

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
Benefits Administration

POSITION NUMBER
20005960 (29208.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Case Management Specialist

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005943 (2900.0) Benefits Manager 1

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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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. *developed after employment

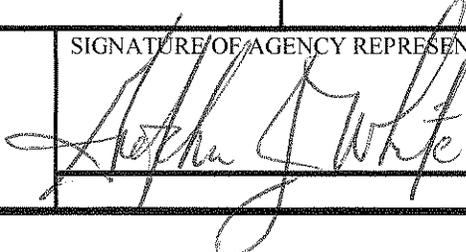
JOB CODE TITLE
Benefits Management Representative

JOB CODE
65250

List Position Numbers and Title of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9/4/08

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
Benefits Administration

POSITION NUMBER
20005960 (29208.0)

JOB CODE TITLE
Benefits Management Representative

JOB CODE
65250

APD 10-22-08 *[Signature]*

State Agency
 County Agency
 New Position
 Change
 County of Employment: Franklin

USUAL WORKING TITLE OF POSITION: Case Management Specialist
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005943 (2900.0) Benefits Manager 1

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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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. Position Specific Minimum Qualifications 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 and Titles of Positions Directly Supervised:

	SIGNATURE OF AGENCY REPRESENTATIVE <i>Stephen J. White</i>	DATE 9/4/08
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