

<b>POSITION DESCRIPTION</b>		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 20005956	<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		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:
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 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) 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

JOB CODE 65250 <i>Copied 11.13.14 AC</i>	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 11-13-14

