



CLASS SPECIFICATION FOR:

## Claims Manager

### General Statement of Duties:

Supervises the claims functions and assigned staff within the Risk Management section, including coordinating and monitoring claims activity for Workers' Compensation and Liability; does related work as required.

### Distinguishing Features of Class:

The single position supervisory class is responsible for oversight and management all aspects of claims investigation, management, and claim resolution, including supervising assigned staff, for the County's workers' compensation programs and/or property and liability claims under the County's self-insurance program; makes, reviews and approves recommendations for handling claims; audits claims' handling, expenses and other dispensation; and serves a working supervisor as needed handling complex and/or questionable claims from initial report through resolution utilizing extensive, in-depth knowledge of liability law and medical claims, including Workers Compensation. Receives policy guidance and general supervision from the Risk Manager.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Supervises, trains and guides the work of the claims staff;
- Determines work assignments of and balances the workload among staff;
- Manages the claims administration budget and contracts that include physicians, medical cost adjustments, vocation rehabilitation/medical case management, third-party administrators, legal counsel, auto appraiser and auto rental;
- Investigates and adjusts large liability claims;
- Performs routine and complex audits of worker's compensation, auto/generally liability claims as necessary ensure timely and accurate processing, allocation of expenses and payments and audits claim closures (quality control);
- Supervises or handles the processing of payments under workers' compensation program, verifying work-related injury, entering data into computer, reconciling payments with medical bills and computing benefit checks;
- Reviews and investigates new claims in a timely manner consistent with applicable legal guidelines and/or best practices and determines liability and compensability;
- Creates and maintains detailed, complex, confidential records in Department and State specific databases and prepares claims related reports, memoranda and other related correspondence;
- Manages or handles all levels of claims, routine and complex, under workers' compensation program, verifying work related injury, entering data into computer, determining period of eligibility, calculating amount of payments, verifying expenses compensability, reconciling payments with medical bills and computing benefit checks, preparing and completing agreements, negotiating settlements and claims' final resolution;
- Manages or handles all levels of claims, routine and complex, for first-party and third-party liability and property damage claims filed against the County, performing in-depth investigations, determining the County's legal liability, verifying damages incurred, handling negotiations, paying and settling claims as appropriate;
- Reviews and approves payments of claims, related expenses and settlements to include monitoring and analyzing payments to identify any duplication of payments, correct reimbursement to the County and to ensure expenditures and lost time are properly coded;
- Coordinates the payment of claims with appropriate third parties including but not limited to insurance companies, stop-loss insurers, excess carriers, venders, Medicare, etc;
- Coordinates insurance companies involvement with insured and excess claims, and assures reports on quality and excess claims are made on a timely basis;
- Works closely with and responds to inquiries from physicians, medical facilities, supervisors and employees regarding job related injuries and medical payments;
- Coordinates with the Finance and Human Resources Departments on claim payments;
- Represents the County in appeals, depositions, hearings, and court as required and attends hearings and/or litigation meetings/settlements as needed;
- Prepares and makes clear concise financial and administrative reports and presentations as assigned;
- Maintains comprehensive current working knowledge of applicable regulatory laws, codes, court decision, acts and legal concepts and serves as resources and subject matter expert for staff and other County personnel;
- Performs other duties as assigned.



CLASS SPECIFICATION FOR:

## Risk Management Claims Manager

### Required Knowledge, Skills and Abilities:

Extensive knowledge of Virginia Workers' Compensation Act and its application to claims processing; extensive knowledge of claims adjustment for workers' compensation; extensive knowledge of contributory liability laws as well as simple and gross negligence, bodily injury practices and procedures, and property claims practices and procedures; extensive knowledge of knowledge of medical terminology including treatment and rehabilitation; extensive knowledge of the concept of sovereign immunity as it applies to liability issues; excellent investigation and critical thinking skills; sound logic and reasoning skills with the ability to research, interpret, understand, apply and communicate complex laws, concepts, rules, regulations, policies and procedures specific to a diverse array of claim and liability situations; ability to make sound decisions on complex claims and related issues relative to assigned area; ability to proactively identify problems and opportunities, propose effective solutions and implement approved solutions; ability to determine the validity of claims and to make effective, sound and logical recommendations for their settlement or other dispensation; excellent negotiation skills, critical attention to detail; ability to multitask and effectively manage competing priorities and make sound decisions; excellent management and supervisory skills including the ability to develop, coach and mentor as well as foster and maintain high morale and engagement; ability to collaborate with effectively to achieve department and County goals; ability to deal tactfully but firmly with claimants, employees and County agencies; ability to communicate effectively, both orally and in writing; ability to express ideas clearly and concisely, both orally and in written form; ability to research a variety of data, create and maintain detailed confidential records and prepare detailed reports, including statistical reports; basic project management skills; proficiency in the use of personal computers and/or automated systems with the ability to enter, retrieve and analyze data and prepare reports; demonstrated proficiency in working with common business software products and industry specific databases and systems; ability to learn and use specialized systems; ability to maintain sensitive and confidential records; accounting or other financial skills with sufficient ability to develop budgets, manage expenditures in accordance with County Finance policies and manage operations effectively within budget; excellent communication and interpersonal skills with the ability to establish and maintain effective working relationships with County official, employees, the public and other parties relevant to area of claims responsibilities; ability to work independently to manage own workload and priorities and complete assignments as required; excellent customer service skills; tact; and courtesy.

### Minimum Education and Experience:

Education: Four (4) year degree in human resources management, public administration or other relevant field;

Experience: Six (6) years of relevant professional experience in claims handling and processing including one (1) year of supervisory experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Valid driver's license;
- Physical condition that allows for investigating and documenting accident and/or incident scenes.