

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 22-0024

JOB TITLE: Claims Examiner IV

MONTHLY SALARY: \$5,073.00

POSTING DATE: September 13, 2021

LOCATION: 300 West 15th Street, 6th Floor, Austin, TX 78701

WORKING TITLE: Lead Cost Containment Specialist

DURATION: Until Filled

GENERAL DESCRIPTION

Work includes active participation in establishing Cost Containment Department goals and objectives; developing department guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving department goals; evaluating department activities; and coordinating department activities. Plans, assigns, and supervises the work of others.

ESSENTIAL JOB FUNCTIONS

Oversees the work of assigned unit within Cost Containment Department

Plans, assigns, and supervises the work of others

Examine, investigate, analyze, and report on all aspects of medical benefits provided to injured workers to ensure they are appropriate, timely, cost-effective, and in compliance with state statutes and regulations

Monitor internal performance for accuracy, timeliness, efficiency, and compliance. Ensure regulatory compliance requirements are met by providing staff training and assistance as needed

Confers with staff on department issues and problems to identify and implement solutions

Participates in establishes department goals and objectives; and develops and approves schedules, priorities, and standards for achieving goals

Examine vendor services for accuracy, timeliness, efficiency, and compliance with legal and contractual requirements

Participates in the development of department goals and objectives evaluation activities

Communicates openly and honestly with colleagues and customers

Ensure equal collaboration and contribution among unit and claims department

Conduct both internal and external performance and compliance reviews, identifying opportunities for enhancements. Develop recommendations and provide input on implementation

Provide direction and act as a resource to the agency

Establish and maintain cooperative working relationships with all agency staff

Provide excellent internal and external customer service, responding to inquiries related to medical benefits

Performs related work as assigned

Maintains relevant knowledge necessary to perform essential job functions

Attends work regularly in compliance with agreed-upon work schedule

Ensures security and confidentiality of sensitive and/or protected information

Complies with all agency policies and procedures, including those pertaining to ethics and integrity

MINIMUM QUALIFICATIONS

Education: Graduation from high school or equivalent

Five years full-time reviewing, adjusting, or processing workers' compensation claims experience

Knowledge of Division of Workers' Compensation appeals process

Knowledge of medical terminology

Knowledge of Texas Workers' Compensation law and claims administration

Ability to obtain and maintain a Texas adjuster license

Skill in working under pressure and meeting deadlines

Skill in working effectively with a diverse of customers

Skill in handling multiple tasks, prioritizing, and meeting deadlines

Ability to be an independent worker within a team environment

Skill in exercising sound judgment and effective decision making

Ability to make timely, informed decisions that consider the facts, goals, constraints, and risks

Ability to interpret and appropriately apply complex rulings regarding Texas Workers' Compensation law and claims administration

Ability to receive and respond positively to constructive feedback

Ability to work cooperatively with others in a professional office environment

Ability to provide excellent customer service

Ability to complete assignments with attention to detail and accuracy

Ability to arrange for personal transportation for business-related travel

Ability to work more than 40 hours as needed and in compliance with the FLSA

Ability to lift and relocate 30 lbs.

Ability to travel (including overnight travel) up to 5%

PREFERRED QUALIFICATIONS

Graduation from an accredited four-year college or university

Management experience

Advanced knowledge of medical and pharmaceutical terminology

Advanced knowledge of general accepted medical procedures

TO APPLY

All applications for employment with the State Office of Risk Management must be submitted electronically through www.WorkInTexas.com. A State of Texas application in WorkInTexas (WIT) must be completed to be considered **OR** Submit a State of Texas Application for Employment to: Attn: Linda Griffin, State Office of Risk Management, P.O. Box 13777, Austin, TX 78711-3777. Military Crosswalk information can be accessed at http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_Insurance.pdf

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