Benefit Review Officer

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
BENEFIT REVIEW OFFICER I	3670	B19	$48,244 - $76,028
BENEFIT REVIEW OFFICER II	3672	B21	$54,278 - $87,046
BENEFIT REVIEW OFFICER III	3674	B23	$61,184 - $99,658

GENERAL DESCRIPTION

Performs claims and benefits dispute mediation work involving assisting in pre-hearing and benefit review conferences implicating disputed claims and benefits, hearing presentations submitted by injured workers and private and government insurance carriers, making recommendations on resolutions, mediating disputes, and preparing reports on recommendations.

EXAMPLES OF WORK PERFORMED

Directs questions to involved parties to supplement or clarify information in claim files.

Attends presentations provided by injured workers and by private and government insurance carriers.

Informs involved parties of rights and responsibilities in accordance with agency policies and state statutes.

Prepares employee wage records, medical records, and other pertinent information for the proper determination of benefits.

Schedules benefit review conferences.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level III may also perform work listed within the previous levels.

BENEFIT REVIEW OFFICER I: Performs complex (journey-level) claims and benefits dispute mediation work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees may also occasionally assist others in performing work of greater complexity.

Note: *A senior-level employee (levels II-III) may serve in a lead or supervisor role. Senior-level employees may perform the full range of work identified in the level preceding their own, and/or oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the complexity of the work performed, the scope, impact and nature of the claim or dispute, and the employee's related experience, education, and certifications.*

BENEFIT REVIEW OFFICER II: Performs advanced (senior-level) claims and benefits dispute mediation work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Conduct prehearing and benefit review conferences for disputed claims.
- Coordinate benefit review dockets in accordance with docket scheduling procedures.
- Mediate disputes between claimants and insurance companies and adjust claims according to policies and statutes.
- Prepare written reports on recommendations and unresolved issues; prepare and approve agreements or settlements.
- Prepare and conduct training sessions.

BENEFIT REVIEW OFFICER III: Performs highly advanced (senior-level) dispute mediation work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level frequently use their specialized expertise to advise management on a variety of issues necessary to ensure a consistent implementation of rules, regulations, and policies. Employees may oversee or work on some of the largest, most complex, or highest-profile claims or disputes.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of federal and state rules and regulations relevant to specific area of claims.

- Skill in conducting dispute resolutions, mediations, and benefit review conferences; in preparing settlements and agreements; and in using a computer and applicable software.

- Ability to analyze medical evidence and determine income benefits, and to communicate effectively.

Additional for Benefit Review Officer II – III levels

- Ability to conduct training sessions, to mediate disputes, and to supervise the work of others.