

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 20005953 JOB TITLE Benefits Management Representative JOB CODE 65250 <i>Copied to 20.14.08</i>	<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:	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 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	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 6/20/08

