

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS301920
DIVISION OR INSTITUTION Human Resources Division	UNIT OR OFFICE Benefits	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005953	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>
			Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION Case Management Specialist	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005943 Benefits Manager 1	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 A.M. TO: 5:00 P.M.			

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 disability claims: Provides technical assistance to state workers & state agencies to resolve benefits issues related to disability 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) 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; resolves complaints received from employees & former employees; provides assistance & information to hearing representatives & represents management in appeals in disability 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.

JOB CODE 65250 ADD 11/19/09	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
			10/19/09

