

Claims Specialist - WCT

Purpose Statement

The job of Claims Specialist - WCT is done for the purpose/s of processing workers' compensation claims in compliance with industrial insurance laws and state regulations; support school districts, educational organizations, claimants, vendors, and providers by disseminating and providing information regarding workers' compensation claims and claims status.

Essential Functions

- Acts as a liaison between the WCT and member districts for the purpose of facilitating communication, teamwork, and mutual support.
- Adjusts vendor payments according to industry rules and regulations (e.g. mileage, travel, reimbursements, etc.) for the purpose of resolving problems, addressing billing questions, and processing payments upon approval.
- Completes claim closures and audits of files for the purpose of ensuring compliance with state regulations.
- Completes three-point phone contact with supervisors, claimants, medical providers, and witness(es) on new claims or incident reports for the purpose of providing initial assessment and coding.
- Embodies the principles and practices that form our culture and commitment to becoming an Antiracist Multicultural Organization for the purpose of meeting the Agency's END: Success for Each Child and Eliminating the Opportunity Gap by Leading with Racial Equity.
- Evaluates claim files (e.g. screens claim forms, incident reports, etc.) for the purpose of providing initial assessment, coding and staff assignment.
- Maintains a variety of manual and electronic documents, files and records (e.g. claim files, claim diary, electronic claim notes, etc.) for the purpose of documenting claims activities, and ensuring compliance with state and/or established guidelines.
- Maintains workers' compensation claims and records for the purpose of documenting actions and ensuring compliance with participating district policies, Industrial Insurance Laws, and/or state regulations.
- Participates in meetings, workshops, and seminars as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Performs record keeping and general clerical functions (e.g. copying, filing, faxing, maintaining supplies, forms, scheduling appointments, etc.) for the purpose of supporting program operations.
- Prepares and/or provides a variety of written materials (e.g. receipting, warrant cancellations and reconciliations, standardized reports, bank deposits, purchase orders, letters, forms, etc.) for the purpose of documenting activities, complying with state, program and/or agency requirements, providing written reference and/or conveying information.
- Processes a variety of fiscal information for the purpose of updating information and/or ensuring compliance with accounting requirements.
- Reconciles discrepancies in financial information for the purpose of addressing issues and completing transactions and completing programmatic transactions.
- Researches financial information for the purpose of compiling data for reporting purposes.

- Responds to inquiries from a variety of individuals (e.g. WCT administrators, related departments, member school districts, educational organizations, claimants, vendors, medical providers, etc.) for the purpose of coordinating activities, resolving issues, facilitating communication among parties, exchanging information, and/or providing direction.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: See competencies under Abilities below.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: See competencies under Abilities below.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include:

AGENCY-WIDE COMPETENCIES

CULTURAL PROFICIENCY: Articulates and applies historical context of racism and understands the current reality of students and communities of color in order to support racial equity. Actively demonstrates a commitment to supporting equity and inclusion, and serves as an advocate with colleagues, partners, and communities to meet the Agency's END and goal of becoming an Antiracist Multicultural Organization in support of eliminating the opportunity gap.

RACIAL EQUITY ADVOCATE: Recognizes, supports, and engages in dismantling institutional racism. Partners with, and is accountable to stakeholders, including children, families, and communities of color.

RACIAL EQUITY MINDSET: Demonstrates awareness of biases, internalized racial superiority and oppression. Leads with a racial equity lens and actively uses the racial equity tool in meaningful ways.

TRANSFORMATIONAL VALUES: Contributes to valuable and positive, antiracist transformation in individuals, organizations, and social systems in an effort to actively progress across the antiracist multicultural institution continuum. Is able to foster a sense of community and shared purpose via collaboration and cooperation with others inside and outside PSESD. Embodies the principles and practices that form the Agency's culture. Operates from an abundance mentality that recognizes opportunities, and is optimistic and realistic about the future.

JOB-SPECIFIC COMPETENCIES

ACCURACY AND ATTENTION TO DETAIL: Ensures work is thoughtfully completed, accurate, and error free to the highest degree possible.

CLAIMS MANAGEMENT: Administers the claims process from start to finish, utilizing case management best practices, risk analysis, critical thinking and interpersonal skills.

DATA GATHERING, ANALYSIS AND SHARING: Collects, examines and synthesizes information from a variety of stakeholders and sources in a transparent manner that reflects best practices. Shares data in a thoughtful and responsible way in an effort to inform, understand issues, or enable decision making.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires 50% sitting, 25% walking, and 25% standing. This job is performed in a generally clean and healthy environment

Experience: Job related experience is required

Education: High school diploma or equivalent

Equivalency:

Required Testing

Certificates and Licenses

Continuing Education / Training

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Approval Date

Salary Grade

Non-Exempt