

# Trindel Insurance Fund

## Senior Workers' Compensation Claims Adjuster

### Job Description

**DEFINITION:** The Senior Workers' Compensation Claims Adjuster, under supervision of the Trindel Insurance Fund Director of Workers' Compensation Program, is responsible for proactively managing, finalizing and control of inventory of indemnity and maintenance cases to protect the interest of the injured employee and member; timely and accurate claims processing of all member claims from filing to closure in accordance with Trindel Insurance Fund best practices and state regulations. In addition, the Senior Claims Adjuster will work closely with Trindel Insurance Fund staff, Member County staff, injured employees, medical providers, and defense and applicant attorneys. Negotiate settlements to achieve the best possible outcome for each claim.

**ESSENTIAL DUTIES:** *(Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.):*

1. Ensure timely and accurate liability decisions and benefit provisions.
2. Initiate "Three-Point Contact" with Member County, injured employee and medical provider.
3. Initiate, coordinate and ensure early return-to-work efforts with worker and member.
4. Proactively manage, finalize, and control an inventory of cases.
5. Authorize medical treatment within pre-established authority level.
6. Review, investigate, analyze, and adjust workers' compensation claims in accordance with current laws and regulations.
7. Establish claims reserves and authorize payments within reserving authority limits.
8. Review progress of claims with members, providing a well-documented action plan and acting as a resource for claims questions and guidance.
9. Authorize appropriate payments of medical bills, temporary and permanent disability, and death benefits within pre-established limits.
10. Review and process bills for payment in accordance with the established fee schedule and contractual agreements.
11. Attend conferences and hearings necessary to properly administer resolution of claims.
12. Coordinate resolution of claims by preparing legal documents, including Stipulations, and Compromise and Release settlements within authority limits.
13. Coordinate with defense counsel on litigated claims, providing records and reports, as necessary.
14. Consult with and monitors service providers, such as legal counsel, medical and vocational professionals.
15. Refer appropriate claims for potential subrogation recovery.
16. Attend conferences and hearings necessary to properly administer resolution of claims.
17. Regularly handles private and proprietary information while maintaining strict confidentiality and protecting from unauthorized disclosure.
18. Stay apprised of current law changes, court rulings and related matters that might affect the handling of claims.
19. Performs various routine clerical duties, utilizing standard office equipment to include: maintaining calendars; entering information into databases and spreadsheets; making photocopies; faxing documents; typing; and word processing.
20. Will require overnight travel to attend training, meetings, and claims reviews.

21. Keep Workers' Compensation Director apprised of any and all claims requiring special attention, or that have involve extenuating circumstances.
22. In Director's absence will assume authority for releasing pending checks and reserve changes.
23. Will assist Director with Workers' Compensation training in Member Counties.
24. Will assist Director in establishing medical vendor relationship in Member Counties
25. Will monitor training claims staff with regards to new rules and regulations, and Continuing Education Credits (CEU's).
26. Will keep Mandatory Medicare Reporting current and correct any errors found.
27. Will correct any errors received from Director of Industrial Relations for the Electronic Data Integration reporting of First Reports of Injury (FROI) and Secondary Reports of Injury (SROI).
28. Will audit new claims for accuracy of information and timeliness to conform to CSAC Claims Guidelines.
29. Will assist Director in developing and maintaining policies and procedure for Workers' Compensation Programs.
30. Will assist subordinate claims examiners with strategizing claims to move towards settlement resolution.
22. Perform other duties as assigned by Workers' Compensation Director.

**KNOWLEDGE & SKILLS:**

1. Knowledge of the entire claims administration, case management and cost containment solutions as applicable to Workers' Compensation rules in California.
2. PC literate, including Microsoft Office (Word, Excel)
3. Effective analytical and interpretive skills
4. Strong organizational & interpersonal skills
5. Ability to work in a team environment
6. Ability to work independently
7. Excellent oral and written communication skills

**EDUCATION:** Four year degree at an accredited college or university preferred but not required.

**LICENSES:** Possession of a current certification as an Experienced Claims Adjuster, and proof of current Post-Designation training.

**EXPERIENCE:** Eight (8) years of Workers' Compensation claims experience required. Experience working with public entities preferred but not required.

**ENVIRONMENTAL CONDITIONS**

The work is performed 95% indoors; 5% outdoors, including walking to and from buildings - vehicles. Driving and walking may involve extreme cold or heat, as well as other seasonal environmental conditions. Offices are generally well lit and well ventilated, and noise level is typical of office with printers and other machinery.

**BODY POSITION AND MOVEMENT DEMANDS**

	<b>ACTIVITY</b>	<b>WEIGHT</b>	<b>FREQUENCY</b>
<b>SITTING</b>	Most activities are performed sitting at a desk	N/A	Frequently

<b>STANDING</b>	Addressing groups Overlooking operations	N/A	Occasionally
<b>WALKING/CARRYING</b>	from vehicle to office and from office to office carrying files, resource books, etc.	0 - 20 LBS	Frequently/ Occasionally
<b>KNEELING</b>	N/A	N/A	N/A
<b>CROUCHING/STOOPING</b>	To reach bottom drawers	0 - 20 LBS	Occasionally
<b>SQUATTING</b>	To reach bottom drawers	0 - 20 LBS	Occasionally
<b>CRAWLING</b>	N/A	N/A	N/A
<b>TWISTING</b>	To reach items	0 - 20LBS	Occasionally
<b>REACHING</b>	<u>Above shoulder level:</u> to retrieve files, resources	0 - 20LBS	Occasionally
	<u>At shoulder level:</u> to retrieve items on desk, in files	0 - 20LBS	Occasionally
	<u>Below shoulder level:</u> to retrieve items in desk, files	0 - 20LBS	Occasionally
<b>PUSHING/PULLING</b>	Open/closing drawers	0 - 20LBS	Occasionally
<b>CLIMBING</b>	May climb stairs to work site, meetings, travel	0 - 20LBS	Occasionally

**COMBINATION OF ACTIVITIES**

The physical activities reported regarding body position and movement demands of essential functions are based on observation and conversation with employees performing those functions. These movements represent the manner in which these essential functions are currently performed. It is possible that these positions may be performed in an alternate manner without changing the essential nature of the function. Analysis of the impact of differing methods will need to be conducted to determine whether this is an essential function movement.

A determination of the availability of reasonable accommodations will include consideration of the qualified applicant's disability and its impact on the essential functions of the above position.