

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 23-0036

JOB TITLE: Claims Examiner II-IV

MONTHLY SALARY: \$4,110.17-\$4,935.00

POSTING DATE: October 7, 2022

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

WORKING TITLE: Compliance Specialist

DEPENDING ON QUALIFICATIONS

DURATION: Until Filled

GENERAL DESCRIPTION

The State Office of Risk Management is accepting applications for a Compliance Specialist. This position is ideal for someone who is a master investigator in reviewing workers' compensation claim files. Your work will involve analyzing workers' compensation claims, recognizing compliance issues, identifying and resolving process and system issues that affect claims data, and supporting the accuracy and quality of claims data. Work includes examining, investigating, and reviewing records, reports, and internal procedures to ensure legal compliance with state statutes and internal standards. This position performs moderately complex consultative and technical work in the review of workers' compensation claim files and works under minimal supervision with moderate latitude for use of initiative and independent judgment. The ideal candidate will have knowledge of workers' compensation rules and regulations, Texas Labor Code, medical terminology, and demonstrated proficiency in workers' compensation claims handling principles and guidelines. Prior experience in the transmission of electronic claims data and paying benefits in accordance with the Texas Workers' Compensation Act and Rules is key to the success of this position. SORM is a diverse and inclusive state agency. We serve the public by directly serving other state entities with their workers' compensation claims, insurance and risk management programs, and continuity of operations (COOP) plans. SORM's unique culture embraces communication, creativity, and critical thinking. We hire results-oriented, curious, innovative, and adaptable people with a strong desire to help our clients, and one another, succeed. SORM continually seeks to enhance the agency's expertise and service by hiring talented people whose aspirations align with the Office's vision. If you are a service-minded professional with the desire to work effectively and collaboratively with diverse colleagues and are looking for the stability of state service, we would love to visit with you. As a state employee, you are automatically enrolled in the state's retirement plan, and are eligible for additional health insurance benefits.

ESSENTIAL JOB FUNCTIONS

Conduct audits, inspections, and reviews to determine compliance with related state and agency rules, regulations, policies and procedures applicable to workers' compensation claims handling

Monitor internal performance for accuracy, timeliness, efficiency, and compliance. Provide training and assistance to ensure regulatory compliance requirements are met

Communicate with stakeholders and make recommendations on internal performance and/or system improvements to implement claims handling Best Practices

Assist in the preservation of state funds through pre-payment and post-payment audits

Actively monitor Electronic Data Interchange (EDI) transactions, troubleshoot errors, identify and resolve problems related to EDI processes and applications

Ensure EDI transactions comply with regulatory requirements, including verification that required documentation associated with EDI is completed

Learn, understand, and follow current and future industry-standard EDI processes and standards

Provide direction and act as a resource to the agency

Establish and maintain cooperative working relationships with all agency staff

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

Claims Examiner II

Education: Graduation from high school or equivalent

Two (2) years full-time experience analyzing, interpreting, and applying workers' compensation statutes and regulations

Demonstrated experience using computer applications, including word-processing and data entry/retrieval

Exchange ideas, information, and opinions with others on performance and compliance issue resolutions and workers' compensation claim handling best practices

Strong interpersonal skills including tact, diplomacy, and flexibility to work effectively with other staff and management as well as external customers

Skill in handling multiple tasks, prioritizing, and meeting deadlines

Skill in effective oral and written communication

Skill in exercising sound judgment and effective decision making

Texas adjuster license

Ability to establish priorities and manage multiple activities to meet statutory deadlines and internal performance expectations

Ability to receive and respond positively to constructive feedback

Ability to work independently, complete assignments with attention to detail and high degree of accuracy, and follow through on assignments with limited guidance and direction

Ability to work cooperatively with others in a professional office environment

Ability to provide excellent customer service

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%

Claims Examiner III – All of the above qualifications for a Claims Examiner II, PLUS

One additional year full-time experience analyzing, interpreting, and applying workers' compensation statutes and regulations

Claims Examiner IV – All of the above qualifications for a Claims Examiner III, PLUS

One additional year full-time experience analyzing, interpreting, and applying workers' compensation statutes and regulations

Ability to work independently, complete assignments with attention to detail and high degree of accuracy, and follow through on assignments with minimal guidance and direction

PREFERRED QUALIFICATIONS

Graduation from an accredited four-year college or university

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

