence & reports; gather, collate & classify information about data, people or things; handle sensitive telephone & face-to-face inquiries &/or contacts with claimants, employers, providers or general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in examining claims, eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims; 3 mos. trg. or 3 mos. exp. in interviewing.

-Or 6 mos. exp. as Claims Examiner 3, 16793.

-Or 12 mos. exp. as Claims Examiner 2, 16792.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Claims Examiner Supervisor	16796	EX	09/23/2012	11

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Directs overall claims activity in district office or assigned section or sections in central office or supports manager in regional office & supervises performance of subordinate claims examiners & support staff in all phases of workers' compensation claims operation (e.g., designs & supervises implementation of procedures & instructs personnel in claims processing procedures to insure staff maintains working knowledge of & compliance with applicable agency, state &/or federal laws, rules, regulations, policies & procedures or policy changes or procedure updates; conducts training sessions in all phases of claims & appeal operations; coordinates special, difficult & complex claims examining & resolves problems; processes claims; coordinates claims functions with other agencies; advises regional director, assistant regional director or department director of procedural changes necessary to improve operations & assists in policy & procedure development & implementation).

Schedules, plans & moderates monthly claims examining meeting; participates in various community & civic meetings & projects to develop community understanding of workers' compensation program & addresses employee & labor groups regarding workers' compensation law; participates in management seminars; investigates complaints from all interested parties as well as other government officials to ensure impartial & uniform resolution to claims processing problems.

Maintains daily, weekly & monthly production reports; collates & receives overall office performance by analyzing statistics contained in regular monthly reports; completes correspondence; checks claims records & claims orders for accuracy & completeness.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency, state &/or federal laws, rules, regulations, codes, policies &/or procedures governing eligibility criteria & processing of workers' compensation claims; English grammar; oral & written business communication; supervisory principles/ techniques; employee training & development*; interviewing*; public relations; office management*. Skill in operation of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read & understand medical reference manuals; proofread technical materials, recognize errors & make corrections; prepare clear, concise, professional & accurate correspondence & reports; handle sensitive inquiries from & contacts with injured workers, medical providers, employers, their representatives & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 yrs. trg. or 3 yrs. exp. in workers' compensation claims processing operation, 6 mos. of which had to have been as supervisor or lead worker.

- Or in District Offices, 3 yrs exp. as Claims Examiner 2, 16792 or 30 mos. as Claims Examiner 3, 16793.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.