

JOB TITLE: Application Worker
EMPLOYEE:
VRC: Kyle Pletz

DOT #: 214.362-022
CLAIM #:



King County

KING COUNTY ON SITE JOB ANALYSIS

JOB TITLE Application Worker

JOB CLASSIFICATION Application Worker

DOT TITLE Insurance Clerk

DOT NUMBER 214.362-022

DEPARTMENT Public Health, Seattle-King County

DIVISION Community Health Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 17

JOB STATUS

Full Time, Career Service.

ADDRESS OF WORKSITE

2124 4th Avenue
Seattle, WA 98121

CONTACT'S NAME Gale Carmony

CONTACT'S PHONE 206-296-4755

EMPLOYER JOB TITLE Public Health Administrative Support Supervisor

DATE COMPLETED 11/4/02

VRC NAME Jeff Casem

DATE REVISED 7/14/09

WORK HOURS

Monday through Friday 8:30am to 5:00

OVERTIME

Never

Fair Labor Standards Act, Non-Exempt (hourly).

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JOB DESCRIPTION

Assists clients, on the telephone or in person, referred for medical assistance to Seattle-King County Department of Public Health programs by assessing their needs and explaining benefits and eligibility for such assistance. Provides direct client services by processing enrollment and eligibility forms for medical assistance.

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

Must have the ability to comprehend and interpret complex insurance rules and regulations as well as explain them to the general public. Must be able to interact with the general public and work with diverse group of individuals including elderly and disabled persons in tactful, diplomatic and sensitive manner, including individuals who may be angry and/or difficult. Must have excellent oral and written communication skills, including ability to communicate in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress. Knowledge of standard office equipment that may include typewriter, personal computer, copier, fax machines, and multi-line telephone. Ability to maintain confidentiality, handle difficult client situations with discretion and diplomacy, work independently as well as prioritize and complete multiple tasks simultaneously. Knowledge of Washington State health care guidelines, procedures, health care programs and community resources as well as cultural beliefs and values. Must be able to work independently with minimal supervision and direction. Must have the ability to attend meetings and forums.

ESSENTIAL FUNCTIONS Listed in order of importance

1. Assesses client insurance and eligibility needs and explains benefits and eligibility of medical assistance.
2. Updates clients' reports for assigned programs.
3. Assists clients in completing application forms, gathering eligibility materials and coordinating contacts with social and community resources.
4. Evaluates and resolves problems related to insurance issues and advocates for client.

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5. Follows up with social and community resources to determine status of application and/or eligibility for programs.
6. Educates staff and other agencies about current information for assigned programs.
7. Educates clients on how to access community resources.
8. Assists in the resolution of problems related to Managed Care.
9. Establishes and maintains relationships with community and social resources.
10. Interacts with the general public and works with a diverse group of individuals.
11. Performs database entry and retrieval.
12. Modifies procedures when necessary to complete tasks.

NON-ESSENTIAL FUNCTIONS

1. Drives a County vehicle.
2. Backs up switchboard and various clerical duties as needed.

TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED

Computer, fax machine, copy machine, multi line telephone, pen/pencil, documents, files, Access and Signature (insurance database).

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

Standing

Occasionally on flat carpeted and linoleum surfaces for up to 5 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while using the fax or copy machine. The employee can sit or stand as needed.

Walking

Occasionally on flat carpeted and linoleum surfaces for distances of up to 50 feet for up to 30 seconds at a time for up to 30 minutes total in a work shift. Most commonly occurs while walking between the workstation, inboxes, copy machine and fax machine.

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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 talking on the telephone and performing computer duties.

Bending/Stooping

Occasionally on flat carpeted and linoleum surfaces for up to 30 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while reaching for objects on low shelves and in low file drawers. The employee can reduce bending/stooping by alternating with kneeling and crouching. The employee can also sit on a stool or chair when reaching in low file drawers.

Kneeling

Occasionally on flat carpeted and linoleum surfaces for up to 30 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while reaching for objects on low shelves and in low file drawers. The employee can reduce or eliminate kneeling by alternating with bending/stooping and crouching. The employee can also sit on a stool or chair when reaching in low file drawers to avoid kneeling.

Crouching

Occasionally on flat carpeted and linoleum surfaces for up to 30 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while reaching for objects on low shelves and in low file drawers. The employee can reduce crouching by alternating with kneeling and bending/stooping. The employee can also sit on a stool or chair when reaching in low file drawers.

Operating Controls with Feet

Rare for up to 20 minutes at a time for up to 40 minutes total in a work shift while driving a County vehicle to and from meetings twice per month.

Reaching above shoulder height

Rare for up to 20 seconds at a time for up to 1 minute total in a work shift while reaching for documents on upper shelves and in upper file drawers and in-boxes. Reaching above the shoulder could be reduced or eliminated by placing files in lower drawers and lowering in-boxes.

Reaching at waist to shoulder height

Continuously for up to 2 hours at a time for up to 6-7 hours total in a work shift while performing computer duties, manipulating documents, writing and dialing the telephone.

Reaching at knee to waist height

Rare for up to 20 seconds at a time for up to 1 minute total in a work shift while reaching for objects on low shelves and in low file drawers.

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Reaching at floor to knee height

Occasionally for up to 30 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while reaching for objects on low shelves and in low file drawers. The employee can also sit on a stool or chair when reaching in low file drawers.

Lifting 1-10 pounds

Rare for up to 20 seconds at a time for up to 2.5 minutes total in a work shift. Most commonly occurs with weights of 5 pounds while manipulating files, charts and documents as well as loading a ream of paper in the copy machine.

Carrying 1-10- pounds

Rare for distances of up to 50 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 5 pounds while moving files, charts and documents between the workstation, copy machine and fax machine.

Pushing and Pulling

Rare for up to 3 seconds at a time with a force of up to 7 pounds for up to 1.5 minutes total in a work shift while opening and closing file drawers and office doors.

Handling

Rare for up to 20 seconds at a time for up to 3 minutes total in a work shift while manipulating files and documents as well as loading a ream of paper in the copy machine.

Operating Controls with Hands

Occasionally for up to 20 minutes at a time for up to 1.5 hours total in a work shift while driving a County vehicle and operating the computer mouse.

Fingering

Frequently for up to 10 minutes at a time for up to 4 hours total in a work shift while writing, locking and unlocking doors, manipulating documents and performing computer duties.

Talking

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while conversing with clients, doctors, nurses, insurance providers, co-workers and superiors on the telephone or in person.

Hearing

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while conversing with clients, doctors, nurses, insurance providers, co-workers and superiors on the telephone or in person.

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Near acuity—clarity of vision at 20 inches or less

Continuously for up to 2 hours at a time for up to 7 hours total in a work shift while reading documents and performing computer duties.

Far acuity—clarity of vision at 20 feet or more

Rare for up to 20 minutes at a time for up to 40 minutes total in a work shift while driving a County vehicle to and from meetings twice per month.

Depth perception—three dimensional vision

Rare for up to 20 minutes at a time for up to 40 minutes total in a work shift while driving a County vehicle to and from meetings twice per month.

Visual accommodation—Adjustment of lens of eye to bring an object into sharp focus

Rare for up to 20 minutes at a time for up to 40 minutes total in a work shift while driving a County vehicle to and from meetings twice per month.

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 20 minutes at a time for up to 40 minutes total in a work shift while driving a County vehicle to and from meetings twice per month.

TEMPERAMENTS

Directing, controlling, or planning activities of others: Occasionally

Performing repetitive or short-cycle work: Continuously

Performing a variety of duties: Occasionally

Working effectively under stress: Occasionally

Attaining precise set limits, tolerances, and standards: Continuously

Working under specific instructions: Occasionally

Working with others: Continuously

Making judgments and decisions: Occasionally

ENVIRONMENTAL FACTORS

Work is performed in an office setting in close proximity to other workers.

Workers are exposed to the general public and persons that may be upset and or hostile. The noise level is quiet. Copy machine and telephone ringers are the loudest noises in the office.

Workers are exposed to

Outside weather: Rare

Odors: Rare

Vibration: Rare

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POTENTIAL MODIFICATIONS TO JOB

Files can be placed in appropriate height drawers to reduce or eliminate reaching above the shoulder, bending/stooping, crouching and kneeling.

A stool or office chair can be used to reduce or eliminate reaching at floor to knee height, bending/stooping, crouching and kneeling when placing or removing objects in lower drawers.

The employee can copy forms instead of pressing hard when writing on multiple page carbon copies.

A headset can be used to reduce handling when talking on the telephone and an ergonomic mouse/trackball can be used to limit certain hand motions.

Inboxes can be lowered to reduce reaching above the shoulder.

Workpace software to monitor/limit keyboarding.

An ergonomic workstation has been provided including a document holder, chair and appropriate height desk.

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