

POSITION DESCRIPTION

Special Districts Association of Oregon believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to only the work identified. It is expected that each employee will offer his/her services wherever and whenever necessary to ensure the success of SDAO.

Title: Sr. Workers Compensation Claims Examiner

Department: Risk and Claims Management – Workers Compensation

Exempt/Non-Exempt: Exempt

Reports To: Workers Compensation Claims Manager

Hiring Range: Dependent Upon Experience

General Position Summary:

The Sr. Workers' Compensation Claims Examiner is responsible for analyzing more complex workers compensation claims inclusive of investigation and determination of benefits due

Essential Functions/Major Assignments

- Manages a caseload consisting of a wide variety of workers' compensation claims and makes timely and accurate compensability decisions in accordance with the Oregon Statutes and Administrative Rules and maintains 90% compliance standard
- Analyzes and processes complex or technically difficult workers' compensation claims by investigating and gathering information to determine the exposure on the claim; manages claims through well-developed action plans to an appropriate and timely resolution
- Conduct thorough and complete investigations involving compensability, coverage and third-party liability; investigations may include interviews with involved parties and consultations with medical professionals
- Evaluate claim exposure and set appropriate reserves; document all reserve activity in the claim notes
- Aggressively manage medical treatment and pursue early return to work; refer for Independent Medical Examinations as appropriate
- Provide superior customer service to all member district personnel, Board/Trust members, management and co-workers
- Manage and control the strategy and direction of all claims through development of a claim strategy plan; the-claim strategy plan should be updated with any change in the fact pattern of the claim
- Evaluate and negotiate claim settlements within authority limits
- Regularly communicate with member district management throughout the life of the claim to provide status updates of the claim and provide assistance to the membership with how to manage the employee's absence, return to work etc.
- Oversee and analyze expenses within the framework of cost containment and the associated risks of an adverse order. Communicate these issues with member district management/employers throughout the life of the claim
- Issue all payments and state filings accurately and timely
- Manage medical treatment (Examples: review chart notes to determine if treatment is on track/excess, contact doctor for treatment plan and anticipated return-to-work date, refer for Independent Medical Evaluation, etc.) and pursue early return to work in coordination with the Return to Work Consultant

- Obtain records as needed to process claims; including but not limited to prior/current medical records, police reports, etc.
- Assign to outside vendors as necessary (Example: Surveillance, Nurse Case Management, Managed Care Organization)
- Review and approve bills in a timely and appropriate manner (Example: Medical treatment bills, MCO bills, IME bills, surveillance bills etc.).
- Manage claim litigation by working closely with defense counsel to develop a strategic defense within an outlined budget
- Attend mediations and hearings
- Report claims to excess carrier at reporting threshold; respond to requests for information in a timely and professional manner
- Request refunds from state programs
- Pursue third party recovery as appropriate
- Take a leadership role within the department by mentoring and assisting less experienced Workers' Compensation Claims Examiners
- Provide trainings to clients as requested
- Participate in claim reviews, board meetings, trainings
- Ensure that files are closed properly and timely

Secondary Functions:

- All other duties as assigned

Job Scope:

- This position has some need and ability to analyze problems and concepts and must make decisions on that information.
- Must perform with a high level of independence in all aspects of their work.
- The Sr. WC Claims examiner has some impact and influence on operations and budgetary outcomes
- Must perform with a high level of independence in all aspects of their work.
- Will foresee issues associated with own work and be able to identify future needs

Supervisory Responsibility:

None

Interpersonal Contacts:

- The Sr. Workers Compensation Claims Examiner has regular communication with both customers outside and inside of SDAO with the purpose of gathering information, exchanging of ideas, negotiation of settlements.
- The processes and procedures that the Sr. WC Claims Examiner work under are well defined.

Specific Job Ability

- Ability to obtain sufficient training to acquire or maintain Claims Examiner certification and compliance with the rules and statutes of the state jurisdiction at 90%
- Must be able to work independently with minimal supervision
- Must be able to be decisive in the application and determination of claims and settlement agreements
- Must be able to collaborate effectively with members of the Workers' Compensation team; strive to meet the needs of the client while building internal relationships; support new efforts and approaches; foster an environment of continuous improvements
- Exceptional planning and organizing skills with attention to detail
- Must possess exceptional communication skills; both verbally and in writing
- Ability to analyze complex medical and legal information

- Superior critical thinking skills
- Outstanding customer service skills
- Ability to manage multiple priorities and objectives
- Must be able to easily adapt to change
- Must have the ability to listen and understand client needs and anticipate obstacles to client satisfaction; ability to represent client's needs internally
- Must be willing and able to travel in course of duties within the state of Oregon
- Must be able to maintain confidentiality of sensitive information

Specific Job Effort:

- The Sr. WC Claims is responsible for determining which and in what order work is completed with minimal input from their Supervisor
- This position requires minimal physical effort with a physical capability involving use of office equipment, light lifting, carrying and movement where some agility and hand-eye coordination is needed

Education, Experience, and Certification/Licensure:

Required Qualifications

- High school diploma or equivalent
- Minimum of seven years of progressively responsible workers' compensation claims management experience
- Current Oregon claims examiner certification required
OR
- An equivalent combination of education, training and experience sufficient to successfully perform the essential duties of the job

Desired Qualifications

- Bachelor's degree in related field preferred

Job Conditions

- This position is eligible to work a hybrid schedule wherein the employee will be required to work in the SDAO Tigard office on a scheduled two days per week basis and in a home office the remainder of the week.
- The standard working schedule is Monday through Friday during regular office hours with minimal fluctuation to schedule
- Routinely uses standard office equipment, especially computers and mobile devices
- In performance of the duties of this job, the employee is occasionally required to stand; walk; sit; use hands and fingers to handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear; and drive an automobile.
- The employee must occasionally lift or move office products and supplies, up to 20 pounds.
- This position may require travel, including overnight, within Oregon

Appointees will be subject to completion of a standard probationary period.

The essential physical abilities described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skill required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

This is an accurate description of the essential functions of my position.

Employee Signature

Date

(The signature of the employee indicates this document has been read and is understood.)

Supervisory Approval

Date

(The signature of the Supervisor confirms the assignment of work to the employee.)