

CLASSIFICATION: HEALTH CARE CLAIMS REPRESENTATIVE

Class Code: 5022-22

Date Established: 10-29-71

Occupational Code: 7-4-1

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To supervise staff responsible for interpreting and administering third party liability regulations, according to state and federal laws.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Monitors and interprets government regulations in order to recommend policies ensuring program conformity.
- Plans and coordinates all third party liability procedures to assure program compliance with applicable laws.
- Approves decisions and recommendations made by staff involving accident settlement cases and health insurance issues to recover accident-related medical benefits provided.
- Determines possible third party liability for health care payments in cases discovered through utilization review procedures.
- Assists in the preparation of cases which may involve legal action for recovery of health resources as required.

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 logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and firing employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

HEALTH CARE CLAIMS REPRESENTATIVE

Page 2

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

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: Bachelor's degree from a recognized college or university with major study in accounting or business administration. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience in accounting and auditing activities associated with health and accident reimbursement programs or with publicly financed medical care programs. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Considerable knowledge of health care programs such as Blue Cross/Blue Shield, Medicare, and commercial insurance companies. Knowledge of welfare medical assistance program operations. Knowledge of investigatory methods and techniques. Knowledge of Workers' Compensation programs and other third party liability programs. Knowledge of the principles, practices and methods of accounting and auditing. Ability to plan work activities and supervise the work of others. Ability to work with automated data processing system personnel to develop claim control methods. Ability to establish and maintain effective working relationships with other employees, state and federal officials, providers of health services, insurance companies and the general public. 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.