Claims Administrative Specialist II

Posted: January 27, 2020

Full-Time

Los Angeles Region
Woodland Hills, CA 91367, USA

Job Details

Description

Under general supervision performs diverse and administrative duties of moderate technical complexity in support of the claims function. Incumbent must achieve a quality claim product on an ongoing basis by consistently applying Zenith and Chernow & Lieb Best Practices within expected timeframes completing the following tasks.

The essential functions of this position include, but are not limited to, the following:

Duties for CAS II Assigned to Consolidated team:

- Manage Examiner’s Documentum by processing medical and legal documents and treatment requests timely. Take action on items by using critical judgement to object to liens, set diaries to Examiner alerting them on certain timeframes and taking action on time critical tasks independently when needed. This can include responding to EDD requests on behalf of Examiner.
- Issue timely and accurate payments
- Monitor claims for work status and recognize when to initiate or stop indemnity payments.
- Respond to external customer’s requests and conduct research to solve issues when needed.
- Monitor Examiner’s text messages through the Zconnect app and respond to injured workers on behalf of Examiners.
• Act as a contact person for Employer and Injured workers when the Examiner is absent.
• Calculate wage statements and provide quality assurance on wage statement calculations.
• Use critical thinking skills to assist Examiners, Nurses, and Legal in finding resolutions to Claims compliance, legal, or medical issues that may arise.
• Provide ongoing administrative support to Examiners, Attorneys and Nurses by processing correspondence, filing legal documents through EAMS and completing paperwork and follow up phone calls timely.
• Review liens and contact lien claimants or resolve liens when necessary.

Duties for CAS II Assigned to Centralized Wage Statement Team:

• Achieve quality indemnity payments by consistently applying Zenith Best Practices within expected DWC time frames to complete the following tasks:
• Calculate wage statements for full time, occasional, concurrent, and seasonal earnings by using best practices in conjunction with CERT and DWC regulations.
• Map out payment dates using the statutes for Ochoa and advise Examiner so that payment decisions can be made timely.
• Calculate any overpayments or underpayments and advise the Examiner so that reserves can be adjusted accordingly.
• Keep track of on season and off season dates by maintaining constant follow up with the Employers.
• Work with CERT to resolve any wage statement accuracy findings.
• Assist Examiner in determining the information and earnings to be included in the calculation of the Average Weekly Wage.
• Monitor claims based on statewide minimum wage increases and recalculate wages when necessary.
• Send benefit correspondence to injured workers and Employers.
• Provide quality assurance on wage statement calculations.
• Act as a resource during DWC audits.

General Duties assigned to all CAS II

• Additionally, it is expected that you will perform any other specially assigned duties/tasks as they arise and complete all diaries within their specified time frames
• Applies principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions.
• Work productively and harmoniously with others on a consistent basis.
• Respond positively to direction and feedback on performance.
• Consistently maintain professional and appropriate demeanor.
• Perform other duties/projects as assigned.

Education, Skills and Experience Requirements
• High school diploma or equivalent required.
• 3 years claims administrative support experience required with preference given to experience gained in Workers' Compensation industry.
• Knowledge of Microsoft Office required - possessing advanced Word and Excel software skills.
• Excellent spelling, punctuation and grammar skills required. Work experience demonstrating ability to proficiently produce accurate final documents.
• Strong verbal and written communication skills.
• Strong math skills required.
• Good organizational skills.

*Qualifications may warrant placement in a different job level*

The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive or exclusive list of the required responsibilities, duties and skills. Management retains the discretion to add to or change the duties and requirements of this position at any time as needs dictate.