

CLAIMS INVESTIGATOR

NATURE OF WORK IN THIS CLASS

This is responsible investigative work involving injury cases filed with the Worker's Compensation Commission to determine the events, causes, and participants and/or witnesses in a particular accident.

Employees within this class independently examine, investigate, and analyze claims for benefits under the Worker's Compensation Commission's laws and departmental policies and procedures.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Conducts investigation and research of accidents and claims filed with the Worker's Compensation Commission; evaluates and considers all evidence and facts necessary to bring about fair compensation of all cases assigned; serves as personal contact for claimants, employers and management, hospital administrators and other parties who can provide, or have need of, information pertinent to the proper disposition of accident investigations.

Conducts an accident event interview and determines the presence or absence of persons participant to or witnesses to establish the events prior to and subsequent to the accident.

Conducts an accident site investigation and determines the involvement of non-personal objects, substances, and site conditions contributing to the accident.

Reviews medical, hospital and pharmacists' bills by claimant for validity, accuracy, and conformance to established fee schedules.

Investigates accident claims involving third parties to secure information needed to establish liability; contracts third parties, private insurance carriers, and legal representatives; investigates occupational disease claims to determine circumstances under which illness developed.

Maintains records and prepares investigative reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of the principles, practices and techniques of interviewing and investigating.

Knowledge of Worker's Compensation laws, rules, procedures and related guidelines.

Knowledge of medical impairments as they affect ability to work.

Ability to gather facts and information through interviews, research and maintains confidentiality.

Ability to interpret, apply and make decisions in accordance with pertinent policies, regulations and other related program guidelines.

Ability to make sound judgement.

Ability to do arithmetic computations.

Ability to work effectively with employees and the public.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING

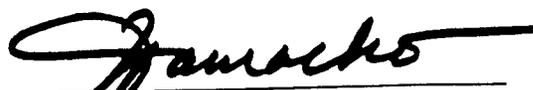
- a) Graduation from a recognized college or university with a Bachelor's degree in Business or Public Administration or related field; or
- b) Three (3) years of progressively responsible experience as an Insurance Claims Investigator or an OSHA (Occupational Safety and Health) investigator; or
- c) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATIONS

Possession of a valid driver's license.

ESTABLISHED: DECEMBER 31, 1990 (P.L. 20-221:25)

PAY RANGE: 34



FELIX P. CAMACHO
Executive Director
Civil Service Commission