

JOB TITLE: Claims Officer
EMPLOYEE:

DOT #: 169.267-010
CLAIM #



King County

KING COUNTY ON SITE JOB ANALYSIS

JOB TITLE Claims Officer

JOB CLASSIFICATION Claims Officer

DOT TITLE Claims Adjudicator (government ser.)

DOT NUMBER 169.267-010

DEPARTMENT Executive Services

DIVISION Safety and Claims

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 9

JOB STATUS

Full Time, Career Service.

ADDRESS OF WORKSITE

7300 Perimeter Road
Seattle, WA 98108

CONTACT'S NAME Beverley Anderson

CONTACT'S PHONE 206-296-2866

EMPLOYER JOB TITLE Claims Supervisor

DATE COMPLETED 4/24/02

DATE REVISED 02/23/07

VRC Jeff Casem

DATE REVIEWED 5/12/09

WORK HOURS

40-hour week, Monday through Friday, 8:00am to 5:00pm.

OVERTIME

Rare and must be approved. Fair Labor Standards Act, Non-Exempt (hourly).

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JOB DESCRIPTION

Adjudicates worker's compensation claims in accordance with the legal requirements of the industrial insurance laws and the claims management standards of King County. Manages worker's compensation claims including investigating, taking statements, reserving, and reviewing medical records to ensure County compliance with relevant laws, administrative orders, as well as policies and procedures. Communicates with injured workers in a timely, positive manner to explain benefits and decisions. Initiates and coordinates early return to work, light duty and alternative work assignments. Assists in coordinating the compliance of County offices with American's with Disabilities Act (ADA) requirements. Interacts with physicians, vocational rehabilitation counselors, attorneys, supervisors, administrators and employees with issues related to worker's compensation. Communicates and negotiates with the Washington State Department of Labor and Industries on determinations, allowances, denials, closures, re-openings, and permanent disability awards. Prepares claims for litigation and represents the County in subrogation matters.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgement.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Six years of experience in adjudicating Washington State worker's compensation claims or, a minimum two years of experience in adjudicating Washington State worker's compensation claims and graduation from a four year college or university with major coursework in business administration, public administration, social sciences or a closely related field. Must possess Washington State worker's compensation certification by the Department of Labor and Industries or ability to obtain certification within 6 months of hire. Must have knowledge of state laws, regulations, and relevant court rulings regarding worker's compensation. Must have knowledge of standard medical and legal terminology, practices, and procedures. Must possess knowledge of proper use of the English language, grammar and spelling. Must have excellent oral and written communication skills as well as problem solving and analytical skills. Must possess skill in handling a number of projects or tasks simultaneously; skill in working with a diverse group of individuals; skill in working under pressure and meeting regulatory guidelines.

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ESSENTIAL FUNCTIONS Listed in order of importance

1. Manages claims, including investigating, taking statements, estimating the ultimate cost of the claim and reviewing medical record, to ensure County compliance with relevant laws, administrative orders and policies and procedures.
2. Helps injured employees understand their benefits and the status of their claims.
3. Initiates and coordinates early return to work, light duty and alternative work assignments, and coordinates compliance of County offices with the ADA.
4. Interacts with physicians, vocational rehabilitation counselors, attorneys, supervisors, administrators and employees with issues related to worker's compensation.
5. Coordinates and monitors the work of outside vendors.
6. Communicates and negotiates with the Washington State Department of Labor and Industries.
7. Prepares claims for litigation.
8. Represents King County in subrogation matters.
9. Trains and educates employees and supervisors on worker's compensation policies and procedures.
10. Reviews decisions made by the Washington State Department of Labor and Industries, the Board of Industrial Insurance Appeals and King County Superior Court and takes necessary action.

NON-ESSENTIAL FUNCTIONS

1. Creates files.
2. Drives a county car for claim status meetings.
3. Retrieves closed and oversized files.
4. Copies reports.

TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED

Computer, fax machine, copy machine, telephone, two-hole punch, 10-key, printer, database, and files.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rare = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

This job is classified as

Sedentary

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Standing

Occasionally on flat anti-fatigue mat and carpeted surfaces for up to 30 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while copying files. Standing can be increased or decreased upon personal preference.

Walking

Occasionally on flat carpeted or linoleum surfaces for distances of up to 200 feet for up to 2 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while walking to or from the training room. On a rare occasion a Claims Officer may walk up to 300 feet when attending a meeting in another building.

Sitting

Continuously on an office chair for up to 2 hours at a time for up to 6 hours total in a work shift. Most commonly occurs while performing computer work, reviewing files and documents, talking on the telephone, taking notes, and reading mail. Sitting can be increased or decreased upon personal preference.

Climbing stairs

Occasionally for up to 30 seconds at a time while climbing 1 flight for up to 3 minutes total in a work shift. Most commonly occurs while walking between the building entrance and the office area on the second floor. There is an elevator available in order to avoid climbing stairs.

Climbing

Rare on a stepstool to heights of up to 1 foot for up to 2 minutes at a time, for up to 5 minutes total in a work shift. Most commonly occurs while using a stepladder to reach closed files, files cabinets, and supply cabinets. This is not required and assistance is available.

Balancing

Rare on a stepstool to heights of up to 1 foot for up to 2 minutes at a time, for up to 5 minutes total in a work shift. Most commonly occurs while using a stepladder to reach closed files, files cabinets, and supply cabinets that can range from floor to ceiling heights. This is not required and assistance is available. Taller persons may not need a stepstool to reach file cabinets, supply cabinets, or closed files.

Bending/Stooping

Occasionally on flat carpeted surfaces for up to 2 minutes at a time for up to 24 minutes total in a work shift. Most commonly occurs while searching for files in lower file drawers. Bending/stooping can be increased or decreased upon personal preference.

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Operating Controls with Feet

Rare for up to 30 minutes at a time for up to 1 hour total in a work shift while driving to other King County locations for claims status meetings. Driving can be avoided by holding claims status meetings at the Claims Officer's work site or conducting the meetings via telephone.

Reaching above shoulder height

Rare for 3 seconds at a time for up to 15 seconds total in a work shift while searching for closed files 1 time per week or removing or replacing objects in an overhead bin.

Reaching at waist to shoulder height

Continuously for up to 1 hour at a time for up to 6 hours total in a work shift while typing, using the computer mouse and manipulating files.

Reaching at knee to waist height

Rare for up to 10 seconds at a time for up to 2 minutes total in a work shift while removing and replacing files from a file cabinet.

Reaching at floor to knee height

Rare for up to 10 seconds at a time for up to 2 minutes total in a work shift while removing and replacing files from a file cabinet.

Lifting 1-10 pounds

Occasionally for up to 1 minute at a time for up to 15 minutes total in a work shift. Most commonly occurs with weights of 3-5 pounds while manipulating files.

Carrying 1-10- pounds

Occasionally for distances of up to 40 feet for up to 30 seconds at a time for up to 3 minutes total in a work shift. Most commonly occurs with weights of 3-5 pounds while transporting files to and from the conference room, copy room, and supervisor's office.

Lifting 11-20 pounds

Rare for up to 3 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 17 pounds while moving multiple files. This activity is not required as the employee can lift individual files.

Carrying 11-20 pounds

Rare for distances of up to 40 feet for up to 30 seconds at a time, for up to 2 minutes total in a work shift. Most commonly occurs with weights of up to 17 pounds while transporting multiple files to the conference room or the supervisor's office. This activity is not required as the employee can carry individual files.

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Pushing and Pulling

Occasionally for distances of up to 3 feet for up to 3 seconds at a time, with a force of 3-7 pounds for up to 15 minutes total in a work shift. Most commonly occurs while sliding files across a desk, opening and closing doors and drawers as well as using a two-hole punch.

Handling

Occasionally for up to 1 minute at a time for up to 1.5 hours total in a work shift while manipulating files and using the computer mouse.

Operating Controls with Hands

Occasionally for up to 1 minute at a time for up to 1.5 hours total in a work shift while operating a county vehicle and using the computer mouse.

Fingering

Continuously for up to 1 hour at a time for up to 6 hours total in a work shift while keyboarding, using the computer mouse, writing, as well as manipulating files and documents. Fingering can be increased or decreased upon personal preference.

Talking

Frequently for up to 25 minutes at a time for up to 4 hours total in a work shift while conversing with claimants, supervisors, managers, and co-workers.

Hearing

Frequently for up to 25 minutes at a time for up to 4 hours total in a work shift while conversing with claimants, supervisors, managers, and co-workers.

Near acuity—clarity of vision at 20 inches or less

Continuously for up to 2.5 hours at a time for up to 6 hours total in a work shift while performing computer work, reading files and reviewing documents. Near acuity can be increased or decreased upon personal preference.

Far acuity—clarity of vision at 20 feet or more

Rare for up to 30 minutes at a time for up to 1 minute total in a work shift while operating a county vehicle. This is not a required function of the job.

Depth perception—three dimensional vision

Rare for up to 30 minutes at a time for up to 1 minute total in a work shift while operating a county vehicle. This is not a required function of the job.

Field of vision—observing an area that can be seen up and down or right or left while eyes are fixed on a given point

Rare for up to 30 minutes at a time for up to 1 minute total in a work shift while operating a county vehicle. This is not a required function of the job.

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TEMPERAMENTS

Directing, controlling, or planning activities of others: Continuously
Performing repetitive or short-cycle work: Continuously
Influencing people in their opinions, attitudes, and judgements: Continuously
Performing a variety of duties: Frequently
Expressing personal feelings: Rare
Working effectively under stress: Continuously
Attaining precise set limits, tolerances, and standards: Continuously
Working under specific instructions: Continuously
Working with others: Continuously
Making judgements and decisions: Continuously

ENVIRONMENTAL FACTORS

Work is performed in an office setting with close proximity to other workers. The noise level is quiet. On a rare occasion a Claims Officer may visit a wastewater treatment site and be exposed to odors.

Workers are exposed to

Outside weather: Rare
Odors: Rare

POTENTIAL MODIFICATIONS TO JOB

Utilize elevator to eliminate climbing stairs. Workspace software to monitor the use of the mouse and keyboard. Ergonomic chair for increased comfort during long periods of sitting. Schedule meetings at Claims Officer's work location to avoid driving. Stool or chair at copy machine to reduce prolonged periods of standing.

_____ Signature & title of evaluator	_____ Date
_____ Signature & title of contact	_____ Date
_____ Signature & title of employee	_____ Date

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HEALTH CARE PROVIDER SECTION
Check all that apply

The employee is released to perform the described duties without restrictions on performance or work hours.

The employee is released to perform the described duties on a reduced schedule. The recommended schedule is:

Temporary until _____ Permanent as of _____

The employee is released to perform the described job with the following modifications:

Temporary until _____ Permanent as of _____

The employee is not released to perform the described duties due to the following job functions:

Temporary until _____ Permanent effective _____

The employee is unable to work in any capacity.
A release to work is: anticipated by _____ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date