



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 400.7

Job Title: **OCCUPATIONAL CASE MANAGEMENT SPECIALIST**

Pay Grade: 19

GENERAL SUMMARY:

Investigates, evaluates and finalizes workers' compensation claims filed against the City of Houston. Acts as a liaison between the City and the Third Party Administrator (TPA) on a daily basis to discuss open claims for all City departments. Reviews medical treatment reports and facilitates injured workers' return to work.

RESPONSIBILITIES:

- Acts as a liaison between the TPA and the City. Discusses open claims with claims staff and addresses strategies to facilitate return to work at transitional duty meetings.
- Reviews claim files and medical treatment plans to determine how to handle cases. Minimizes the ratio of opened versus closed claims and reduces cost through early intervention.
- Reviews medical reports and city and state documents to address medical treatment and return to work status.
- Maintains continuous communication with department-designated representatives, adjusters, supervisors and doctors in managing existing disability claims.
- Monitors and reviews claims to determine return to work status and requests placement for light duty assignments with the respective departments.
- Performs telephonic case management with adjuster, injured workers and department representative to ensure complaints and/or concerns are appropriately handled.
- Responds to inquiries from claimants, designated department representatives, supervisors, attorneys and others regarding claims by preparing correspondence.
- Assesses and evaluates the financial aspects of various care options. Reviews medical and case management bills to approve for payment.
- Performs special studies and other investigative related work as assigned by supervisor.
- May train field personnel regarding requirements of workers' compensation reporting and apprise field personnel of any changes in workers' compensation laws.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Business Administration or a closely related field.

LICENSE:

A Texas Department of Insurance Adjustor's license type 3 must be obtained within the first year of employment with the City.

EXPERIENCE:

Three years of experience in automobile, general liability, contract and/or workers' compensation claims evaluation or a related field are required.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision and with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation involving somewhat sensitive issues or problems.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation involving somewhat sensitive issues or problems.

PHYSICAL EFFORT:

The position is physically comfortable, the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Occupational Case Management Specialist

Effective Date: August 2004