

CLASSIFICATION: CLAIMS PROCESSOR II

Class Code: 2033-12

Date Established: 03-20-73

Occupational Code: 1-2-2

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To make routine decisions in auditing a variety of claims for accuracy and solving routine problems concerning rejected claims.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Audits claims for accuracy, completeness and redirects irregular and erroneous claims to appropriate areas for disposition.
- Requests additional facts to resolve rejected claims, processes corrections and makes adjustments.
- Initiates area batch control procedures, controls work flow within a unit, monitors work of Claims Processors I and participates in training of new personnel.
- Takes initial and continued claims for benefits or services to establish official records and facilitates the adjudication process.
- Contacts claimants, providers and employers regarding claim form completion or billing problems.
- Searches, screens and reviews data on source documents and claims, processes claims and computes benefit or billing amount.
- Processes corrections, adjustments and file maintenance data based on verification of transactions and error listing generated by computer processing system.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions under good conditions in a safe working environment.

Physical Demands: Requires sedentary work, including continuous sitting or occasional standing and walking.

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Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: High school diploma, G.E.D. or its equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in forms or claims examination work or similar audit and verification activities.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of the basic theories and principles of auditing. Skill in making simple mathematical computations with speed and accuracy. Ability to analyze claims rejected from the computer system and to initiate corrective action. Ability to identify problem areas in a standardized processing system and make constructive recommendations to superiors. Ability to supervise other employees engaged in similar work. Ability to establish and maintain harmonious working relationships with other state agencies and employees. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.