



Claims Service Coordinator- Claims Assistant

PRIMARY PURPOSE: To provide assistance to the claim staff by performing a variety of administrative tasks and responding to customer inquiries.

ESSENTIAL FUNCTIONS and RESPONSIBILITIES

- Follows up on requested information
- Prepares various letters, reports and forms.
- Assist with the review and approval, denial or Utilization Review of medical bills and vendor bills and legal invoices.
- Contact providers for updates, office notes, RTW information and documentation.
- Assist with the initial investigation contacts as requested by the adjusters.
- Completion of Utilization Reviews in the state agency website.
- Completion of Bureau documents that are not generated through state agency website.
- Assist with scheduling vendor services such as translation, transportation, DME, IMEs, surveillance, case management.
- Assist with other tasks as requested by the adjusters.

ADDITIONAL FUNCTIONS and RESPONSIBILITIES

- Performs other duties as assigned.
- Supports the organization's quality program(s).

Education & Licensing

High school diploma or GED required.

Experience

One year of clerical or customer service experience or equivalent combination of education and experience required.

Skills & Knowledge

- Excellent oral and written communication
- PC literate, including Microsoft Office products
- Strong organizational skills
- Efficient time management skills
- Ability to work in a team environment
- Ability to meet or exceed Performance Competencies
- Can determine what next steps are required and proactively respond
- Be able to multi task in various systems and/or programs

Competencies

- A. Thoroughness.
- B. Technical Capacity.
- C. Problem Solving.
- D. Customer Service Oriented
- E. Teamwork

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This is a full-time position. Standard days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Based on business needs this may change.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Employer, M/F/D/V

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____