



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
UNINSURED EMPLOYER CLAIMS COORDINATOR	34	B	11.367

Under general supervision, the Uninsured Employer Claims Coordinator spends the preponderance of time coordinating workers' compensation claims assigned to the Uninsured Employer Account (UEA); monitors all claims sent to the Third Party Administrator (TPA) contracted with the State; coordinates all funding requests related to these claims and oversees the management of the claims by the TPA. This class is distinguished from the Compliance/Audit Investigator series by the responsibility for management of uninsured employer claims and account funds on a statewide basis.

Review TPA documentation for justification of payment on claims; authorize reimbursement of expenses from the uninsured employer fund account and forward to accounting unit for payment; provide technical direction and training to TPA staff and assist with difficult claims issues such as special payments and vocational rehabilitation lump sum buy-outs; develop procedures for the TPA to ensure compliance with State regulations.

Approve and monitor requests for nurse case management, special investigation requirements and activities such as surveillance.

Coordinate with internal accounting unit and Attorney General's Office to provide information on current claim status, expenditures paid, reserve amounts, balance of accounts, subrogation liens, and collections.

Answer workers' compensation related inquiries from claimants, employers, attorneys, medical providers and TPA; resolve disagreements regarding billing notices and amounts disbursed from account or other disagreements.

Prepare quarterly reports providing TPA contract performance evaluation; maintain records of new UEA claim assignments; track and maintain all current and previous UEA claims and maintain documentation related to workers' compensation.

Perform compliance audit investigations for insurers, self-insured employers or associations of self-insured employers; receive and review formal complaints and conduct benefit penalty investigations when appropriate.

Review and investigate Appeals and Hearing Officer decisions for statutory compliance.

Write formal audit and determination reports and provide testimony at hearings.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * A valid driver's license is required at time of appointment and as a condition of continuing employment.

MINIMUM QUALIFICATIONS (cont'd)

EDUCATION AND EXPERIENCE: Bachelor's degree in criminal justice, police science, psychology, business administration or related field and two years of auditing or investigations experience, one year of which was in a workers' compensation program, working in a professional capacity as a claims adjuster, claims administrator, or claims investigator; **OR** graduation from high school or equivalent education and four years of auditing or investigations experience, one year of which was in a workers' compensation program, working in a professional capacity as a claims adjuster, claims administrator or claims investigator; **OR** an equivalent combination of education and experience where 60 related college credits may be substituted for one year of the auditing or investigations experience; **OR** one year of workers' compensation program experience as a Compliance/Audit Investigator II in Nevada State service.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: workers' compensation laws and regulations; the nature of industrial injuries; investigative principles and practices; injured employee rights and how to protect them; business practices and procedures. **General knowledge of:** medical terminology and health care services. **Ability to:** analyze and apply statutes and regulations; conduct effective interviews in person or by phone to obtain factual information; make sound decisions and prepare findings of fact regarding determinations; read and interpret contracts and legal documents; mediate and negotiate resolution between contending parties; operate a personal computer including word processing, spreadsheet, database management and associated business applications.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** administration of statewide uninsured employer workers' compensation claims fund. **Ability to:** interpret and apply pertinent sections of NRS and NAC in selecting appropriate course of action and developing recommendations; monitor and evaluate TPA contract compliance.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

11.367

ESTABLISHED: 8/10/07UC