

Claims Processor II

Department of Employee Relations - Administration

PURPOSE: The Claims Processor II processes Workers' Compensation Claims according to established protocols. This includes verifying and/or obtaining information, performing accurate data entry, preparing correspondence and communicating with employees, supervisors or health care providers, maintaining files, auditing and authorizing payment of invoices, and other related duties.

ESSENTIAL FUNCTIONS:

- ◆ Data entry of all Workers' Compensation (WC) Claims into both the City's internal WC Claims Processing System and the State of Wisconsin web-based System, along with the necessary coding and researching of missing information such as payroll status, hours worked and wage information. This process includes filing reports, setting up folders and distribution of claims to the appropriate adjusting level based on established protocol.
- ◆ Prioritize, investigate, process, and handle individual caseload of less complex WC medical claims. This includes authorization and payment of medical bills as appropriate.
- ◆ Maintain files; prepare files for archives; answer customer telephone calls; type letters, reports and other correspondence; copy documents and perform other clerical duties.
- ◆ Perform other duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

REQUIREMENTS:

1. Associate's degree in business or related field from an accredited university or technical school.
2. Two years of high-level office experience, one of which must have been in an insurance company, workers compensation claims office, or an accounting function.
Note: Equivalent combinations of education and experience may also be considered.
3. Computer proficiency, able to type 45 WPM.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent customer service skills.
- ◆ Highly inquisitive and analytical.
- ◆ Ability to multi-task.
- ◆ Ability to handle a high volume of work.
- ◆ Strong organizational skills.
- ◆ Ability to understand and follow verbal instructions.
- ◆ Ability to understand medical information and protocols
- ◆ Ability to identify medical bills and courses of treatment that appear to be suspect.
- ◆ Ability to work with confidential and sensitive information.
- ◆ Advanced-level knowledge of Microsoft Office, Windows, and PeopleSoft applications.
- ◆ Ability to adapt to fast-changing work environment.

THE CURRENT SALARY RANGE (460) is: \$39,507 - \$44,277 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: training and experience evaluation; written, oral or performance examinations or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **September 17, 2010**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment will be continued until the needs of the City are met. Qualified candidates will be notified by mail of the date, time and location of the examination. Persons not accepted to an examination or removed from an eligible list may file a written appeal (including the basis upon which the appeal is made), which must be received by the City Service Commission no later than ten calendar days after the rejection notice was mailed.

APPLICATIONS may be obtained at www.milwaukee.gov/jobs; from the City of Milwaukee Department of Employee Relations, Room 706, City Hall E. Wells Street., Milwaukee, 53202-3554, or by calling (414) 286-3751.

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The City of Milwaukee is an Equal Opportunity Employer and values and encourages diversity.

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