

## WORKERS' COMPENSATION CLAIMS COORDINATOR

### NATURE OF WORK

This is responsible administrative and technical work investigating and administering self-insured Workers' Compensation and long-term disability claims for the insured and self-insured claims program.

Work involves responsibility for investigating injuries and illnesses; determining compensability; contacting claimants, supervisors and witnesses; setting up claims; establishing reserves; corresponding with medical providers and attorneys; analyzing and interpreting medical reports; calculating and issuing payments; pursuing subrogation investigations; preparing correspondence and reports; and participating in mediation, arbitration and court proceedings as necessary. An employee in this class is expected to exercise independent judgment and initiative requiring a detailed understanding of insurance claims and procedures. Supervision is received from an administrative superior with work being reviewed in the form of accuracy and effectiveness of services provided.

### EXAMPLES OF WORK PERFORMED

Investigates and adjusts Workers' Compensation and long-term disability claims.

Determines compensability of claims and issues denials or payments where appropriate.

Communicates with all levels of departmental staff in evaluating claims.

Establishes claim reserves, runs reports and analyses claims information.

Assists with injury leave analysis and electronic reporting of workers compensation claims.

Works in conjunction with legal counsel to resolve litigated or otherwise disputed claims.

Conducts subrogation investigations and assists in the recovery of claims.

Assists with mediation, arbitration or trial information as needed.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of insurance coverage available including but not limited to workers' compensation, long-term disability, general liability, property and professional liability claims.

Knowledge of insurance principles and concepts.

Knowledge of insurance industry developments that may effect coverage.

Knowledge of the Nebraska Workers Compensation Act, relevant case law and procedures.

Ability to prepare and present accurate and reliable reports containing findings and

recommendations.

Ability to establish and maintain effective working relationships with government officials, employees, co-workers and the general public.

Ability to communicate effectively both orally and in writing, using technical and non-technical language.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in insurance, business law, business administration or related field and considerable experience in the areas of claims administration and adjusting workers' compensation and other insurance claims.

#### MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in insurance, business law, business administration or related field and experience administering and/or adjusting workers' compensation and other insurance claims; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

Possession of a valid driver's license when operating vehicle is necessary for the satisfactory performance of assigned duties.

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