

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Human Resources Division

UNIT OR OFFICE  
Benefits Administration

POSITION CONTROL NUMBER  
29106.0

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  
29200.0 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 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 and applies established criterion to facilitate the case management process; coordinates and case manages disability benefit claims through communication with employees, agencies, medical providers and others to determine the appropriate benefits to apply; coordinate a timely return to work for the employee; coordinates and case manages disability claims of basic to moderate complexity; analyzes medical information and applies established criterion to facilitate the case management and return to work process; researches, reviews and prepares disability files to present and 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 and researches workers' compensation claims & resolves & responds to appeals; resolves complaints received from employees & former employees; monitors written communications of third party administrators; 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 & to 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

CLASS TITLE  
Benefits Management Representative

CLASS NUMBER  
65250

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*David S. Holbrook*

5/2/06

APD 5-8-06 MC

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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, (15) prepare & deliver speeches before specialized audiences.  <u>Position Specific Minimum Qualifications</u> 2 years experience in Case Management. 2 years experience in medical terminology and ICD-9 codes. 2 years experience in Return Work program.  *developed after employment

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