

Class Code: K65
City of Anaheim
Class Specification

Classification:
CLAIMS ASSISTANT

Definition:

Under minimal supervision, to perform complex specialized clerical and technical work in the processing of claims in the areas of general liability, worker's compensation and/or unemployment insurance.

Examples of Essential Job Functions - Depending upon areas of assignment, responsibilities and duties may include, but are not limited to, the following:

When Assigned to Workers' Compensation:

Sets up claim files by assigning numbers, verifying information on injury form, setting amount of medical reserves required for injury (based upon past practice not predetermined amounts); reviews with Claims Examiner then enter into computer system.

Independently manages and processes all "no lost time" claims (either no lost time or up to three (3) days lost time or medical treatment only).

For all lost time claims, verifies return to work or modified work status with treating physician.

Evaluates and authorizes payment and issues checks to doctors, hospitals, pharmacies and all other vendors providing service on a claim; codes all bills and ties back to a specific claim number; verifies accuracy of bill to type of injury and determines reasonableness of charges; determines which bills are forwarded to bill review service for further review of unreasonable charges.

Advises employees injured on the job of their rights and benefits under Workers' Compensation Laws; advise as to proper procedures to file a claim.

Reviews all physician reports and analyzes medical diagnosis; determines if applicable to type of injury sustained or if it is a non-industrial injury; advises treating physician if payment is not approved.

Contacts physicians and employees to initiate early return to work dates at temporary light duty jobs; obtains physician release for light duty; contacts departments for possible light duty assignments.

Monitors medical progress and sets up exams with medical specialists for consultation, diagnostic tests and treatment; extends benefits as necessary; requests narrative reports of status.

Inputs, prints and separates checks, mails originals and records dates and amounts into individual claim files; balances all payments and verifies totals do not exceed reserve established for claim.

Each pay period, verifies all industrial leave hours and dollars; verifies employee went to doctor and/or was off on legitimate I.A. time; if hours appear excessive, contacts department for reason; independently determines what hours are appropriate and approves for payment.

Assists Claims Examiner with specific tasks related to claims administration.

Performs other job-related duties as required.

When Assigned to General Liability:

Sets up new claim files by reviewing claim for completeness, checking for previous notice of claim, requesting/pulling general accident or vehicle/ police reports and cross referencing with any similar claims.

Enters claims into the General Liability System and prepares file, abstract summary face sheet, index card and enters on the claim log.

Investigates and gathers pertinent information to assist in the evaluation of claims; requests all known existing reports (i.e. general accident, first aid incident, paramedic, vehicle accident and police reports); lists in appropriate index files.

Evaluates and processes low value property claims; evaluates for reasonable cost; goes out in field and investigates claim; determines settlement if claim is sufficient and owed.

For claims resulting from a contractor, identifies the appropriate contractor, obtains copies of insurance documents, puts contractor on notice and indemnifies the city.

If damages are paid by the city, evaluates damages for reasonable cost using standard depreciation rules, or uses an independent appraiser to assist in the evaluation.

Prepares and processes a wide variety of forms and letters in the completion of assigned duties.

Acts upon claims, lawsuits and interrogatories within designated time frames.

Assigns claim numbers to all claims declared sufficient by the City Attorney's Office (high volume claims) and routes to Claims Examiner for rejection, settlement or further investigation.

As directed, works with and assists professional claims staff by performing various aspects of claims investigation and/or data gathering.

Performs other job-related duties as required.

When Assigned to Unemployment Insurance/Safety:

Composes, types and mails correspondence to Employment Development Department within predetermined time limits in response to unemployment applications received by the city.

Investigates claims filed and determines if a protest should be registered; files protests as determined appropriate.

Completes DE3 Quarterly Contribution Return and Report of Wages, proves totals to payroll, mails form and magnetic tape within 30 day time limit; completes DE 938 Quarterly Report Adjustment as required.

Researches and calculates wage information for Request for Employee Data within 10 day time limit.

Researches and calculates information for DE 2503 State Disability Claim.

Responds to phone calls for EDD on any unemployment questions.

Contacts all City divisions and payroll, reviews employment records, obtains copies of written information to obtain required information.

Researches and evaluates the City's payroll records and compares those against EDD's Benefit Audits to determine if claimant had earnings for the same weeks UI Benefits were paid; completes and mails necessary forms within 10 days time limit.

Audits and verifies the accuracy of the Statement of Unemployment Insurance Benefits Charges; prepares Request for Check; audits amount of check when received; mails payment to EDD within time limits; composes letter for dollar adjustment if an incorrect amount has been charged to the City or any other error noted in the audit of the Statement.

Verifies employment and earnings; determines if eligibility issue is a question; submits wage corrections or other information within predetermined time limits.

Prepares draft monthly reports of employee injury; determines severity of injury; advises Safety Manager and/or Safety Administrator of all new injuries.

Maintains, compiles and verifies figures for Quarterly Safety Statistical Report; review various computer printouts and other reports to obtain required information; prepares charts and graphs as required.

Processes DMV forms for Fleet Safety and Defensive Driver Training Program.

Completes Annual Occupation Injuries and Illness survey using Cal/OSHA log sheets supplied by departments.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Experience in: Performing highly complex clerical work involving extensive record keeping, interpretation of policies and a high level of independence of action in performing duties.

Knowledge of: Advanced record keeping policies and procedures; modern office equipment and procedures; English usage; basic math and accounting practices; unemployment compensation, safety procedures, worker's compensation, medical terminology and/or general liability depending upon area of assignment.

Ability to: Operate a typewriter and/or computer keyboard with accuracy and speed; use required software; work under stringent deadlines; prioritize work; make effective and appropriate decisions; interpret and effectively communicate policies and procedures; read, understand and apply complex materials; compile data and prepare narrative and statistical reports; establish and accurately maintain extensive and complex record keeping systems; review and accurately interpret information; use proper grammar, spelling and punctuation; work accurately with figures; prepare clear and concise reports, letters and memos; communicate effectively both orally and in writing; deal effectively and professionally with adverse and difficult situations; take decisive action; establish and maintain effective working relationships with those contacted in the course of work.

Physical Requirements: None

License and/or Certification Required: Some positions may require possession of, or ability to obtain, an appropriate valid California Driver's License by date of appointment.

Supervision Received: Works under technical supervision. Work in progress and completed work is reviewed periodically.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Created 7/91 - V. Kilmurray
(Former Job Class - Principal Office Specialist
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