

## 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 federally regulated Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) and Pipeline and Hazardous Materials Administration (PHMSA) programs, which includes drug and alcohol testing, commercial driver's licensing, and commercial motor vehicle safety programs; and the City's Workers' Compensation Program, which includes Transitional Work, Bill Pay, and/or Claims/Case Management. Specific duties include providing administrative support to the Safety Team in the daily management of safety programs and the Workers' Compensation (WC) Representatives in the daily management of workers' compensation claims, and ensuring all work is done within accordance of federal DOT FMCSA/PHMSA regulations, state transportation statutes, and/or 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. The incumbent may serve as the primary liaison for the City's return to work program, contracted third-party Bill Review Vendors, and workers' compensation medical providers and service vendors or new industrial injury claimants. This classification performs related duties as required.

**Bill Pay Assignment:** Responsibilities include: performing medical bill coding validation and payment processing of workers' compensation medical and prescription bills; serving as the Primary Liaison for the City's contracted third-party Bill Review Vendors; acting as primary contact for the workers' compensation medical providers and service vendors; interpreting Current Procedure Terminology (CPT) medical coding; understanding Centers for Medicare & Medicaid Services (CMS-1500/HCFA) and Uniform Billing (UB) hospital forms; and verifying payments have been applied properly and Explanation of Review (EOR) documents are accurate. This assignment may share responsibilities with, or serve as a back-up to, the Transitional Work Assignment and/or the Claims/Case Management Assignment.

**Transitional Work Assignment:** Responsibilities include: serving as the Transitional Work Program Coordinator, administering the Transitional Work program per the City's return-to-work policies and procedures, educating employees on the Transitional Work Program benefits and processes, reviewing transitional work program request forms and all applicable documentation (medical notes and forms) regarding individual transitional work cases, ensuring timely submission/re-submission of transitional work documents, coordinating Independent Medical Examinations (IMEs), composing and sending correspondence and physical tolerance profile letters to health care professionals to determine the workability status of employees as needed, and working with Human Resources and Department Management on transitional work cases that have exceeded the transitional work program time frames. This assignment may share responsibilities with, or serve as a back-up to, the Bill Pay Assignment and/or the Claims/Case Management Assignment.

**Claims/Case Management Assignment:** Responsibilities include: assisting Worker's Compensation Representatives with claims adjudication, including contacting new claimants after initial report of injury; establishing initial file documentation and following up to ensure all necessary information/documents are received by all parties (claimants, department supervisors, physicians, and vendors); educating claimants on workers' compensation program (example: directed care, prescription, and lien rights), benefits, and processes; issuing temporary first fill prescription cards; initiating and

monitoring subrogation claims, which includes conducting research to identify the appropriate adverse parties to ensure claims for subrogation rights are filed appropriately, contacting any liability attorneys and insurance companies to explain and notify lien rights of the City of Mesa, working with the claimant to recover losses on the claim and to obtain reimbursement for any medical or loss time related to the claim, and to monitor the status; coordinating and scheduling IMEs, including compiling all the appropriate paperwork such as police reports (contacting PD), investigative reports (internal Safety or external private investigator, surveillance footage/information, photos), personnel files (contacting HR front staff), prior medical records (providers listed on medical release), and ergonomic evaluations to send to IME; composing correspondence, issuing state notices timely, and compiling reports; and triaging calls from providers, attorneys, claimants, and customers. This assignment may share responsibilities with, or serve as a back-up to, the Bill Pay Assignment and/or the Transitional Work Assignment.

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; maintaining workers' compensation medical providers and vendor services IRS 1099 tax forms in the City's financial system and the workers' compensation claims system; and administering the City's Prescription Safety Eyewear and Safety Shoe Programs.

**Distinguishing Features:** Incumbents in this class use 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; administering a return-to-work program; or basic claims adjudication and processes. This class receives supervision from the Management Assistant II who reviews work through conferences, reports, and overall results obtained. This class is FLSA nonexempt.

## **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 and/or work compensation program administration.

**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 workdays. 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;  
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;  
Department of Transportation (DOT) regulations as they relate to the City's gas pipeline and commercial motor vehicles;

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;  
processing of workers' compensation indemnity benefits and permanent awards; 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;  
proficiently perform computerized word processing;  
comprehend, summarize, and write/edit letters and reports;  
follow oral and written instructions; and  
establish and maintain effective working relationships with management, coworkers, insurance carriers,  
providers of benefit services, 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.

Revised 6/25

JV

CS4423 (Full-time)	PAY GRADE: 48
CS4529 (Part-time, Non-benefitted)	PAY GRADE: 48
CS4537 (Part-time)	PAY GRADE: 48
EEO-Para	IND-8810
JOB FCTN-ADM	SWORN-No
Non-DOT Safety and Security-N	Non-DOT Random-N
CDL-N	DOT-N
RESP-N	INCREMENTS 071-200