

DUTY STATEMENT



☐ CURRENT
☐ PROPOSED

CIVIL SERVICE CLASSIFICATION Workers' Compensation Consultant			WORKING TITLE Workers' Compensation Consultant		
PROGRAM NAME Division of Workers' Compensation				UNIT NAME Medical	
ASSIGNED SPECIFIC LOCATION Oakland				POSITION NUMBER 400 – 604-9210-034	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No	

General Statement

Under the general direction and supervision of the Supervising Workers' Compensation Consultant, the Workers' Compensation Consultant (WCC) assists the public, analyzes documents, enters data, and applies regulations related to various Division of Workers' Compensation Qualified Medical Evaluator processes.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40	Responsible for assessing and processing Qualified Medical Evaluators (QME) fees for appointment, annual renewal, and reappointment. Communicates with physicians, both verbally and in writing, to request omitted information or documentation necessary to process payments and responds to fee processing questions. Collaborates with Continuing Education program coordinator to verify validity of certification for continuing education requirements necessary for appointment and reappointment, and to keep abreast of regulatory changes that govern continuing education requirements for QME physicians. Maintains the QME database by adding or removing office locations and updating addresses and/or phone numbers to ensure fees are assessed accurately. Works closely with DWC legal counsel, the Medical Director, and/or management to obtain guidance regarding requirements necessary to process payments.
30	Responsible for analyzing Qualified Medical Evaluators (QME) panel requests and correspondence of a more complex nature, applying regulations governing QME panel processes before issuing or rejecting a request, and ensuring regulatory timeframes are adhered to. Researches Labor Code, statutes, and guidelines to facilitate compliant decision-making. Communicates clearly and effectively through written correspondence with injured workers and other members of the workers' compensation community. Responsible for processing QME workloads with emphasis on requests for Replacement QMEpanels.
25	Answers telephone inquiries from injured workers, physicians, insurers, attorneys, and other members of the Workers' Compensation community received through the Virtual Contact Center. The nature of the referred calls will include, but not be limited to, those requiring explanation and/or clarification of the Labor Code, regulations, and timeframes. Handles the more complex calls regarding Qualified Medical Evaluator (QME) processes. Utilizes work

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	tools and technical knowledge of workers' compensation issues, resources, and resolutions to educate callers regarding proper completion and/or filing of QME forms.
Percentage of Time Spent	Marginal Job Functions
5	Performs other job-related duties as assigned to fulfill the operational needs of the Department of Industrial Relations and the Division of Workers' Compensation (DWC) Medical Unit including, but is not limited to, training, organizing and taking inventory of documents and files, and other special projects.

Conduct, Attendance, and Performance Expectations

The State of California adheres to several laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave in a courteous and responsible manner at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The Workers' Compensation Consultant reports directly to and receives most assignments from the Medical Unit Supervisor, however, direction and assignments may also come from upper management within the unit.

Supervision Exercised

N/A

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work 40 hours per week in a cubicle environment in an office setting with artificial light and temperature control. The building is a high rise building with elevator access. Once formal training has concluded, part-time telework may be offered upon approval by the Medical Unit Manager and consistent with the Department of Industrial Relations' Telework Policy.

Special Requirements/Other Information

N/A

Physical Abilities

The position requires the ability for prolonged sitting, working at a computer for extended periods of time, and

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moving and transporting office items in a safe manner.

Additional Requirements/Expectations

The incumbent must be able to work independently but also as part of a team and possess the ability to work cooperatively with the public and staff at all levels both within and outside of the Department.

Personal Contacts

The incumbent will have frequent interactions with the public and the workers' compensation community. The Workers' Compensation Consultant will work closely with other units within the Division and will handle highly sensitive personal identifiable information including, but not limited to, personal medical information of injured workers.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date