

CLASSIFICATION: CLAIMS PROCESSOR III

Class Code: 2034-17

Date Established: 11-04-76

Occupational Code: 1-2-2

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To supervise the work activities associated with the processing of claims and the resolution of claims discrepancies.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Supervises the work performed in the processing of computerized claims.
- Plans workload and schedules assignments for personnel to expedite the processing of claims.
- Reviews work performance of subordinate claims processing personnel on an annual basis; recommends disciplinary actions as required.
- Develops programs, in cooperation with the supervisory staff, to process claims more efficiently.
- Reviews processed claims, signs manifests of payment and submits completed paperwork for payment.
- Discusses work activities with other work units as well as providers of service in order to solve problems and gain cooperation.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

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 direct supervision of other employees doing work which is related or similar to the supervisor, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

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.

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 objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with major study in business administration or accounting. 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 or similar audit and verification activities. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of the basic theories and principles of auditing. Skill to make simple mathematical computations with speed and accuracy. Ability to analyze and correct claims rejected from the computer system. Ability to identify problem areas in a standardized processing system and take corrective action. 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.