



Benefit Review Officer III

Salary Group: B23
Class Code: 3674

| <u>CLASS TITLE</u> | <u>CLASS CODE</u> | <u>SALARY GROUP</u> | <u>SALARY RANGE</u> |
|-----------------------------------|-------------------|---------------------|----------------------------|
| BENEFIT REVIEW OFFICER I | 3670 | B19 | \$42,244 - \$68,960 |
| BENEFIT REVIEW OFFICER II | 3672 | B21 | \$48,278 - \$78,953 |
| BENEFIT REVIEW OFFICER III | 3674 | B23 | \$55,184 - \$90,393 |

GENERAL DESCRIPTION

Performs highly advanced (senior-level) dispute mediation work. Work involves overseeing prehearing and benefit review conferences and hearing presentations submitted by injured workers and private and government insurance carriers, reviewing recommendations and reports on resolutions, and overseeing the mediation of disputes. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Oversees prehearing and benefit review conferences for disputed claims.

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

Attends presentations provided by injured workers and private and government insurance carriers and reviews recommendations for resolution.

Mediates disputes between claimants and insurance companies and assists with the adjustment of claims consistent with policies and statutes.

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

Reviews benefit review dockets in accordance with docket scheduling procedures.

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

Schedules additional benefit review conferences as needed, if additional information was not produced at an initial conference.

Reviews written reports detailing issues that are not resolved during a benefit review conference.

Reviews written reports on recommendations and unresolved issues; and prepares and approves agreements or settlements.

Oversees training sessions.

May supervise the work of others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in workers' compensation, insurance adjusting, dispute resolution, or legal work. Graduation from an accredited four-year college or university with major coursework in business administration or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

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

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

Ability to oversee training sessions, to review medical evidence and determine income benefits, to mediate disputes, to communicate effectively, and to supervise the work of others.