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| STATE OF OHIO (DAS)<br>CLASSIFICATION<br>SPECIFICATION | <b><u>CLASSIFICATION SERIES</u></b><br>Disability Claims                | <b><u>SERIES NUMBER</u></b><br>1676   |
|  | <b><u>MAJOR AGENCIES</u></b><br>Rehabilitation Services Commission Only | <b><u>EFFECTIVE</u></b><br>03/12/2006 |

**SERIES PURPOSE**

The purpose of the disability claims occupation is to adjudicate claims for social security disability insurance (SSDI) and supplemental security income (SSI) benefits for initial & reconsideration disability claims.

At the entry level, incumbents perform initial case development activities.

At the lower levels, incumbents receive training in &/or develop, evaluate & adjudicate initial & reconsideration disability claims.

At the middle levels, incumbents perform tasks in specialty areas (e.g., claim continuance or cessation, quality assurance, training, policy & procedure development, hearings).

At the supervisory level, incumbents supervise disability claims staff & direct activities of disability claims unit or disability hearings unit.

At the managerial levels, incumbents manage case operations within assigned area of state (i.e., one of six areas) or coordinate & direct designated disability claims adjudication activities within state or plans, executes, controls & evaluates disability hearings for entire state & supervise assigned staff in either option.

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|--|-------------------------------------|-------------------------------|---------------------------------------|
| <b><u>CLASS TITLE</u></b><br>Disability Claims Development Analyst | <b><u>CLASS NUMBER</u></b><br>16760 | <b><u>PAY RANGE</u></b><br>28 | <b><u>EFFECTIVE</u></b><br>03/12/2006 |
|--|-------------------------------------|-------------------------------|---------------------------------------|

**CLASS CONCEPT**

The entry level class works under close supervision & requires working knowledge of disability claim development procedures, social security law, structure, procedures & regulations & medical terminology, diseases & disabling conditions in order to develop initial case documentation & information for social security disability insurance claims (i.e., review incoming social security disability claims to determine if necessary information is included such as medical treatment sources & vocational history & request additional information if documentation is incomplete).

|   |                                     |                               |                                       |
|---|-------------------------------------|-------------------------------|---------------------------------------|
| <b><u>CLASS TITLE</u></b><br>Disability Claim Adjudicator 1 | <b><u>CLASS NUMBER</u></b><br>16761 | <b><u>PAY RANGE</u></b><br>28 | <b><u>EFFECTIVE</u></b><br>12/12/1999 |
|---|-------------------------------------|-------------------------------|---------------------------------------|

**CLASS CONCEPT**

The entry & developmental level class works under close supervision & requires working knowledge of disability claim development procedures, social security law, structure, procedures & regulations & medical terminology, diseases & disabling conditions in order to receive training in & develop, evaluate & adjudicate claims for social security disability insurance benefits.

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| <b><u>CLASS TITLE</u></b><br>Disability Claim Adjudicator 2 | <b><u>CLASS NUMBER</u></b><br>16762 | <b><u>PAY RANGE</u></b><br>30 | <b><u>EFFECTIVE</u></b><br>07/01/2003 |
|---|-------------------------------------|-------------------------------|---------------------------------------|

**CLASS CONCEPT**

The full performance level class works under general supervision & requires considerable knowledge of social security administration rules & guidelines in order to develop, evaluate & adjudicate initial & reconsideration claims for social security disability insurance & supplemental security income disability benefits, independently &/or under guidance from supervisor, orders consultative examinations by medical specialists when necessary.

| <u>CLASS TITLE</u>             | <u>CLASS NUMBER</u> | <u>PAY RANGE</u> | <u>EFFECTIVE</u> |
|--------------------------------|---------------------|------------------|------------------|
| Disability Claim Adjudicator 3 | 16763               | 31               | 06/26/1994       |

**CLASS CONCEPT**

The full performance level class works under general supervision & requires considerable knowledge of disability claim development procedures, social security law, structure, procedures & regulations & medical terminology, diseases & disabling conditions in order to re-examine claims in payment status to determine continuance or cessation of disability benefits.

| <u>CLASS TITLE</u>           | <u>CLASS NUMBER</u> | <u>PAY RANGE</u> | <u>EFFECTIVE</u> |
|------------------------------|---------------------|------------------|------------------|
| Disability Claims Specialist | 16764               | 32               | 06/26/1994       |

**CLASS CONCEPT**

The advanced level class works under general supervision & requires thorough knowledge of disability claim development procedures, social security law, structure, procedures & regulations, medical terminology, diseases & disabling conditions & when applicable to assigned area, employee training & development or hearing process & procedures in order to perform specialized & technical tasks in one of the following assigned areas: quality assurance or disability claims program specialist, training, policy & procedure development or hearings.

| <u>CLASS TITLE</u>           | <u>CLASS NUMBER</u> | <u>PAY RANGE</u> | <u>EFFECTIVE</u> |
|------------------------------|---------------------|------------------|------------------|
| Disability Claims Supervisor | 16767               | 13               | 06/18/2000       |

**CLASS CONCEPT**

The supervisory level class works under general supervision & requires considerable knowledge of agency & social security laws & regulations governing disability claims procedures, process & programs, supervisory & program management principles/techniques &, when applicable to assigned unit, hearing process in order to supervise assigned staff & direct activities of disability evaluation unit or disability hearing unit or quality assurance unit, or to serve as manager to develop & implement policies & procedures to plan, evaluate & monitor assigned bureau program.

| <u>CLASS TITLE</u>        | <u>CLASS NUMBER</u> | <u>PAY RANGE</u> | <u>EFFECTIVE</u> |
|---------------------------|---------------------|------------------|------------------|
| Disability Claims Manager | 16768               | 15               | 06/18/2000       |

**CLASS CONCEPT**

The first managerial level class works under general direction & requires thorough knowledge of agency & social security laws & regulations governing disability claims procedures, process & programs, supervisory & program management principles/techniques, budgeting & public relations in order direct operations of social security disability programs in large geographic area of state (e.g., Cleveland area, Cincinnati area, northeast region, northwest region, central Ohio or southeast region), analyzes & manage all aspects of case operations (i.e., line unit functions, cost effectiveness of medical expenditures, program efficiency in terms of quantity/quality evaluation), supervise assigned disability claims supervisors & coordinate activities within large area of state, or manage specific statewide program (e.g., disability claims hearings program, physician &/or staff quality assurance, training, policy & procedures), formulate & implement policy & procedures & supervise assigned disability claims supervisors.

| <u>CLASS TITLE</u>              | <u>CLASS NUMBER</u> | <u>PAY RANGE</u> | <u>EFFECTIVE</u> |
|---------------------------------|---------------------|------------------|------------------|
| Disability Claims Administrator | 16769               | 16               | 06/18/2000       |

**CLASS CONCEPT**

The second managerial level class works under administrative direction & requires extensive knowledge of agency & social security laws & regulations governing disability claims procedures, process & programs, supervisory & program management principles/techniques, budgeting & when applicable to specialty area, hearing process & procedures in order to coordinate & direct disability claims adjudication activities in one or more geographic areas of state, manages critical caseload factors of production, quality of product & cost effectiveness, timeliness of work flow & oversee disability caseload functions of disability claims manager(s) & supervise assigned staff; or plan, execute, control & evaluate disability hearings program for entire state (i.e., provide executive direction through network of hearing units which provide face-to-face hearings to claimants requesting reconsideration of prior medical cessation determination & supervise

assigned staff); or direct central office section with statewide responsibility for major bureau operation (e.g., medical services or bureau management which include budgeting, administrative evaluation & review & support operations & supervise assigned staff in all options.

| <u>CLASS TITLE</u>                    | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|---------------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Development Analyst | 16760               | 14           | 03/12/2006       | 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.)**

Develops initial case documentation & information for social security disability insurance claims (i.e., reviews incoming social security disability claims to determine if necessary information is included such as medical treatment sources & vocational history & requests additional information if documentation is incomplete) (e.g., based upon claimant's allegation & date of onset, evaluates claim to determine that medical evidence covers the complete period of alleged treatment &/or completeness of vocational history information).

Contacts claimants by telephone or letter to clarify incomplete information, such as treatment for alleged conditions, dates of treatment, record numbers, vocational history &/or any other necessary information, educates claimant regarding course & development of claim; contacts physicians, as needed, to verify mailing address, specialty & dates of treatment; consults guidebooks for requesting medical evidence to ensure requests for medical evidence are accurately addressed.

Compiles record of contacts for case folder & electronic worksheet; determines appropriate forms & questionnaires to send to treating physician based on physician's specialty, preference & treatment provided; completes necessary forms to request medical evidence from hospitals & institutions; determines need to request information from Social Security Administration's computerized system related to previous claim decisions & consults with unit supervisor.

Refers address changes to supervisor for updates to vendor file & guidebook; prepares weekly report of cases assigned & developed; prepares & processes mail & records.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of disability claim development procedures\*; social security law, structure, procedures & regulations\*; vocational rules\*; general psychology; natural & physical sciences (e.g., biology, anatomy, physiology); abnormal psychology; psychological testing & measurement\*; behavior & human motivation assessment\*; personality theories\*; sociology; body systems/functions & disorders\*; diseases & disabling conditions\*; economic & vocational analysis\*; clinical & laboratory procedures\*; public relations; interviewing techniques. Ability to gather, collate & classify information about data, people or things; interpret variety of technical material in medical reports & disability claims; use proper research methods in gathering data; work & maintain composure & flexibility under extreme pressure, anxiety & job related stress; work in cooperation with all levels of government structure, medical community & disabled & emotionally disturbed individuals.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Per OCSEA/AFSCME Local 11 Appendix Q dated 01/19/06, completion of associate degree in sociology, psychology, social work, special education, nursing, communications, business or other human services/medical related field or other closely related field.

-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> |
|---------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Adjudicator 1 | 16761               | 14           | 12/12/1999       | 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.)**

Receives training in & develops, evaluates & adjudicates claims for social security disability insurance benefits (i.e., identifies & analyzes allegations & issues relating to claimant's medical status, researches & investigates & secures medical & vocational evidence & evaluates relevancy, consistency, accuracy & reliability of evidence).

Interviews claimants & consults with physicians & health care facilities to obtain pertinent facts, assesses severity of impairment, on-set date, ability to engage in substantial gainful work activity & eligibility for vocational rehabilitation services & makes appropriate referral.

Writes case determinations & rationales summarizing pertinent evidence related to claimant's functional status & benefit eligibility under social security regulations.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of disability claim development procedures\*; social security law, structure, procedures & regulations\*; vocational rules\*; general psychology; natural & physical sciences (e.g., biology, anatomy, physiology); abnormal psychology; psychological testing & measurement\*; behavior & human motivation assessment\*; personality theories\*; sociology; body systems/functions & disorders\*; diseases & disabling conditions\*; economic & vocational analysis\*; clinical & laboratory procedures\*; public relations; interviewing techniques. Ability to interpret variety of technical material in medical reports & disability claims; research & investigate; work & maintain composure & flexibility under extreme pressure, anxiety & job related stress; work in cooperation with all levels of government structure, medical community & disabled & emotionally disturbed individuals.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, criminology, pre-medicine, special education), public relations, public administration, business administration, communications or closely related field.

-Or 12 mos. exp. in adjudication of social security disability benefit claims for another state jurisdiction or federal component of social security administration.

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

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

12 wks. on-job training class. Upon completion of 12 mos. of service as Disability Claims Adjudicator 1, 16761, employees will automatically be reassigned to Disabilities Claims Adjudicator 2, 16762.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.

| <u>CLASS TITLE</u>              | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|---------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Adjudicator 2 | 16762               | 14           | 07/01/2003       | 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.)**

Develops, evaluates & adjudicates initial & reconsideration claims for social security disability insurance & supplemental security income disability benefits (e.g., researches & secures medical & vocational evidence & evaluates relevancy, consistency & accuracy of evidence, communicates by telephone, e-mail & fax with claimants, physicians, hospitals, medical facilities, local government employees, attorneys, social workers & employers concerning status of claims), independently &/or under guidance from supervisor, orders consultative examinations by medical specialists when necessary.

Assesses if severity of impairment meets or equals government listings, on-set date, ability to engage in substantial gainful work activity & eligibility for vocational rehabilitation services & makes appropriate referral.

Reviews medical records, consultative examination reports & completes various forms; writes letters, personalized decision notices (PDNs) & rationales supporting conclusions related to claimant's functional status & benefit eligibility under social security regulations.

Provides guidance to lower-level disability claims adjudicators; assists with special projects & program evaluation/assessment; attends unit staff meetings & lectures or training.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of disability claim development procedures; social security law, program operations manual\*, HIPAA privacy act\*, structure, procedures & regulations; vocational rules; general psychology; natural & physical sciences (e.g., biology, anatomy, physiology); abnormal psychology; psychological testing & measurement; behavior & human motivation assessment; personality theories; sociology; body systems/functions & disorders; diseases & disabling conditions; economic & vocational analysis; clinical & laboratory procedures; human relations; interviewing techniques. Skill in use of personal computer, fax\*, copier\* & multi-line telephone\*. Ability to interpret variety of complex technical material in medical reports & disability claims; research & investigate; develop complex reports & position papers; gather, collate & classify information about data, people or things; work & maintain composure & flexibility under extreme pressure, anxiety & job related stress; communicates by telephone, e-mail & fax with all levels of government structure, medical community, attorneys & disabled & emotionally disturbed individuals.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, health, pre-medicine, special education, public relations, public administration, business administration, communications or closely related field) & 12 mos. Exp. In adjudication of disability benefit claims for social security disability insurance program in other state jurisdiction or federal components of social security administration.

-Or 12 mos. exp. as Disability Claims Adjudicator 1, 16761.

-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:**

Exposed to human & office equipment noise & tight confined work area; exposed to claimants that are often angry or irritable over denied claims .

| <u>CLASS TITLE</u>              | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|---------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Adjudicator 3 | 16763               | 14           | 06/26/1994       | 31               |

**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.)**

Re-examines claims in payment status to determine continuance or cessation of social security disability benefits (i.e., bring claim file up to date & reviews relevant vocational & medical factors of claim) (e.g., age of claimant, education, training, work experience, residual impairment).

Reviews previously denied claims to insure all evidence, including newly developed, is considered & affirms or reserves prior determination.

Prepares pre-hearing review & evaluation of claim development on claims in appellate status.

Performs initial claims adjudication duties when assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of disability claim development procedures; social security laws & regulations; vocational rules; natural & physical sciences (e.g., biology, anatomy, physiology); general psychology; abnormal psychology; sociology; body systems/functions & disorders; diseases & disabling conditions; clinical & laboratory procedures; economic & vocational analysis; psychological testing & measurement; personality theories; behavior & human motivation assessment; prior court decisions & legal precedents\*. Ability to write quasi-legal abstracts, case histories & reviews; work independently.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. in adjudicating disability benefit claims for social security disability insurance program in other state jurisdiction or federal components of social security administration.

-Or 12 mos. exp. as Disability Claims Adjudicator 2, 16762.

-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> |
|------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Specialist | 16764               | 14           | 06/26/1994       | 32               |

**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.)**

Performs specialized & technical tasks in one of following areas, quality assurance (i.e., reviews & analyzes disability insurance claims in regard to development, adjudicative & technical performance & program compliance), disability program specialist (i.e., consults with & advises disability claims adjudicators on evaluation & adjudication issues & technical, medical & vocational matters & instructs adjudicators on difficult or unique problem situations such as evaluating probability & propensity of transferable job skills, re-employment & functional loss as it related to vocational matters), training (i.e., prepares, conducts & revises training sessions relating to social security laws & regulations, medical issues & vocational factors for disability claims adjudicator 1s & on-going training for disability claims adjudicator 1s & 2s), policy & procedure development (i.e., develops, designs & coordinates all bureau of disability determination policies & procedures) or hearings (i.e., conducts face-to-face hearings with people &/or their representatives appealing determinations terminating benefits & reviews claims folders & evidence presented at hearing) in accordance with established procedures.

Performs tasks related to assigned area (e.g., prepares monthly reports, reports on special training & studies performed & conducts training for physicians & medical specialists & monitors quality of medical services provided; trains disability claims adjudicators where weaknesses are identified, serves as acting unit supervisor, provides in-service training for physicians & medical specialists, monitors quality of medical services provided & makes recommendations for improving doctor training; plans & coordinates field visits to medical facilities & business organizations; maintains, updates & monitors training materials & supplies & prepares & conducts training for clerical staff; assists in interpreting & implementing program, problem situations & evaluating policies & transmits policies to staff; makes & notifies claimant of final disability determination following hearing).

Provides technical assistance to technicians & supervisors; monitors case actions where service deficiencies exist & makes recommendations to resolve them; oversees & directs disability claims adjudicator 1s while in training; provides information regarding appeals process to claimants, representatives &/or general public & performs regular claims adjudication duties & carries normal caseload responsibilities &/or assists in other aspects of operation when assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of disability claims development procedures; social security laws & regulations; vocational rules; diseases & disabling conditions; disability claims management\*; employee training & development\*; public relations\*; interviewing\*; counseling\*. Ability to interpret extensive variety of technical, medical & vocational material; use statistical analysis; prepare & deliver speeches; handle sensitive inquiries from & contacts with officials & general public; write &/or edit technical, medical & vocational information.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

30 mos. exp. in adjudicating disability benefit claims (i.e., to include initial, reconsideration & continuing disability reviews) for social security disability insurance program in other state jurisdiction or federal components of social security administration.

-Or 12 mos. exp. as Disability Claims Adjudicator 3, 16763.

-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:**

May require travel.

| <u>CLASS TITLE</u>           | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Supervisor | 16767               | EX           | 06/18/2000       | 13               |

**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.)**

Supervises assigned staff (e.g., disability claims adjudicators 1 & 2 &/or 3) & directs activities of disability evaluation unit (i.e., supervises unit in conducting timely & accurate medical/vocational investigations rendering objective decisions on claimant eligibility for social security benefits, reviews unit operations for administrative performance & compliance with federal & state program requirements, monitors case actions, identifies problems & initiates corrective action & gives instruction in program evaluation & review processes), or disability hearings unit (i.e., coordinates activities of professional & support staff engaged in processing disability hearing claims, makes case assignments, oversees scheduling of hearings, reviews work & decisions of hearing officers & monitors performance of hearing officers during hearings), or quality assurance unit (i.e., supervises disability claims specialists in evaluation of claims processing & development of policy & procedures, or serves as manager to develop & implement policies & procedures to plan, evaluate & monitor assigned bureau program (e.g., vendors providing consultative medical & psychological services to bureau in assigned area of state).

Reviews, amends & authorizes consultative examination expenditures for purchase of testing & determines whether such conforms to agency budgetary limits; reviews agency physicians' medical cases & makes evaluation for adherence to program guidelines or evaluates services provided by medical & psychological staff; ensures services are provided in accordance with rules & regulations of social security administration; initiates corrective action as needed; conducts on-site visits; recruits physicians, establishes fee schedules & develops contractual agreements.

Compiles, collates & analyzes program & performance data & current trends & prepares reports on individual staff & unit &/or medical/psychological service provider performance, detailed claim issues, claims development, accuracy & staff training programs, coordinates unit activities with support functions of bureau (e.g., medical administration, social security district offices) & identifies problem areas or trends & recommends corrective action; monitors written decisions to ensure they are in accordance with social security administration regulations, rulings & policies, reviews returns to identify trends & ensures that recommendations of reviewers are addressed, reviews sample of claims for completeness, accuracy & proper identification of sensitive materials, participates in policy & procedure formulation & attends administrative meetings & provides ongoing training to assigned staff; provides assistance, direction & guidance to agency staff regarding area(s) of responsibility.

Performs duties & functions of hearing officer when caseload requires; oversees maintenance of building & equipment; works with other agencies & groups to develop community resources & to assist claimants in documentation of their disability claims; works with regional & federal disability offices to locate missing parts of claim files &/or claimants; conducts presentations regarding bureau procedures, operations & services; assists with recruitment activities.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of disability claims unit management; supervisory principles/techniques\*; disability claims development procedures; social security laws & regulations; vocational rules; diseases & disabling conditions; employee training & development; public relations. Ability to understand facts & factual concepts of health & pathology; use statistical analysis; proofread technical materials, recognize errors & make corrections; establish friendly atmosphere as supervisor of work unit; prepare & deliver speeches; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, criminology, pre-medicine, special education), business administration, communications, public relations or related field; 12 mos. exp. as Disability Claims Specialist, 16764.

-Or completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, criminology, pre-medicine, special education), business administration, communications, public relations or related field; 24 mos. exp. as Disability Claims Adjudicator 3, 16763.

-Or completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, criminology, pre-medicine, special education), business administration, communications, public relations or related field; 36 mos. exp. as Disability Claims Adjudicator 2, 16762.

-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:**

May require out of state travel.

| <u>CLASS TITLE</u>        | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|---------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Manager | 16768               | EX           | 06/18/2000       | 15               |

**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 operations of social security disability programs in large geographic area of state (e.g., Cleveland area, Cincinnati area, northeast region, northwest region, central Ohio or southeast region), analyzes & manages all aspects of case operations (i.e., line unit functions, cost effectiveness of medical expenditures, & program efficiency in terms of quantity/quality evaluation), supervises disability claims supervisors & coordinates activities within large area of state;

OR

Manages specific statewide program (e.g., disability claims hearings program, physician &/or staff quality assurance, training, policy & procedures), provides managerial oversight to ensure appropriate evaluation & review of assigned program; formulates & implements policy & procedures, ensures quality, provides administrative review, oversight & direction to staff & supervises assigned disability claims supervisors.

Directs work of assigned staff, contracted physicians &/or psychologists to include monitoring productivity & accuracy including statistics, providing feedback to consultants, clarifying policy on claims incorrectly evaluated & identifies training needs; recommends termination of contracted physicians & psychologists when warranted; prepares annual evaluation assessing consultants' performance & recommends specific number of hours for contract renewal; approves & authorizes payment & checks inaccurate reporting of hours worked & failure to fulfill contractual obligations.

Acts as liaison with social security district offices & medical &/or health care facilities in assigned geographic area, or as required by assigned program; provides assistance & training so mutual goals in providing expedient medical evaluation services can be achieved & evaluates proficiency of assigned personnel; recognizes deficiencies & directs corrective action through workshops, in-service training & seminars.

Acts as technical consultant to Chicago regional office of social security administration for disability program design changes & operational policies resulting from federal/state legislation, social security regulatory revisions & court decisions & acts as consultant & resource person to departmental staff, community action organizations & other social services agencies.

Assists finance section & director's office with cost control & effectiveness & budget allocations for medical & vendor services; works in collaboration with other disability claims managers &/or administrative staff on projects & special assignments.

Responds to sensitive inquiries from public officials (e.g., senators; state representatives; news media) regarding agency procedures or program policies & proper interpretation of policies.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social security laws, regulations & programs; disability claim development procedures; disability claim program management; supervisory principles/techniques; diseases & disabling conditions; employee training & development; counseling; public relations; budgeting\*. Ability to write instructions, policy directives & programs; promote effective sphere of inter-office relations & communications; represent department at public & private health & social services institutions; write & interpret contractual agreements with non-governmental agencies & institutions; speak authoritatively as representative of director.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, criminology, pre-medicine, special education), business administration, communications, public relations or related field; 3 courses or 9 mos. exp. in public administration (e.g., human resource management, accounting, budgeting, organizational development & analysis, marketing, statistics); 12 mos. exp. as Disability Claims Supervisor, 16767.

-Or 4 yrs. in supervision of public or private medical or disability related program.

-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:**

May require out of state travel.

| <u>CLASS TITLE</u>              | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|---------------------------------|---------------------|--------------|------------------|------------------|
| Disability Claims Administrator | 16769               | EX           | 06/18/2000       | 16               |

**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.)**

Coordinates & directs disability claims adjudication activities in one or more geographic areas of state, ensures criteria for documentation, adjudication & decisions of social security disability claims are equitably, efficiently & economically applied to all claimants, analyzes & monitors all aspects of disability insurance adjudication process (i.e., initial filing, development, final disposition, appeals process, continuing entitlement, special workloads & remands); manages critical caseload factors of production, quality of product & cost effectiveness, timeliness of work flow & oversees disability caseload functions of disability claims manager(s) & supervises assigned staff;

OR

plans, executes, controls & evaluates disability hearings program for entire state (i.e., provides executive direction through network of hearing units which provide face-to-face hearings to claimants requesting reconsideration of prior medical cessation determination), interacts with other bureau components to ensure requirements of hearing process are met & coordinates hearing process with social security administration & supervises assigned staff;

OR

directs central office section with statewide responsibility for major bureau operation (e.g., medical services, which may include recruitment of physicians & psychologists &/or direction of medical services & special medical examination & attendant travel programs or bureau management which includes budgeting, administrative evaluation & review & support operations & supervises assigned staff in all options.

conducts on-going assessment of on line unit functions through studies & administrative reports, audits & analyses of operations produced by unit supervisors, area managers &/or program review staff of bureau of disability determination & social security administration. evaluates, formulates, designs & recommends changes to correct program deficiencies; implements approved action through disability claims managers & directs & plans operational changes dictated by law, social security administration &/or judicial process.

recommends areas of in-service training & assists with planning & implementation of training to increase line unit competence & proficiency & coordinates daily unit functions with the bureau's medical services, fiscal section, medical field personnel & staffs of internal & external support.

writes program review & evaluation reports & formulates projections defining agency's level of performance for social security administration regional norms &/or standards & national scale & submits pertinent documentation & results from program audits & evaluations to social security administration; recruits & contracts for medical specialists & staff physicians, negotiates purchasing & leasing contracts for office space, facilities, equipment & services (e.g., telephone, security, duplicating) & appears before congressional research & investigation committees, rehabilitation groups, news media, hospitals & consumer advocate groups; represents program to social security administration & other state officials & coordinates programs for public to communicate goals & effects of hearing process; works in collaboration with other disability claims administrators &/or administrative staff on projects & special assignments.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social security laws & regulations; disability claim development procedures; disability claim program management; manpower planning\*; employee training & development; supervisory principles/ techniques; diseases & disabling conditions; budgeting. Ability to deal with many variables & determine specific action; use statistical analysis; write instructions, programs, policies & procedures; establish friendly atmosphere as division chief; understand manuals & verbal instructions technical in nature; prepare meaningful, concise & accurate reports; prepare contracts; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in human/medical services area (e.g., psychology, sociology, criminology,

pre-medicine, special education), business administration, communications, or public relations or related field; 6 courses or 18 mos. exp. in public administration (e.g., human resource management, accounting, budgeting, organizational development & analysis, marketing, statistics); 12 mos. exp. as Disability Claims Manager, 16768.

- Or 24 mos. exp. as Disability Claims Supervisor, 16767.

-Or 5 yrs. exp. in supervision of public or private medical or disability related program.

-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.