

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

Claims Examiner

SERIES NO.:

1679

MAJOR AGENCIES:

Industrial Commission only

EFFECTIVE DATE:

09/23/2012

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 examinations of medical & more technical claims and 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

01/09/2005

CLASS CONCEPT:

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

CLASS TITLE

Claims Examiner 2

CLASS NUMBER

16792

PAY RANGE

27

EFFECTIVE

11/17/1991

CLASS CONCEPT:

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

CLASS TITLE

Claims Examiner 3

CLASS NUMBER

16793

PAY RANGE

28

EFFECTIVE

11/17/1991

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 more complex &/or problem claims (e.g., medical authorization claims, claims returned from hearing process, verifies eligibility of referrals for rehabilitation, reviews & examines black lung claims).

CLASS TITLE

Claims Examiner 4

CLASS NUMBER

16794

PAY RANGE

29

EFFECTIVE

11/17/1991

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 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 Specialist	16795	30	11/17/1991

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of agency, state & federal laws, rules, regulations, codes, policies & procedures governing eligibility criteria & processing of workers' compensation claims in order to provide technical assistance to both central office & district office personnel in mechanics & all phases of workers' compensation programs & operations.

<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	01/09/2005	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 first review & performs initial claim processing duties in accordance with established laws, rules, policies & procedures (e.g., processes applications filed for new industrial injuries received on job to determine compensability of all newly filed medical only claims, determines payment &/or denial of all subsequent bills & determines allowance of requests for outpatient surgery at hospital or allowance of tests for special treatment or care requested by medical provider; reviews claim awards to compute amount & checks for clerical accuracy, reissues cancelled warrants & determines balance & biweekly payments for data processing; calculates total medical & compensation benefits paid in claimants file & routes for further processing based on contents of claim file; reviews all claims submitted to legal section to make determination as to whether claimant is entitled to further compensation; reviews & processes lump sum payment awards to determine eligibility & to authorize payments to attorneys for services to injured claimants).

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.

Types & prepares forms & reports regarding claims processed (e.g., forms to make corrections in payment, activity reports reflecting number of claims processed, control sheets); gathers data for statistical reports; uses CRT 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. Skills in typing. Ability to deal with problems involving several variables within familiar context; 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; 1 course or 3 mos. exp. in typing.

-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	11/17/1991	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 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 disabled, their employer & medical provider in all aspects of workers' compensation law; produces written orders for payments of compensation & medical expenses, reviews supplemental reports from physicians to determine if additional compensation is payable & reviews claims in cases of overpayment for adjustment; reviews & processes lump sum payment awards for miscellaneous bills & makes corrections in payments; reviews claims to be prepared for hearing before commission & completes worksheets for hearing officer; screens claims for medical examination or treatment).

Handles telephoned, written or in-person inquiries from public or departmental personnel concerning status of claim & claim processing procedures; requests necessary additional information from medical service providers, employers, claimants & investigators; locates requested claim files; reviews impartial physician reports to determine whether all questions have been approved.

Types &/or reviews typed reports; determines proper wording on commission orders; prepares summaries & monthly reports; maintains daily log & files; prepares hearing docket & mails out notices; sorts mail; uses CRT to receive, send & locate information pertaining to claims.

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; office practices & procedures. 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.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages & in reading, writing or 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	11/17/1991	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 more complex &/or problem 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 by district hearing officer or regional board to include claims of injured & deceased workers & their dependents; verifies eligibility of referrals to rehabilitation services by reviewing workers' compensation file, preparing rehabilitation file & assigning claim file to consultants & nurses for services; reviews problem claim files, interprets legal orders to determine on what issues claimant will be examined & sets up independent medical examinations for claimants with specialists to determine extent of disability; reviews & examines black lung claims regarding payments of medical & black lung awards).

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

Performs related clerical duties (e.g., checks on CRT for bills paid or not paid, location of claims & accuracy of information; assists with yearly file purge or yearly file inventory; 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. Ability to apply principles to solve practical, everyday problems; write meaningful, concise & accurate 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 or speaking common English vocabulary; 6 mos. trg. or 6 mos. exp. in eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims.

-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	11/17/1991	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 all types & combinations of workers' compensation claims & claim files (e.g., permanent partial, permanent total, temporary partial, medical authorizations, lost time, lump sum, death, special hearing orders, self-insuring employer's claims) according to workers' compensation law, industrial commission rules & regulations & established agency policy & procedures, serves as lead worker by providing work direction, technical assistance & training to personnel in assigned claims unit on daily basis to insure 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 & authorizes payments & services; analyzes information & makes necessary corrections, amendments & adjustments on original orders; performs on-going review of workers' compensation law & revisions; 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 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 changes information; attends meetings.

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*. Ability to define problems, collect data, establish facts & draw valid conclusions; complete meaningful, concise & accurate 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 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 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 Specialist	16795	09	11/17/1991	30

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.)

Provides technical assistance to central office sections & district office personnel in mechanics & all phases of workers' compensation programs (e.g., assists in developing methods to accommodate new programs & assists in development of policies & procedures to implement entitlement & payment of benefits according to federal & state law & regulations relating to workers' compensation; assists management with coordinating claim file flow to examining areas; assists in design & development of operating forms & record maintenance systems & develops instructions for use by claims operations).

Reviews & evaluates district office claims operations; recommends measures to improve operations & correct inadequacies; advises on special problems; interviews claimants, employers & providers concerning problem cases; reviews unresolved complex claims from district offices & provides solutions.

Appraises training needs & assists in development of on-job training programs; conducts formal training for district office claims personnel; conducts public relations activities (e.g., seminars, workshops for labor & management groups, delivers speeches & makes public appearances).

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process workers' compensation claims; employee training & development; interviewing; public relations; office management*. Ability to define problems, collect data, establish facts & draw valid conclusions; proofread complex materials, recognize errors & make corrections; prepare & deliver speeches & seminars for specialized audiences.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. exp. as Claims Examiner 4, 16794.

-Or 18 mos. exp. 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.

<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.