



OFFICE OF INJURED EMPLOYEE COUNSEL

7551 Metro Suite 100
Austin, TX 78744-1609
Fax 512.804.4181

Internet: <http://www.oiec.texas.gov>
An Equal Opportunity Employer

The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.

Title: Claims Examiner II (Case Development Officer) 2 positions	Opening Date: 02/18/15	Application Deadline: Until Filled	Starting Salary: PG B16 \$2,909.84	Job # 15-147 (Revised)
Program: Office of Injured Employee Counsel		Location: 1515 W. Mockingbird Lane, Suite 100 Dallas, Texas 75235		Travel Required: 25%

GENERAL DESCRIPTION

The Case Development Officer is selected by and reports to the Ombudsman Team Supervisor. The CDO performs complex workers' compensation claims work and is responsible for assisting injured employees with identified disputes. The CDO communicates with system participants and provides assistance in understanding the Workers Compensation Act. Work involves reviewing claims for benefits, studying case histories, requesting and evaluating medical records and handling a large volume of correspondence. Work is performed under general direction of the Ombudsman Team Supervisor with moderate latitude for the use of initiative and independent judgement. May require state-wide travel. Effective communication in English and Spanish preferred. Observes all applicable agency policies and procedures, including adhering to established leave and attendance policies, safety rules and regulations, and use of state property.

Essential Job Functions:

Provides information to injured employees regarding workers' compensation act, rules and dispute process. Contact insurance carriers to identify and resolve disputes within required timeframes. Contact medical providers to request medical records and opinions. Provides status of dispute and requested documentation on request.

Reviews claim files to determine if supporting forms and documentation has been received and if a dispute is ready to move forward in the dispute process. Follow-ups on incomplete or pending documentation. Completes request for Benefit Review Conference and prepare and submit exchanges of documentary evidence.

Performs related work as assigned. Examples include but are not limited to: use of mainframe system to enter, retrieve and review workers' compensation information, and provide administrative or customer service support on an as needed basis. Travel is required.

QUALIFICATIONS:

- Experience: One year full-time experience in the field of one or more of the following: claims management, insurance, healthcare, social work, workers' compensation or customer service, including assisting the public, handling and solving problems, and working knowledge of the rehabilitation process and working with people with disabilities. Experience in the use of computers and word processing software, etc.
- Education: Graduation from an accredited four-year college or university. Additional relevant experience or technical, vocational, or business training may substitute for the required accredited education on an equivalent basis.

Preferred: Paralegal, counseling, dispute resolution, and medical terminology experience. Bilingual in English and Spanish language skills.

Unless specifically and expressly stated otherwise, regular attendance is an essential function of every OIEC job.

KNOWLEDGE, SKILLS AND ABILITIES

Applicant should have demonstrated:

Knowledge of: (Or ability to acquire) basic computer applications; the Workers' Compensation Act, Division of Workers' Compensation and Office of Injured Employee Counsel rules, claims management and other laws relating to workers' compensation; medical terminology preferred

Skills in: Communicating, preferably in English and Spanish, to all participants within the workers' compensation system; applying and explaining the Workers' Compensation Laws and OIEC rules and procedures; using strong interpersonal techniques

Ability to : Establish and maintain working relationships with a variety of individuals and groups; analyze documents, reports and correspondence; investigate complaints regarding workers' compensation matters; recognize problems and provide possible solutions; manage, organize and prioritize a high volume workload

Work Hours: Monday through Friday 8:00 am to 5:00 pm

Apply by submitting a State of Texas Application to the address above.

An individual who qualifies for a veteran's employment preference is entitled to a preference in employment with OIEC over other applicants for the same position that do not have a greater qualification. Tex. Gov't Code §657.003.

An individual who was under the permanent managing conservatorship of the Department of Family and Protective Services on the day preceding the individual's 18th birthday is entitled to a preference in employment with a state agency over other applicants for the same position who do not have a greater qualification. Tex. Gov't Code §672.002