

SAFETY AND WORKERS' COMPENSATION SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: The Safety and Workers' Compensation Specialist provides technical paraprofessional support with administering, monitoring and/or implementing the City's Workers' Compensation Bill Pay Program and/or Transitional Work Program. Specific duties include performing medical bill coding validation and payment processing of workers' compensation medical and prescription bills, and providing administrative support to the Workers' Compensation Representatives in the daily management of workers' compensation claims, and ensuring all work is done within accordance of the Occupational Safety and Health Administration (OSHA), Arizona Department of Occupational Safety and Health (ADOSH), Arizona Workers' Compensation Statutes and Rules and all related safety and health standards and regulations. Incumbent may serve as the Transitional Work Program Coordinator for the City's Return-to-Work Program or serve as the Primary Liaison for the City's contracted third-party Bill Review Vendors and act as primary contact for workers' compensation medical providers and service vendors.

Additional duties include reviewing and entering employee incident reports and scanning and attaching documents in the City's claims system; determining OSHA recordability, accident type, and mechanism of accident of reported employee incidents; tracking days away from work, restricted work days, and actual hours worked for the City's OSHA Recordkeeping Logs; ensuring compliance with Section 111 of the Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA) reporting requirements; assisting with the subrogation recovery process; new claim intake of injured claimants within 24 hours; and initial claims investigation of workers' compensation claims; gathering documentation to assist with determining workers' compensation claims compensability; maintaining workers' compensation medical providers and vendor services IRS 1099 tax forms in the City's financial system and the workers' compensation claims system; providing correspondence to claimants, attorneys, medical providers, and insurance companies; and administering the City's Prescription Safety Eyewear and Safety Shoe Programs. This classification performs related duties as required.

Distinguishing Features: Incumbents in this class uses their technical knowledge and experience in general medical billing coding and payment processes to make decisions regarding the processing of claims, payment of benefits, and benefit coverage. This class receives supervision from the Management Assistant I who reviews work through conferences, reports, and overall results obtained. This class is FLSA non-exempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) experience in a responsible paraprofessional capacity, including public contact work. Good (1 - 3 years) direct work experience with medical codes and medical billing.

Special Requirements. None.

Substance Abuse Testing. None

Preferred/Desirable Qualification. Supplemental coursework or training in medical coding, medical office management, or related experience is preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates extensively with management, other City employees, attorneys, third party bill payers, insurance companies, medical providers, claimants, and others to respond to questions, obtain and provide information, and explain and interpret the rules, regulations, practices, and policies relating to Safety and Workers' Compensation. Maintains strict confidentiality of sensitive and confidential medical information and documentation.

Manual/Physical: Operates standard office equipment such as personal computers (PCs), printers, copiers, scanners, calculators, etc. Enters data into a PC to prepare reports, update medical and billing information, maintain Workers' Compensation medical providers and vendor services IRS 1099 tax forms, and other documents. Process department invoices for payment in the City's financial system. Utilizes City issued procurement card to make department purchases and reconciles monthly statements in a timely manner. Sorts, files, and distributes mail, documents, or other material. Inspects, monitors, and evaluates information, objects, work conditions, and the behaviors or work products of others to determine compliance with department operating and safety standards, regulations, and procedures. Maintains Safety Services' SharePoint site and acts as web editor. Meets scheduling and attendance requirements.

Mental: Understands confidentiality and knowing what information can be provided to whom. Understands medical bill coding validation and payment processing of workers' compensation medical bills. Determines OSHA recordability, accident type, and mechanism of accident of reported employee incidents. Tracks days away from work and restricted work days. Assists with the initial workers' compensation claims investigations. Comprehends payment of benefits and benefit coverage. Resolves procedural, operational, and other work-related problems. Coordinates work activities and program functions with outside agencies and other City departments. Researches, analyzes, and compiles data for various reports. Comprehends, makes inferences from, and interprets written materials, including department policies, medical information, work restrictions, procedures, standards, correspondence, and computer software manuals, as well as layouts or other visual aids. Develops policies, procedures, and performance goals related to assignment. Performs mathematical calculations or financial and cost analyses. Learns job-related material through on-the-job training and in classroom settings.

Knowledge/Skills/Abilities:

Knowledge of:

the principles and practices of general medical billing coding and medical payment process; medical remittances to include HCFA-1500 (CMS-1500) and UB-04 (CMS-1450); appeals and denials as related to workers' compensation claims;

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ICD-10 codes, write-offs, and payer contracts and coding rules;
OSHA, ADOSH, and Arizona Workers' Compensation statutes and rules;
City's Prescription Safety Eyewear and Safety Shoe program;
Explanation of Benefits (EOBs)/Explanation of Remittance (EORs);
the research techniques and methods of report presentation;
business English, spelling, and arithmetic; and
the municipal organization and functions of the City.

Skill in:

Medical bill coding and payment processing of workers' compensation medical and prescription bills;
numerical and statistical typing or keying with minimal errors; and
the operation and care of standard office equipment.

Ability to:

explain and interpret safety and Workers' Compensation policies and regulations;
conduct initial Workers' Compensation claims intake and investigation;
maintain strict confidentiality of sensitive and confidential medical information and documentation;
compile data for reports and logs;
maintain complex records and prepare accurate reports from such records;
properly interpret and make decisions conforming to regulations and policies;
carry out recurring assignments independently and without specific instruction;
anticipate changes in the priorities of tasks or volume of work to be accomplished;
follow oral and written instructions; and
establish and maintain effective working relationships with management, coworkers, and the public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 2/19

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EEO-Para

JOB FCTN-ADM

INCREMENTS 53-200

PAY GRADE: 44

IND-8810

SWORN-No