

Specification for Class of  
CLAIMS MANAGEMENT SPECIALIST  
**Abolished 7/14/06**

Definition: In the Department of Social and Health Services, interfaces with all interested parties regarding industrial insurance claims and assault claims to effect early return to work, early claim resolution and minimization of claims costs to the agency. Coordinates and directs compensable claims activities under the Workers Compensation Program; coordinates the vocational efforts for returning injured workers to state employment; coordinates the Assault Benefits Claims Program for DSHS institutions.

Distinguishing Characteristics: This class is statewide in scope and responsibility which directs and controls the claim processing activity and provides training and audits to those performing claim management support.

Typical Work

Administers the agency Assault Benefits Program under RCW 72.01 by adjudication of all claims submitted by assaulted institutional care staff;

Devises and recommends strategies for implementation of claims management programs including technical claims management education, training, modified duty, employee screening, employee orientation and claims investigations;

Performs varied professional, innovative and technical industrial insurance claims management in the agency;

Ensures Department of Labor and Industries is furnished correct and adequate documentation to adjudicate agency claims;

Investigates discrepancies in complex/controversial claims;

Audits the field claims management programs to assure consistency and accuracy of function;

Confers with Department of Labor and Industries adjudication staff, physicians, injured workers and others to accomplish the agency claims management plan regarding claims status, valuation

of case reserves, returning injured employees to gainful employment;

Develops and implements special emphasis training programs; travels statewide to instruct, train and interview agency staff;

Compiles and distributes reports to field claims management staff;

Authors directives, handbooks, manual sections and bulletins;

Assists in the preparation of legal cases for the Claims Program Manager in protests and appeals;

Performs other work as required.

#### Knowledge and Abilities

Knowledge of: Title 51, industrial insurance laws, Washington Administrative Codes and policies; Department of Labor and Industries adjudication practices and guidelines; assault claims laws and adjudication procedures; employer claims management practices; claims protest and appeals procedures.

Ability to: analyze statistical data; analyze and resolve a variety of claims problems; interpret and apply merit system rules and agency policy and procedure; communicate effectively with agency management, administrators, superintendents, and claims management staff; speak and write clearly and effectively; secure and maintain cooperation with Department of Labor and Industries staff to promote the program; consult with and train agency staff of varying job classes and disciplines in the technical aspects of claims management; accomplish completed staff work.

#### Minimum Qualifications

A Bachelor's degree.

#### AND

Two years of experience in adjudicating permanent partial disability awards to time loss payments in a workers' compensation insurance program, or experience in vocational rehabilitation for injured workers; claims investigations, or as an industrial insurance representative.

Additional related experience or medical related experience may substitute, year for year, for education.

CLAIMS MANAGEMENT SPECIALIST

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New class: 4-15-88

Revised definition and minimum qualifications: 7-12-91