

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Workers' Compensation Consultant			WORKING TITLE Workers' Compensation Consultant	
PROGRAM NAME Division of Workers' Compensation			UNIT NAME Medical Unit	
ASSIGNED SPECIFIC LOCATION Oakland			POSITION NUMBER 400 – 604-9210-097	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Supervising Workers' Compensation Consultant, the Workers' Compensation Consultant (WCC) performs tasks related to Independent Medical Review (IMR) and Independent Bill Review (IBR) of applications received that include vital component of the review process from communicating with all parties involved using the case management system ; responding to written and verbal inquiries received that require thorough knowledge of various laws and statutes; and tracking information in an independent capacity and/or in consultation with appropriate authorities that will result in the timely resolution of claims thereby meeting the Department's needs in the most cost effective manner. The WCC is required to work independently and as part of a team.

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>
45	Conducts reviews of more in-depth and/or sensitive Independent Medical Review (IMR) and Independent Bill Review (IBR) applications flagged by IMR Organization (IMRO) and IBR Organization (IBRO) for eligibility issues. Performs peer reviews on eligibility determinations with complex issues. Communicates both in writing and/or by phone with injured workers, claims administrators, attorneys, and medical providers to obtain relevant information in order to make eligibility decisions in accordance to the Labor Codes and regulations. When appropriate, consults with supervisor, legal counsel or Medical Director in recommending acceptance or rejection of IMR and IBR applications. Monitors incoming eligibility cases for new trends and communicates these with peers, supervisor, legal counsel or Medical director when appropriate. Makes IMR and IBR eligibility decisions on all types of eligibility claims, and communicates decisions to IMRO, IBRO, and other relevant parties using case management system. Responsible for processing eligibility determination letters by updating the database, printing and mailing out letters/correspondences. In consultation with peers, supervisor, legal counsel, and the Medical Director, may identify and make recommendations regarding decisional errors.
30	Responsible for responding to the more complex phone calls and inquiries from injured workers, attorneys, employers, providers and the general public regarding IMR and IBR programs which involve knowledge of relevant Labor Codes, Medical Unit mandates, statutes and regulations. In consultation with supervisor, follows existing procedures and policies to provide assistance to stakeholders, and offers recommendations for new

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	problem solving approaches. Provides support to legal DWC counsel by drafting, reviewing, processing eligibility decision rescission letters by updating the database, printing and mailing out letters/correspondences. Provides support to Division of Workers' Compensation (DWC) court system by reviewing, tracking and communicating judge's orders sent to DWC to supervisor, legal counsel or IMRO.
20	Tracks information that could lead to investigations of Utilization Review Organizations or claims administrators. Responsible for ensuring that statutory and regulatory timelines are met by the Medical Unit to ensure timely delivery of medical treatment and billing decisions affecting benefits to injured workers and providers.
Percentage of Time Spent	Marginal Job Functions
5	Performs other job related duties as assigned to fulfill operational needs of the DIR and the DWC Medical Unit.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of 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 courteously and responsibly 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 the majority of assignments from the Supervising Workers' Compensation Consultant, 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 an office setting equipped with standard office equipment. Air conditioned, in a high-rise building with elevator access, cubicle with natural and

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artificial lighting.

Special Requirements/Other Information

N/A

Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

Additional Requirements/Expectations

N/A

Personal Contacts

The incumbent will have frequent interactions with members of the public and the general 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