

STATE OF OHIO (DAS)

CLASSIFICATION

SPECIFICATION

CLASSIFICATION SERIES:

BWC Customer Service Representative

SERIES NO.:

6445

MAJOR AGENCIES:

Bureau of Workers' Compensation only

EFFECTIVE DATE:

03/07/2004

SERIES PURPOSE:

The purpose of the Bureau of Workers' Compensation customer service representative occupation is to provide information, assistance &/or respond to complaints, questions & inquiries from walk-ins &/or telephone inquiries &/or written correspondence from customers regarding workers' compensation claims (e.g., claims & bill status, risk information, claim & bill filing procedures).

At the full performance level incumbents, provide information, assistance &/or respond to complaints, questions & inquiries from walk-ins &/or telephone inquiries &/or written correspondence from customers regarding workers' compensation claims (e.g., claims &/or medical bill status, risk information, claim & medical bill filing procedures).

CLASS TITLE:

BWC Customer Service Representative

CLASS NUMBER:

64451

EFFECTIVE DATE:

03/07/2004

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of Bureau of Workers' Compensation operational claims, medical & employer policies & procedures in order to provide information, assistance &/or respond to complaints, questions & inquiries from walk-ins &/or telephone inquiries &/or written correspondence from customers regarding workers' compensation claims (e.g., claims status, risk information, claim filing procedures) & refers customers to specialized services &/or programs, & reports allegations of workers' compensation fraud.

CLASS TITLE: BWC Customer Service Representative	CLASS NUMBER: 64451	BARGAINING UNIT: 009
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EFFECTIVE DATE:

03/07/2004

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.)

In BWC customer service department, provides information/assistance to &/or answers complaints, questions &/or telephone inquires &/or written correspondence from customers (e.g., claimants, injured workers, employers, providers, attorneys, managed care organizations, internal customers, general public) regarding claims status, disability, lump sum payments, travel expense, wages, medical bills, risk information, changes of address, lost/stolen checks, status of claims, total indemnity/medical paid &/or how to initiate &/or reactivate claim, how to file claim, how to file legal documents, how to apply for compensation, how to complete payroll reports, denial of bill payment, advise new companies how to become an Ohio business & how to obtain workers' compensation coverage) & explains policies & procedures to customers & inputs data (e.g., name, social security number, date of injury, place where accident occurred, time of injury, last work date, date of returned to work, provider name & address, employer name & risk number, nature of injury) onto computer system; handles over flow of telephone inquiries for all BWC 1-800 telephone numbers (e.g., HPP, risk, publications).

Reviews, & analyzes occupational disease, medical only, lost time & death claims for claims allowance &/or payment of benefits &/or compensation &/or medical bills; adjusts medical bills on MIIS; researches medical bills; prepares monthly reports; documents contracts & transactions (e.g., completes daily log of all calls &/or faxes); reviews inactive claims for reactivation.

Refers customers to available community services (e.g., social agencies; united way; welfare; unemployment services, etc.); performs direct marketing & referral of specialized programs, services, promotions, (e.g., direct deposit; debit card; safety programs; drug free workplace; managed care; open enrollment, rehabilitation services, etc); conducts customer service surveys for other BWC business divisions; identifies &/or reports possible media involvement issues &/or crisis management issues.

Conducts over-the-telephone interviews with citizens reporting fraud allegations & inputs information into FMS (fraud management system) software. Researches, facilitates & verifies allegations of overpayment by Ohio Department of Job & Family Services (ODJFS) pursuant to ORC.

Operates computer hardware (e.g., keyboard/monitor, printer) to update documentation (e.g., injured worker eligibility; provider of record &/or changes in injured worker &/or employer address); assigns claim number using computer system; mails out forms &/or information to injured workers, employers &/or providers; & their representatives.

MAJOR WORKER CHARACTERISTICS:

Knowledge of Ohio Revised Codes Sections 4121 & 4123; Bureau of Workers' Compensation claims examiner manual; Bureau of Workers' Compensation provider bulletin; billing reimbursement manual; speech &/or oral communications; public relations. Skill in operation of personal computer, calculator &/or keyboard. Ability to define problems, collect data, establish facts & draw valid conclusions; use proper research methods in gathering data; prepare meaningful, concise & accurate reports & written responses; maintain accurate records; deal with angry or hostile public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in public relations; successful completion of one typing course or demonstrate ability to type 35 wpm.

-Or 12 mos. trg. or 12 mos. exp. in position involving receiving & responding to written & verbal public inquiries &/or complaints or involving contact with injured workers, employers, legislators, providers or their representatives & public; successful completion of one typing course or demonstrate ability to type 35 wpm; 2 courses or 6 mos. exp. in English composition or grammar; 2 courses or 6 mos. exp. in accounting, bookkeeping or general math.

-Or 12 mos. exp. as Workers' Compensation Claims Assistant, 16720, or equivalent position in private insurance industry; successful completion of one typing course or demonstrate ability to type 35 wpm.

-Or 18 mos. exp. in workers' compensation policies, procedures & BWC laws; successful completion of one typing course or demonstrate ability to type 35 wpm.

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

Note: classification may require use of proficiency demonstration to determine 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.