

**TITLE:** **WORKERS' COMPENSATION CLAIMS EXAMINER I-III**

**DEFINITION:** Manages the Workers' Compensation claims that provide medical and indemnity benefits to injured employees covered by the City's Self-Insured and Self-Administered Workers' Compensation Program.

**DISTINGUISHING CHARACTERISTICS:**

Grade Level I - Under general supervision, performs the routine duties of the classification.

Grade Level II - Under minimal supervision, performs more complex and difficult duties of the classification. Requires a Self-Insurance Plans (SIP) certification. Requires one year of experience equivalent to a Workers' Compensation Claims Examiner I.

Grade Level III - Under direction, performs supervisory duties over claims examiners and support staff in the claims unit. Requires a Self-Insurance Plans (SIP) certification. Requires three years of experience equivalent to a Workers' Compensation Claims Examiner II.

**EXAMPLES OF DUTIES:**

- Evaluates new claims by verifying information on the injury form; establishes claim reserves required for the injury based upon estimated probable costs; reviews claims progress and resolution with Unit Supervisor;
- Conducts and monitors Workers' Compensation investigations;
- Interprets State Workers' Compensation law; evaluates, determines, and authorizes payment of all Workers' Compensation benefits;
- Coordinates with departments to address modified and transitional duty, the availability of alternative or permanent modified work, and/or determines the need for disability retirement for an injured employee;
- Monitors claims progress that entails interpretation of medical reports, provision of appropriate treatment, and adherence to statutory requirements; Prepares appropriate claims notices and correspondence;
- Communicates with outside vendors to facilitate medical treatment and the necessity of medical treatment;
- May assist Workers' Compensation Attorney's by preparing litigation files, developing the claims strategies, and negotiating settlements within prescribed authority; Prepares settlement documents; and,
- Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

- Eighteen months of experience equivalent (or higher) to the City's Workers' Compensation Claims Assistant classification OR as a workers' compensation claims assistant for an insurance company, third-party administrator, or self-insured, self-administered employer;

**KNOWLEDGE, SKILLS, ABILITIES:**

- Knowledge of Workers Compensation laws, rules, regulations, and procedures;
- Knowledge of processing benefit notices and claims;
- Ability to communicate effectively, both orally and in writing;
- Ability to exercise sound judgment and decision-making in accordance with workers' compensation laws, and office policies and procedures;
- Ability to work independently with general supervision and direction;
- Ability to interact professionally and tactfully with people in challenging situations;

**HISTORY:**

Approved: 08/14/2024