



Contra Costa County Schools Insurance Group invites applications for:

# Workers' Compensation Claims Examiner

Filing Deadline:

**4:00 p.m., Friday, August 3, 2018**

Contra Costa County Schools Insurance Group is an Equal Opportunity Employer

## THE AGENCY

The Contra Costa County Schools Insurance Group (CCCSIG) is a Joint Powers Authority organized in 1977 for the purposes of self-insuring workers' compensation to its member public school districts in Contra Costa County. Today, CCCSIG operates a self-insured, self-administered public agency. CCCSIG's expertise in CA workers' compensation, intelligent systems and organizational structure, supported by its culture of caring for its members and their employees, while maximizing outcomes, assists in contributing to public education.

Of the 23 member districts, 21 are K-12 school districts, one County Office of Education and one Community College District. CCCSIG's Workers' Compensation program encompasses over 22,000 employees and more than \$1.1 billion in payroll, which translates to approximately \$24.5 million in workers' compensation premium. Of the 23 member districts, 9 also participate in the insured Health Benefits program.

First accredited by the California Association of Joint Powers Authorities (CAJPA) in 1993, the Group currently is Accredited with Excellence. CCCSIG is committed to customer service and cost containment for its member districts. Some of the programs implemented by CCCSIG, that have assisted with decreasing the cost and number of workers' compensation claims are a strong early return-to-work program; in-house bill review; an in-house nurse; post offer, pre-employment strength testing; wellness and safety services, which include ergonomic evaluations, trainings and presentations in all areas of wellness and safety; as well as other resources made available to members.

CCCSIG's commitment to customer service is evident throughout the numerous independent, as well as State and internal controls audits that have been completed throughout the years, as well as key stakeholder and staff surveys, which have all come back with outstanding results.

CCCSIG was recognized by the **State of California** with a "**Fit Business Award**" in the small business category, for being on the forefront of providing employees a work environment that supports healthy choices, as well as recognizing the programs CCCSIG has in place for overall employee wellness. CCCSIG's overall attitude towards employee health, wellness and safety carries over to its service to the member districts.

## POSITION OVERVIEW

The Contra Costa County Schools Insurance Group (CCCSIG) is inviting applications from well-qualified individuals for the position of Workers' Compensation Claims Examiner. The Claims Examiner is an entry level class in the Claims Examiner series. This class is distinguished from the Senior Claims Examiner by the performance of the more routine tasks and duties assigned to positions within the series. These include working with less complex claims involving the processing of forms and other documents for claim determination, and working with a variety of injured workers. Since this class is typically used as a training class, employees may have only limited related work experience.

**AN IDEAL CANDIDATE** will be detail-oriented, accurate, organized, a team player and have good time management skills. An ideal candidate will have experience with CA workers' compensation, preferably working with education code.

## COMPENSATION

The salary is a seven-step range, **\$4,927—\$6,603/month**. Placement on the salary schedule is dependent upon prior experience. Additional compensation is provided for benefits through an IRC-125 Cafeteria Plan.

Employees earn 8 hours of vacation per month along with 13 paid holidays. Full-pay sick leave is also earned at the rate of 8 hours per month. Retirement benefits are provided through the Public Employees Retirement System and are not coordinated with Social Security. PERS is an employee/employer contributory plan.

## APPLICATION PROCEDURE

Resumes must be received by **4:00 p.m. on Friday, August 3, 2018**. Resumes can be emailed to [jobs@cccsig.org](mailto:jobs@cccsig.org) or mailed to:

**Human Resources Department**  
CCCSIG  
550 Ellinwood Way  
Pleasant Hill, CA 94523

***All application documents will be held in strict confidence.***

## SELECTION PROCEDURE

The qualifications of each candidate will be evaluated by a screening committee. Those most qualified will be invited to participate in a personal interview at CCCSIG offices in Pleasant Hill, which will occur on **Wednesday, August 8**. A second interview may be conducted with selected candidates, which would occur on **Friday, August 10**. These dates may be subject to change.

Before final employment decisions are made, references and a background check of the leading candidate(s) will be made to gather information regarding performance and working relationship history.

## Claims Examiner Requirements

### ABILITY TO:

- Learn the basic principles and procedures of claims processing.
- Learn the laws, rules and regulations pertaining to claims adjusting.
- Evaluate and analyze a variety of workers' compensation claims.
- Compile and maintain accurate and complete records and reports.
- Accurately use the computer and the workers' compensation data based program in the course of work.
- Type (key) at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### KNOWLEDGE OF:

- Principles and procedures of record keeping.
- Modern office procedures, methods and computer equipment.
- English usage, spelling, grammar and punctuation.
- Business letter writing and report preparation.
- Basic mathematics.

### RESPONSIBILITIES INCLUDE (but are not limited to):

- Participates in the management of claims files and records. Contacts professionals assisting in analyzing and researching claims including member districts, legal counsel, rehabilitation coordinators, medical evaluators and investigators; provides and collects information.
- Takes statements from involved parties in claims including witnesses; educates claimants on the claims process; reviews laws, codes, and governmental regulations relative to Workers' Compensation claims processing and maintains CCCSIG Best Practices.
- Participates in the analysis of medical records, reports and investigations; assists in the determination of claim acceptance or denial; obtains clarification of medical invoices and treatment rendered.
- Coordinates and analyzes the medical aspects of claim files for the determination of treatment and testing procedures; reviews medical reports to determine level of disability.
- Participates in negotiation settlements with claimants and attorneys for claims determination; participates in the denial of claims as appropriate.
- Participates in the authorization of payments to claimants, medical providers and vendors; determines payment due dates of disability and rehabilitation claims; issues checks and benefit payments.
- Implements the early return to work program as assigned.
- Assigns and prepares files for litigation proceedings; maintains files with ongoing litigation documents and correspondence; reviews file for closure; prepares proper correspondence for closure; closes out files.
- Performs a variety of support duties including preparing forms, correspondence, and reports related to claims activities; sends denial or acceptance letters to claimants; reviews mail; process and files mail accordingly.
- Prepares for and attends claims review meetings with member districts; answers questions and provides information and assistance to claimants, member districts and outside agencies regarding the status of claims.
- Participates in special assignments as required; performs related duties and responsibilities as required.
- Performs related duties and responsibilities as required and/or assigned.

### NOTE:

Only those applicants who have followed application procedures will be considered for this position. Any applicant who attempts to directly contact individuals from the Agency with the intent of influencing the decision will be disqualified from candidacy.

### EDUCATION/TRAINING & EXPERIENCE GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities necessary are:

#### Experience:

One year of claims examining experience including claims analysis and working with claimants.

#### Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in claims adjustment. Must complete 30 hours of continuing education every two years related to CA Workers' Compensation Administration (ongoing).

#### Licenses or Certificates Required

Must possess and maintain an Experienced Claims Adjustor Designation.