POSITION DESCRIPTION

AGENCY/DEPT ID		
Department of Administrative Services DAS301000		
DIVISION OR INSTITUTION Human Resource Division	UNIT OR OFFICE Benefits Administration	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005948

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB TITLE Benefits Management Representative

JOB CODE 65250

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Assists in development & implementation of benefits policies & procedures affecting state employees claims for workers' compensation, occupational injury leave & disability claims: Provides technical assistance to state workers & state agencies to resolve benefits issues related to disability, workers' compensation & occupational injury leave benefits; in conjunction with third party administrator, develops methods to implement policies & procedures for all state workers & implements statewide policy; analyzes medical information & applies established criterion to facilitate the case management process; coordinates & case manages disability benefit claims through communication with employees, agencies, medical providers & others to determine the appropriate benefits to apply; coordinate a timely return to work for the employee; coordinates & case manages disability claims of basic to moderate complexity; analyzes medical information & applies established criterion to facilitate the case management & return to work process; researches, reviews & prepares disability files to present & collaborate objectively in order to facilitate case resolution.	Knowledge of (1) assigned benefit program areas (e.g., workers' compensation, occupational injury leave, & disability); (2) case management programs; (3)applicable Ohio Revised Code sections;* (4) agency procedures & federal benefits laws governing assigned benefit program;* (5) public relations; (6) interviewing; (7) medical terminology & ICD-9 codes; (8) return to work programs. Skill in (9) operation of personal computer & associated hardware/software (e.g., word processing, database, spreadsheet). Ability to (10) understand & interpret insurance contracts; (11) create business letters, write procedural memos, directives & procedures regarding assigned programs (12) use proper research methods in gathering data;
55	Acts as liaison between Benefits Administration Services, state agencies & state employees: researches complex telephone & written inquiries from active & former employees & state agencies concerning eligibility, payments & continuation of disability benefits; coordinates & researches workers' compensation claims & resolves & responds to appeals; resolves complaints received from employees & former employees; provides assistance & information to hearing representatives & represents management in appeals in disability, workers' compensation, occupational injury leave & unemployment claims; interviews claimants or authorized parties to obtain additional/needed information pertaining to claims; contacts employees, agencies & physicians as part of claims management activities; recommends measures to improve processing & claims management; operates personal computer to enter, edit & retrieve data & produce documents.	Knowledge of 1, 2, 3*, 4*, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, (13) research & respond to sensitive/routine inquiries from & contact with officials, employees, industry officials, payroll/personnel officers & general public; (14) resolve complaints from personnel officers & agency representatives. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Karen M. Mulstead	1/11/16

Approved 1.11.16 AS

POSITION DESCRIPTION

	AGENCY/DEPT ID Department of Administrative Services DAS301000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources Division	Benefits Administration	Franklin

POSITION NUMBER 20005948

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization

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NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB TITLE: Benefits Management Representative

JOB CODE: 65250

Appd 1.11.16 AE

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
5	Performs other duties related to case management, processing claims & coordinating with state agencies.	Knowledge of 1, 2, 3*, 4*, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, <u>Position Specific Minimum Qualifications</u> 2 yrs. & exp. in Case Management. 2 yrs. & exp. in medical terminology and ICD-9 codes. 2 yrs. & exp. in Return Work program. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Kevin M. Mulstead	1/11/16