

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

BWC Special Investigations

SERIES NO.:

2626

MAJOR AGENCIES:

Bureau Of Workers Compensation Only

EFFECTIVE DATE:

08/30/2009

SERIES PURPOSE:

The purpose of the BWC special investigations occupation is to conduct, oversee, supervise or manage investigations of workers' compensation fraud & over utilization.

At the first level, incumbents independently, or as lead investigator, or under direction of lead worker (i.e., BWC fraud analyst), analyze computerized data to detect fraudulent activity & conduct field &/or in-house investigations into allegations of fraud & abuse & other violations of Ohio Bureau Of Workers' Compensation system, audit & analyze records (i.e., to include financial & medical records) & prepare concise, accurate & detailed investigative reports to prove or disapprove fraudulent or criminal activity.

At the second level, incumbents act as primary technical resource in development of fraud, criminal &/or civil cases regarding violation of workers' compensation law, & act as lead worker over BWC fraud investigator(s) & other members of special investigations unit in investigation, adjudication & authorization of claims suspected of fraudulent activity or abuse.

At the middle levels, incumbents function as either assistant supervisor or supervisor of special investigations units.

At the highest level, incumbents manage multiple special investigations units in assigned region, or supervise personnel assigned to automated detection team or supervise special investigation supervisors.

GLOSSARY:

CRIMINAL JUSTICE AGENCY: Pursuant to Ohio Administrative Code 4501:2-10-01 (G) (2) a governmental or non-governmental agency or any subunit thereof which performs administration of criminal justice pursuant to a statute or executive order, & which allocates a substantial part (more than fifty percent) of its annual budget to administration of criminal justice.

LAW ENFORCEMENT AUTOMATED DATA SYSTEM (LEADS): Pursuant to Ohio Administrative Code 4501:2-10-01 (P) statewide computerized network which provides computerized data & communications for criminal justice agencies within state of Ohio; LEADS is administered by Ohio state highway patrol superintendent; LEADS does not include data & files separately collected & maintained by intrastate regional systems or other individual user systems.

ORIGINATING AGENCY IDENTIFIER (ORI): A unique, nine character identifier assigned by LEADS & National Crime Information Center (NCIC) to electronically address each agency and terminals within the agency.

PRACTITIONER: Pursuant to Ohio Administrative Code 4501:2-10-01 (Z) authorized to receive LEADS data who is "not" a certified terminal operator.

SPECIAL INVESTIGATIONS UNIT: Comprised of at least one position classified as Fraud Analyst, 26262 & at least one position classified as BWC Fraud Investigator, 26261 & additional support staff (e.g., management analysts, management analyst supervisors, administrative assistants, external auditors, secretaries, etc) as assigned.

TERMINAL AGENCY COORDINATOR (TAC): Pursuant to Ohio Administrative Code 4501:2-10-04 (A) (1) (a-h) appointed by each terminal agency administrator; must be fully certified as a LEADS operator and have supervisory authority over operations of LEADS approved equipment; responsible for training of LEADS terminal operators in all facets of LEADS operation; train other affected personnel as to operational capabilities of the LEADS, administrative rules, & authorized use/dissemination; ensure each operator reviews training materials & is recertified every two years.

TERMINAL AGENCY: Criminal justice agency qualifying for originating agency identifier (ORI) which has obtained terminals through LEADS regional system.

TERMINAL OPERATOR: Pursuant to Ohio Administrative Code 4501:2-10-03 (2) all terminal operators shall be employed by agency assigned originating agency identifier (ORI).

WANTS: Persons wanted by law enforcement.

QW: Quality Warrant

NOTE: Per Ohio Administrative Code Section 4501:2-10-01 (G) (2), BWC Special Investigations department is considered a "criminal justice" agency;

This classification series is restricted for use by the Ohio Bureau Of Workers' Compensation only.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
BWC Fraud Investigator	26261	32	08/30/2009

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of criminology, criminal justice or law enforcement, agency policies & procedures governing workers' compensation rules & regulations & state, local & federal laws, statutes, rules, regulations & procedures applicable to investigation, evidence gathering & search & seizure in order to independently, or as lead investigator, or under direction of lead worker (i.e., BWC fraud analyst), access & analyze computerized data (e.g., LEADS data) to detect fraudulent activity & conduct field &/or in-house investigations into allegations of fraud & abuse & other violations of Ohio Bureau Of Workers' Compensation system, audit & analyze records (i.e., to include financial & medical records) & prepare concise, accurate & detailed investigative reports to prove or disprove fraudulent or criminal activity.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
BWC Fraud Analyst	26262	33	06/01/2004

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of workers' compensation laws, policies & procedures & disability claims processing procedures in order to act as primary technical resource in development of fraud, criminal &/or civil cases regarding violation of workers' compensation law & act as lead worker over BWC fraud investigator(s) & other members of special investigations unit, access & analyze computerized data (e.g., LEADS data) in investigation, adjudication & authorization of claims suspected of fraudulent activity or abuse.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
BWC Assistant Special Investigations Supervisor	26264	13	04/02/2006

CLASS CONCEPT:

The supervisory level class works under general direction & requires considerable knowledge of investigative techniques & methods & eligibility requirements for workers' compensation benefits in order to implement & monitor new & existing policies for successful operation of assigned investigative team, update supervisor of ongoing investigations, prioritize & assign new cases, review all investigation reports to ensure legal compliance, conformity with policy & procedure, accuracy & completeness, identify incorrect procedures & techniques & recommend corrective action to supervisor, gather & review statistical data regarding investigatory activities & recommend operational improvements, oversee general office operations of investigation unit & coordinate collection efforts, fugitive task force, facility security, out of state investigation activity & LEADS operation in assigned region.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
BWC Special Investigations Supervisor	26265	15	06/18/2000

CLASS CONCEPT:

The supervisory level class works under general direction & requires considerable knowledge of investigative techniques & methods & eligibility requirements for workers' compensation benefits in order to supervise two or more special investigation units comprised of criminal investigators & workers' compensation claims analyst in one or more service offices or central office, or to supervise personnel assigned to automated detection team.

CLASS TITLE

BWC Special Investigations Manager

CLASS NUMBER

26266

PAY RANGE

45

EFFECTIVE

06/18/2000

CLASS CONCEPT:

The managerial level class works under administrative direction & requires thorough knowledge of investigative techniques & methods & eligibility requirements for workers' compensation benefits in order to manage all special investigations in all service offices of assigned region (i.e., northeast, northwest, southeast, southwest, central) or manage all special investigations in central office & supervise at least one position classified as BWC Special Investigations Supervisor, 26265.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
BWC Fraud Investigator	26261	09	08/30/2009	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.)

Independently, or as lead investigator, or under direction of lead worker (i.e., BWC fraud analyst), access & analyze computerized data (e.g., LEADS data) to detect fraudulent activity & conduct field &/or in-house investigations into allegations of fraud & abuse & other violations (e.g., felony & misdemeanor criminal activity; administrative; ethical; workplace violence; internal/external theft; threats to Ohio Bureau Of Workers' Compensation & Industrial Commission employees or facilities) against Ohio Bureau Of Workers' Compensation (i.e., BWC) system by members of general public, internal & external employees, contractors, employers, managed care organizations/health care providers, medical professionals, attorneys & any other person or entity involved in allegations, evaluates referred allegations to determine existence or extent of fraudulent activity as defined by BWC rules & laws, independently manages & prioritizes investigative caseload, develops actions plans deemed appropriate to successfully complete assigned cases, researches criminal & civil records at county, municipal & federal courthouses, procures, audits & analyzes records (e.g., medical; payroll; bank records; tax statements; employment records; personal & business records & other applicable financial/medical records) from employers, financial institutions, health care organizations, government agencies or other business entities in order to gather evidence & documentation, researches, audits, analyzes & interprets medical & benefits documentation & terminology from internal BWC claim files & computerized claim information, locates, interviews & interrogates subject of investigation to obtain statement &/or confession, contacts & interviews individuals (e.g., informants; witnesses; physicians; attorneys; victims) associated with allegation under investigation, collects & preserves all physical evidence (e.g., payroll records; bank statements; tax records; suspect & witness statements) to support case findings & prepares concise, accurate & detailed investigative reports to prove or disprove fraudulent or criminal activity.

Independently, or as team lead investigator, or under direction of lead worker (i.e., BWC fraud analyst), conducts covert surveillance activities in order to identify both employment/compensation conflicts & abuse of workers' compensation system through physical activities not commensurate with allowed BWC injury; conducts random checks on residence or alleged work location of suspects; conducts surveillance within & outside of state of Ohio; obtains undercover forms of identification to assist in maintaining undercover identity; formulates & decides cover stories to work best with ever changing circumstances & assesses immediate situations & makes split second decisions as needed; performs surveillance of dangerous & potentially violent individuals in hazardous areas to document criminal behavior & fraudulent activity; determines surveillance sites; operates sophisticated undercover & surveillance equipment (e.g., 35 mm camera; camcorder; mini camera; undercover audio recording devices; time lapse VCR's; pinhole camera systems; two-way radios; radio systems) in potentially dangerous situations & surroundings; maintains surveillance equipment by ensuring proper storage & use; troubleshoots malfunctions of surveillance equipment; carries & utilizes expandable baton/night stick & chemical repellent such as mace/pepper spray as necessary; procures trash from businesses & individuals to obtain evidence & develop additional leads.

Collects, inventories, secures & examines evidence; acts as team evidence custodian throughout course of investigation & ensures compliance with established procedures; executes various legal actions to include search warrants & subpoenas; identifies patterns of abusive &/or manipulative billing schemes utilized by health care providers & calculates financial impact on state insurance fund; assists in making decisions regarding possible criminal prosecution & refers appropriate cases to attorney general's office; recommends policy & procedures changes (e.g., evidence handling & presentation; investigation safety; surveillance procedures; equipment needs; handling irate injured workers); operates personal computer (e.g., develops databases; creates spreadsheets to display evidence in sequential order; verifies claims management entries; enters all investigative activity into fraud management system (FMS); searches internet to locate resources; maintains confidential records & reports); utilizes leads & other related crime computers (e.g., NCIC) through Ohio state highway patrol; prepares video, audio & paper evidence exhibits for administrative hearings, grand jury, criminal & civil proceedings.

Serves as liaison with internal departments & external groups to include local, state & federal law enforcement, state regulatory board & other state agencies (e.g., Attorney General's Office; Industrial Commission; Inspector General's Office; Ethics Commission; BWC claims management; BWC accounts payable; county prosecutor's office; Federal Bureau of Investigation; Ohio Bureau Of Criminal Investigations & Identification; Social Security Administration; Ohio Pharmacy Board; Ohio Medical Board; Ohio Chiropractic Board); testifies before grand jury, courts of law & administrative hearings to validity & accuracy of techniques used to obtain administrative & criminal evidence; attends briefings & team meetings; attends internal & external training seminars (e.g., surveillance techniques; undercover operations; public records searches; Reid technique of interviewing & interrogation; computer crime; electronic crimes; self defense); participates in developing internal training program for new investigative personnel; develops curriculum & conducts training seminars as assigned.

Acts as LEADS Practitioner, LEADS Terminal Operator or LEADS Terminal Agency Coordinator (TAC) Officer.

MAJOR WORKER CHARACTERISTICS:

Knowledge of criminology, criminal justice or law enforcement; agency, state &/or federal statutes, rules, regulations & procedures applicable to investigation, evidence gathering & search & seizure; public relations; interviewing; case preparation; law enforcement automated data system (i.e., LEADS) operator rules & regulations*. Skill in operation of personal computer; motor vehicle; word processor*; database & spreadsheet software*; analytical software used in fraud detection*; surveillance equipment (e.g., 35 mm camera; camcorder; mini camera; undercover audio recording devices). Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; prepare meaningful, concise & accurate reports; conduct interviews effectively; assess immediate situation & make split second decisions; handle sensitive inquiries from & contacts with officials & general public.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in criminology, criminal justice, or law enforcement; 18 mos. exp. in conducting criminal investigations. (Note: conducting criminal investigations is defined as performing field interviews & interrogation, field surveillance, field information & evidence gathering techniques while conducting investigations involving violations of criminal law (i.e., special emphasis on theft & fraud cases) as well as researching various administrative laws, policies & procedures related to commission of possible criminal offenses); valid driver's license. The final applicant accepted for this position must successfully pass state highway patrol personal background check prior to employment.

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

Note: Pursuant to Ohio Administrative Code 4501: 2-10-03 (D) users of system shall adhere to policies & guidelines published in NCIC operating manual, CJIS security policy, LEADS operating manual, LEADS security policy, newsletters, & administrative messages from LEADS, all of which are either available on ODPS/LEADS intranet or disseminated to LEADS agencies; pursuant to LEADS security policy (*revised 05/07/03*) state & national fingerprint-based record checks must be conducted within 30 days of initial employment or assignment of all personnel, including appropriate IT personnel, having access to LEADS, or to records storage areas containing CCH/II data; minimum check must include submission of both a State of Ohio BCI& I card & an FBI applicant fingerprint card; both completed applicant fingerprint cards must be submitted by employing agency to State of Ohio Bureau of Criminal Identification & Investigation for processing & forwarding to Federal Bureau of Investigation; record of this check must be kept by employing agency & made available to LEADS upon request; fingerprint card returned by Ohio BCI&I is sufficient documentation.

Pursuant to Ohio Administrative Code 4501: 2-10-03 (G) (1) (a) (b) terminal agency shall conduct a complete background investigation of all terminal operators including, but not limited to: an applicant fingerprint card submission to BCI&I & FBI, an inquiry of state & national arrest & fugitive files; terminal agency is required to notify CTO of any applicant's criminal record; existence of a criminal record may result in denial of access.

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

Pursuant to Ohio Administrative Code 4501:2-10-03 (G) (3) all terminal operators must be LEADS certified by completing appropriate LEADS certification test; this must be completed within the first six months of employment as a terminal operator; each terminal operator must be recertified through testing every two years; during a new employee training period, trainee is permitted to use LEADS terminal under supervision of a certified operator.

UNUSUAL WORKING CONDITIONS:

Conducts surveillance for extended periods of time in extreme temperatures; may work in confined areas such as in surveillance vans; may encounter violent persons; works flexible hours including early morning, late nights, holidays & weekends; may require overnight &/or out of state travel; exposed to unsanitary items in discarded trash.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
BWC Fraud Analyst	26262	09	06/01/2004	33

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.)

Acts as primary technical resource in development of fraud, criminal &/or civil cases regarding violation of workers' compensation law, acts as lead worker (i.e., provides work direction & training) over lower-level BWC fraud investigator(s) & other members of special investigations unit, accesses & analyzes computerized data (e.g., LEADS data) in investigation & adjudication of fraudulent activity committed against state of Ohio, Bureau Of Workers' Compensation (i.e., BWC), performs case management with assigned members of special investigations unit & reviews allegations of fraud & abuse & other violations (e.g., to include felony & misdemeanor criminal activity, administrative, ethical, workplace violence, internal/external theft & threats to BWC & Industrial Commission employees or facilities) against BWC system by members of general public, internal & external employees, contractors, employers, managed care organizations/health care providers, medical professionals, attorneys & any other person or entity involved in allegation, performs case analysis utilizing analytical charting to include flow charts & link analysis, develops case action plans, prioritizes cases, develops, executes & provides technical assistance to &/or accompanies investigative staff with undercover operations/surveillance activities, conducts internal & external record searches, prepares administrative/grand jury subpoenas & search warrant materials, monitors cases & conducts case reviews with assigned special investigations unit members to determine progress & to ensure proper steps are taken & proper safety concerns are addressed, reviews/critiques report of investigation completed by investigative staff & ensures accuracy, completeness & thoroughness of report of investigation & determines if fraud has been established & when applicable, writes claim summary, six elements of fraud & action requested.

Conducts & assists with interviews of subjects & witnesses in controlled & uncontrolled areas; conducts surveillance & undercover operations; maintains undercover identity &/or cover story; obtains trash from businesses & individuals to gain evidence & develop additional leads; operates & maintains undercover/surveillance equipment (e.g., 35 mm camera; digital camera & camcorder; audio & video recording devices; pinhole camera; radio system); conducts drive-bys or spot checks of residence or alleged work sites of subject to determine any activity or to get specific details for further investigative activity; gathers information & evaluates appropriateness of medical treatment &/or disability payments through extensive claim reviews; researches & interprets medical documentation & terminology from physicians & medical providers; serves as liaison with rehabilitation, claims & medical personnel regarding appropriate claims management to ensure compliance with established BWC laws & guidelines; interacts with & collects information from law enforcement & other agencies to assist in process of investigations.

Prepares report of investigation for Industrial Commission (i.e., IC) hearings; determines specific violations of Ohio workers' compensation & other Ohio revised code violations; prepares BWC orders or prepares motion for IC requesting specific actions based on investigation results; staffs & reviews cases with BWC attorney; attends & presents testimony at IC hearings, before grand jury or at jury trials; prepares evidence exhibits for administrative hearings, grand jury or criminal & civil proceedings; monitors cases for appeals process & informs appropriate entities; monitors & documents claims activities (e.g., adjusts benefit plans; declares overpayment allocations; stops improper medical payments; issues recoupment correspondence; prepares recovery packets; calculates, inputs, adjusts overpayment & actuarial savings totals; prepares actuarial spreadsheet; in conjunction with managed care organization, reviews & verifies appropriateness of medical treatment, prepares orders & updates notes in claim); enters & updates all relevant investigative information into fraud management system (i.e., FMS); conducts on-site or desk audits of hospitals &/or providers for proper billing of BWC treatment; requests data warehouse report for all drugs paid for subjects suspected of selling or abusing prescription medications; provides BWC medical staff with prescription records & issues drug denial letters when appropriate; prepares & forwards all necessary information (e.g., BWC & IC orders; report of investigation; evidence; obtained statements; FMS notes; cancelled BWC warrants) to attorney general's office for criminal case determination; corresponds with assigned attorney general during preparation of criminal case; prepares & tracks fraud finder awards for referrals of cases from in-house staff; assists in development of new ways to detect fraud; acts as evidence custodian & ensures compliance with evidence procedures.

Operates personal computer (e.g., develops reports; enters/logs information into FMS; obtains data from in-house databases; conducts searches on CRIS-E, national white collar crime center, social security death index, internet & isonet); maintains continuous personal contacts with internal & external customers throughout investigation; attends meetings, training/seminars (e.g., interviewing & interrogation; analytical investigation methods; public record searches; self defense); attends briefings & team meetings; prepares & conducts presentations/training to internal & external customers; provides on job training for new employees; serves on special projects (e.g., development of fraud management system; training; out of state investigations); maintains confidential records & reports; prepares & completes statistical reports & internal reports relative to investigations.

Acts as LEADS Practitioner, LEADS Terminal Operator or LEADS Terminal Agency Coordinator (TAC) Officer.

MAJOR WORKER CHARACTERISTICS:

Knowledge of business, criminal justice, humanities, social & behavioral science, education or related field; all BWC policies & procedures, laws & regulations related to adjudication & maintenance of workers' compensation claims*; agency, state &/or federal statutes, rules, regulations & procedures applicable to investigation, evidence gathering & search & seizure*; law enforcement automated data system (i.e., LEADS) operator rules & regulations*; English; oral & written communication; public relations; interviewing techniques; principles of customer service; fundamental math operations; standard business practices. Skill in use of personal computer; motor vehicle; word processor*; database & spreadsheet software*; analytical software used in fraud detection*; surveillance equipment (e.g., 35 mm camera; camcorder; mini camera; undercover audio recording devices)*. Ability to communicate effectively & professionally with injured workers, employers, legislators, health care providers & public; make complex decisions regarding claims activity; read & understand medical reference manuals; write clear, concise & professional correspondence & reports; collate & classify information about data, people or things; assess immediate situation & make split second decisions; respond to sensitive inquiries from & contacts with injured workers, employers, legislators, health care providers & public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in business, criminal justice, humanities, social & behavioral science, education or related field; 18 mos. exp. in insurance organization as claims representative, criminal investigator, rehabilitation case manager or equivalent position; 6 mos. exp. in operation of personal computer; valid driver's license. The final applicant accepted for this position must successfully pass state highway patrol personal background check prior to employment .

-Or 54 mos. exp. in private insurance organization as claims representative, criminal investigator, rehabilitation case manager or equivalent position; 6 mos. exp. in operation of personal computer; valid driver's license. The final applicant accepted for this position must successfully pass state highway patrol personal background check prior to employment.

-Or 18 mos. exp. as Workers' Compensation Claims Specialist, 16722, or managing caseload of workers' compensation lost-time disability claims which involved making decision to allow or deny claim, verifying appropriateness of medical treatment & charges, pre-authorized medical treatment, equipment, supplies & special travel arrangements, researching, negotiating, authorizing & issuing settlement of claims &/or conducting field inquiries to accurately assess claim information & resolving disputed condensability & benefit level for Ohio Bureau Of Workers' Compensation; 6 mos. exp. in operation of personal computer; valid driver's license. The final applicant accepted for this position must successfully pass state highway patrol personal background check prior to employment.

-Or 18 mos. exp. as BWC Fraud Investigator, 26261.

Note: Pursuant to Ohio Administrative Code 4501: 2-10-03 (D) users of system shall adhere to policies & guidelines published in NCIC operating manual, CJIS security policy, LEADS operating manual, LEADS security policy, newsletters, & administrative messages from LEADS, all of which are either available on ODPS/LEADS intranet or disseminated to LEADS agencies; pursuant to LEADS security policy (*revised 05/07/03*) state & national fingerprint-based record checks must be conducted within 30 days of initial employment or assignment of all personnel, including appropriate IT personnel, having access to LEADS, or to records storage areas containing CCH/II data; minimum check must include submission of both a State of Ohio BCI& I card & an FBI applicant fingerprint card; both completed applicant fingerprint cards must be submitted by employing agency to State of Ohio Bureau of Criminal Identification & Investigation for processing & forwarding to Federal Bureau of Investigation; record of this check must be kept by employing agency & made available to LEADS upon request; fingerprint card returned by Ohio BCI&I is sufficient documentation.

Pursuant to Ohio Administrative Code 4501: 2-10-03 (G) (1) (a) (b) terminal agency shall conduct a complete background investigation of all terminal operators including, but not limited to: an applicant fingerprint card submission to BCI&I & FBI, an inquiry of state & national arrest & fugitive files; terminal agency is required to notify CTO of any applicant's criminal record; existence of a criminal record may result in denial of access.

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

Pursuant to Ohio Administrative Code 4501:2-10-03 (G) (3) all terminal operators must be LEADS certified by completing appropriate LEADS certification test; this must be completed within the first six months of employment as a terminal operator; each terminal operator must be recertified through testing every two years; during a new employee training period, trainee is permitted to use LEADS terminal under supervision of a certified operator.

UNUSUAL WORKING CONDITIONS:

May conduct surveillance for extended periods of time in extreme temperatures; may work in confined areas such as in surveillance vans; may encounter violent persons; works flexible hours including early morning, late nights, holidays & weekends; may require overnight &/or out of state travel; exposed to unsanitary items in discarded trash.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
BWC Special Investigations Assistant Supervisor	26264	EX	04/02/2006	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.)

Implements & monitors new & existing policies (e.g. undercover, surveillance, evidence, audits, safety procedures) for successful operation of assigned investigative team, updates supervisor of ongoing investigations & prioritizes & assigns new cases, reviews all investigation reports to ensure legal compliance, conformity with policy & procedure, accuracy & completeness, identifies incorrect procedures & techniques & recommends corrective action to supervisor, gathers & reviews statistical data regarding investigatory activities & recommends operational improvements, oversees general office operations of investigation unit (e.g., prepares payroll, requisitions office supplies, obtains vendor bids, monitors inventory & expenditures, develops & recommends training) & coordinates & oversees collection efforts, fugitive task force, facility security, out of state investigation activity & LEADS operation in assigned region.

Manages evidence program for assigned investigation team, formulates & implements evidence program policy ensuring compliance with all legalities (i.e., rules of evidence, applicable criminal & civil statutes), directs collection, storage & disposal of evidence used to prosecute fraud cases, oversees periodic audits of stored evidence & supervises team of evidence custodial staff.

Oversees major case investigations (e.g., healthcare, injured worker &/or employer fraud) to ensure compliance with existing policy; discusses inappropriate behavior of team members with lead investigator for potential corrective action or refers to supervisor ; monitors & measures team & individual goals ; schedules major case activities (e.g., interviews of subjects/witnesses; meetings with federal, state or local prosecutors; obtaining & executing search warrants).

Represents investigative team at various task force meetings, service office meetings; conducts public information presentations; testifies in court; consults & liaisons with local police agencies, Attorney General & other federal, state, county & city prosecutors; prepares investigative &/or progress reports.

MAJOR WORKER CHARACTERISTICS:

Knowledge of BWC rules, regulations, laws, policies & procedures associated with eligibility for & receipt of workers' compensation benefits; investigative practices & techniques; case preparation; rules of evidence gathering & search & seizure; supervisory principles & techniques*; employee training & development; law enforcement automated data system (i.e., LEADS) operator rules & regulations*; English; oral & written communication; public relations; interviewing techniques; principles of customer service. Skill in use of motor vehicle; surveillance equipment*; personal computer. Ability to collect data, establish facts & draw complex conclusions regarding existence of fraud; review case evidence & documentation; respond to sensitive inquiries from & contacts with injured workers, employers, legislators, health care providers & public & communicate effectively & professionally; make complex decisions regarding claims activity.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 yrs. as BWC Fraud Investigator, 26261 or in comparable position, or as BWC Fraud Analyst, 26262 or in comparable position, or any combination of previously named classifications or positions comparable thereto totaling 2 yrs. exp.; valid driver's license.

-Or 2 yrs. investigative trg. or exp. with experience corresponding to insurance fraud; 12 mos. trg. or 12 mos. exp. in supervisory position or lead investigator position associated with criminal investigation of insurance claims or insurance fraud department; valid driver's license.

-Or 3 yrs. investigative trg. or exp. where experience does not correspond to insurance fraud; 12 mos. trg. or 12 mos. exp. in supervisory or lead investigator position; valid driver's license.

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

Note: Pursuant to Ohio Administrative Code 4501: 2-10-03 (D) users of system shall adhere to policies & guidelines published in NCIC operating manual, CJIS security policy, LEADS operating manual, LEADS security policy, newsletters, & administrative messages from LEADS, all of which are either available on ODPS/LEADS intranet or disseminated to LEADS agencies; pursuant to LEADS security policy (*revised 05/07/03*) state & national fingerprint-based record checks must be conducted within 30 days of initial employment or assignment of all personnel, including appropriate IT

personnel, having access to LEADS, or to records storage areas containing CCH/II data; minimum check must include submission of both a State of Ohio BCI& I card & an FBI applicant fingerprint card; both completed applicant fingerprint cards must be submitted by employing agency to State of Ohio Bureau of Criminal Identification & Investigation for processing & forwarding to Federal Bureau of Investigation; record of this check must be kept by employing agency & made available to LEADS upon request; fingerprint card returned by Ohio BCI&I is sufficient documentation.

Pursuant to Ohio Administrative Code 4501: 2-10-03 (G) (1) (a) (b) terminal agency shall conduct a complete background investigation of all terminal operators including, but not limited to: an applicant fingerprint card submission to BCI&I & FBI, an inquiry of state & national arrest & fugitive files; terminal agency is required to notify CTO of any applicant's criminal record; existence of a criminal record may result in denial of access.

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

Pursuant to Ohio Administrative Code 4501:2-10-03 (G) (3) all terminal operators must be LEADS certified by completing appropriate LEADS certification test; this must be completed within the first six months of employment as a terminal operator; each terminal operator must be recertified through testing every two years; during a new employee training period, trainee is permitted to use LEADS terminal under supervision of a certified operator.

UNUSUAL WORKING CONDITIONS:

Requires travel; works flexible hours; may be exposed to physical harm.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
BWC Special Investigations Supervisor	26265	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.)

Supervises two or more special investigations unit comprised of BWC fraud investigators/analysts & workers' compensation claims analyst in one or more assigned service offices or central office, assigns & oversees investigations involving intentional violations of BWC laws, policies & procedures & ensures continued management of claims during investigatory period, develops & recommends policies & procedures intended to identify & deter fraudulent activity within bureau of workers' compensation & among outside sources (i.e., injured workers, employers & providers), implements approved fraud policies & procedures & new or revised claim procedures, conducts performance reviews of subordinate staff, recommends hiring, promotion & disciplinary actions & coordinates & provides for staff training needs;

OR

Supervises personnel (e.g., BWC fraud investigators, BWC fraud analysts, claims specialist & support staff) assigned to automated detection team (e.g., reviews cases submitted by team members to ensure supporting documentation substantiates case findings, review was comprehensive & approves case closure by signing memo/motion/progress notes; ensures cases are assigned to proper investigator/analyst; coordinates & ensures successful completion of special projects; monitors staff production; completes performance appraisals; enforces discipline as necessary; updates fraud management system for cases reviewed & approved for closure; maintains system integrity by analyzing & deleting duplicate cases) & coordinates cross-match efforts with other agencies & organizations throughout country.

Identifies possible fraud by BWC employees, injured workers, employers &/or providers through analysis of statistical data, internal or external recommendations &/or bureau or public reports, reviews investigation diaries & reports for accuracy, completeness & appropriateness based on type of fraud suspected, institutes & enforces necessary measures to assure safety of investigators, identifies incorrect application of investigative procedures & techniques & administers corrective action to maintain quality & integrity of special investigations unit; or reviews forged warrant cases & authorizes memo to reissue or deny reissuance of lost/stolen warrant.

Assembles data from staff reports & prepares & submits investigation summary & assessment report for administrative/corrective action to appropriate authority (e.g., BWC administrator, attorney general, highway patrol); monitors preparation & presentation of exhibits & evidence for criminal, civil & arbitration/labor hearings; attends industrial commission hearings to represent agency regarding overpayment issue; evaluates unit performance by analyzing statistics contained in monthly reports; completes correspondence, checks claim records & orders for accuracy & completeness; responds to requests from internal & external customers (e.g., injured workers, employers, claims representatives, attorneys); reviews & approves monthly statistical information, prepares monthly balance sheet to substantiate accuracy of statistics & reports significant occurrences on monthly basis; operates motor vehicle in order to visit regional or statewide investigation operations.

MAJOR WORKER CHARACTERISTICS:

Knowledge of BWC rules, regulations, laws, policies & procedures associated with eligibility for & receipt of workers' compensation benefits; investigative practices & techniques; case preparation; rules of evidence; supervisory principles & techniques; employee training & development. Skill in operation of motor vehicle. Ability to collect data, establish facts & draw complex conclusions regarding existence of fraud; review case evidence & documentation; handle sensitive & important contacts with law enforcement & government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 yrs. as BWC Fraud Investigator, 26261 or in comparable position, or as BWC Fraud Analyst, 26262 or in comparable position, or any combination of previously named classifications or positions comparable thereto totaling 3 yrs. exp.; valid Ohio driver's license.

-Or 3 yrs. investigative trg. or exp. with experience corresponding to insurance fraud; 2 yrs. trg. or 2 yrs. exp. in supervisory position associated with criminal investigation of insurance claims or insurance fraud department; valid Ohio driver's license.

-Or 4 yrs. investigative trg. or exp. where experience does not correspond to insurance fraud; 2 yrs. trg. or 2 yrs. exp. in supervisory principles/techniques; valid Ohio driver's license.

-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:

Requires travel; may be exposed to physical harm.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
BWC Special Investigations Manager	26266	EX	06/18/2000	45

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.)

Manages all special investigations units in all service offices of assigned region (i.e., northeast, northwest, southeast, southwest, central) or manages all special investigations in central office & in both cases develops, recommends & implements policies & procedures intended to identify & deter fraudulent activity within Bureau Of Workers' Compensation & among outside sources (i.e., injured workers, employers, providers), ensures that investigations adhere to all federal, state & local laws concerning civil & criminal rights, reviews comprehensive reports & summaries of investigation findings & assures accuracy, completeness & appropriateness of information, identifies use of incorrect procedures & techniques & administers corrective action to maintain quality & integrity of special investigations department, formulates safety rules & regulations for protection of staff from physical harm & supervises assigned special investigations staff (i.e., in assigned region, supervises all BWC special investigations supervisors in region's service offices or in central office, supervises at least one position classified as BWC special investigations supervisor).

Identifies possible fraud by BWC employees, injured workers, employers &/or providers through analysis of statistical data, internal or external recommendations &/or bureau or public reports & assigns cases to service office or central office investigations unit; monitors preparation & presentation of exhibits & evidence for criminal, civil & arbitration/labor hearings; prepares & submits investigation summary & assessment reports for administrative/corrective action to proper authority (e.g., BWC administrator, attorney general, highway patrol).

Attends federal, state & local civil or criminal hearings, labor arbitration/ hearings & meetings concerning fraud cases; provides testimony at hearings; prepares speeches & speaks at public forums about special investigations activities; establishes & maintains contacts with law enforcement agencies to coordinate & share information; handles most difficult situations of fraud involving employers/providers/injured workers &/or high level internal administrative officials; operates motor vehicle in order to visit regional or statewide investigation operations.

MAJOR WORKER CHARACTERISTICS:

Knowledge of BWC rules, regulations, laws, policies & procedures associated with eligibility for & receipt of workers' compensation benefits; investigative practices & techniques; case preparation; rules of evidence; supervisory principles & techniques; employee training & development; management*. Skill in operation of motor vehicle. Ability to collect data, establish facts & draw complex conclusions regarding existence of fraud; review case evidence & documentation; handle sensitive & important contacts with law enforcement & government officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

5 yrs. investigative trg. or exp. with experience corresponding to insurance fraud; 3 yrs. trg. or 3 yrs. exp. in supervisory or managerial position associated with criminal investigation or insurance claims or insurance fraud department; valid Ohio driver's license.

-Or 6 yrs. investigative trg. or exp. where experience does not correspond to insurance fraud; 3 yrs. trg. or 3 yrs. exp. in supervisory principles/ techniques; valid Ohio driver's license.

-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:

Requires travel.