



Job Title: State Fund / Retro Claim Manager

Classification: Exempt

Salary Range: \$68,000 – \$92,000

Reports to: Claim Supervisor

Date: July 23, 2024

Summary / Objective

This position is responsible for managing a caseload of approximately 140 worker's compensation claims to ensure consistency with state WAC, RCW, and Labor and Industries policy and in alignment with company best practices. Provides service to clients which maximizes efficiency of their worker's compensation program. Claim Managers will educate, mentor, and assist employer clients as well as independently perform accident investigation, occupational disease causality assessment/planning, develop and implement return to work programs, provide medical case management oversight and direction, and retrospective rating adjustment planning. Claim Manager will facilitate a variety of services and communication with all associated partners including but not limited to Labor and Industries staff, medical professionals, vocational professionals, and employers. The focus of this job is on achieving results which are aligned with the vision and mission of the organization and its strategic goals.

Essential Functions

- Review and analyze all documents pertaining to newly filed worker's compensation claims including report of accident, chart notes, witness statements, work restrictions, etc.
- Initiate contact with employer clients to discuss new claims, expected duration, return to work, and strategic plan
- Help employer clients identify light duty work and put together job descriptions for appropriate work
- Aid employer clients with accident and validity investigation
- Conduct in depth review and analysis including validity investigation, mechanism of injury, objective findings, wage calculations, return to work strategy and development
- Educate regarding retrospective rating and impact on insurance rates and retro refund
- Create regular detailed strategic plans identifying appropriate actions which drive claims to closure
- Teach employers and assist with making valid offers of employment
- Communicate with medical providers to obtain work restrictions and communicate work available with a variety of different employers
- Advise clients on best practices to maximize efficacy of their worker's compensation programs
- Research and analyze complex medical materials to make assessments of causation and treatment provided
- Prepare persuasive written and oral arguments to influence actions on a case
- Partner and strategize with other claims managers, attorneys, claims consultants, investigators, group managers, vocational consultants, HR professionals, and employer clients

- Prepare comprehensive claim staffing forms and orally present claim summaries and plans of action to bring claims to closure
- Triage claims and appropriately identify priority issues

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Competencies

- Ability to stay focused on results despite changing conditions
- Innovation and creativity in generating ideas for quick response
- Decision making focused on implementing practical and timely solutions
- Ability to get things done quickly and handle a variety of activities
- Ability to engage the commitment of others
- Persuasively communicate in both written and oral form
- Build rapport and relationships
- Critical and analytical thinking

Supervisory Responsibility

None

Work Environment

- Professional office environment
- Must be able to drive and/or commute as a passenger traveling throughout Washington State

Physical Demands of Essential Functions

Sitting – Frequent to continuous but can be accommodated to sit/stand at discretion

Stand – Seldom while using office equipment

Walking – Seldom to and from office equipment, visiting clients, access meeting or to communicate with colleagues

Lifting – Negligible for office supplies

Carry – Negligible for office supplies

Bend/Stoop – Not required

Reach – Not required

Expected Hours of Work

This is a 40-hour per week position with occasional evenings, weekends, on-call work, and some travel required.

Education and Experience

Required

- Minimum of three years workers' compensation experience

- Work experience must include working as a claims manager for the Washington State Department of Labor and Industries or a Washington State retro program.

Preferred

- Bachelor's degree

Additional Eligibility Qualifications

- Microsoft office suite competency
- Keyboarding proficiency

EEO Statement

Employer Resources Northwest does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.