State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Scan/Indexer

Program:
Claims Processing Center

Work Unit:
Scan/Index

Classification:
Program Technician

Report To:
Manager I, SCIF

Collective Bargaining Identifier (CBID):
R04

Fair Labor Standards Act (FLSA) Status:
Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

The Claims Processing Center provides support to our Claims and Legal partners by scanning and indexing documents and processing medical payments timely and accurately. The Medical Reimbursement Analysis Unit supports our workforce and partners with our SmartAdvisor software vendor to ensure medical reimbursement policies efficiently support bill review functionality and the work performed by our business partners.

Purpose/Scope:

Under close supervision of the Manager I, SCIF, the Program Technician (Scan/Indexer) will:

- Review/extract/sort and scan incoming claims and legal documents in accordance with established State Fund policies and procedures.
- Identify and index scanned documents that used authorized scanning equipment (e.g., IBML Batch Scanners) and documents received electronically to the appropriate electronic claims file (CARE) in accordance with established State Fund policies and procedures.
- Respond in a timely manner to requests from adjusting locations for rescanning and reindexing of documents and conduct miscellaneous assignments.
- Respond in a timely manner to requests from adjusting locations for rescanning and reindexing of documents and conduct miscellaneous assignments.
- Miscellaneous duties as assigned.

In all aspects of the performance of these duties, the incumbent will:

- Establish and maintain effective working relationships and uphold principles of integrity in the workplace and Provide quality customer service in a timely manner; Maintain confidentiality of all information encountered in the course of employment; Follow the principles of State Fund's Equal Employment Opportunity guidelines; Maintain a safe work environment; Defend State Fund against fraudulent activities; Maintain regular and predictable attendance during working hours.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

25% Essential

1. **Prep and/or scan incoming claims and legal documents in accordance with established State Fund policies and procedures, and in accordance with DWC laws/regulations.**

a. Consistent with established State Fund policies and procedures, timely and appropriately prep and/or scan all incoming claims and legal documents into Captiva / CARE.
b. Accurately prep/scan documents to ensure privacy regulations and guidelines are upheld.
c. Consistent with established State Fund policies and procedures, timely and accurately prep/scan documents including but not limited to: bills, liens, claims, medical, legal, SJDB, and Case Initiating Documents.
d. Appropriately handle and/or redirect documents identified as requiring special handing, and 'do not scan' documents in accordance with established State Fund policies and procedures, as well as DWC laws/regulations.
e. Adhere to established protocols for safe mail handling and document extraction/sorting.
f. Adhere to all equipment operating procedures.

25% Essential

2. **Index scanned documents and documents received electronically in accordance with established State Fund policies and procedures, and in accordance with DWC laws/regulations.**

a. Consistent with established State Fund policies and procedures, timely and accurately index scanned/electronic documents to the appropriate claim, folder, sub-folder and when indicated, document type using State Fund systems software.
b. Utilize State Fund systems software, including but not limited to Captiva and CARE, to appropriately and timely index scanned/electronic documents.
c. Redirect special handling and 'do not scan' documents in accordance with established State Fund policies and procedures.

d. Index documents accurately and to the correct claim to ensure privacy regulations and guidelines are upheld.
e. Index documents consistent with DWC laws and regulations.
f. Report any anomalies, errors or trends to management and/or S/I Subject Matter Experts (Auxiliary
g. Technicians, Indexing Specialist, Location Trainer / Developer).

20% Essential

3. Review and/or extract/sort incoming claims and legal documents in accordance with established State Fund policies and procedures and in accordance with DWC laws/regulations.

a. Consistent with established State Fund policies and procedures, timely and appropriately extract/sort all incoming claims and legal documents for prepping / scanning into Captiva / CARE.
b. Review all mail items received to safeguard privacy regulations and redirect mail to appropriate location as needed.
c. Identify special handling and 'do not scan' documents in accordance with established State Fund policies and procedures.
d. Adhere to established protocols for safe mail handling and document extraction/sorting.
e. Complete as assigned by immediate/covering supervisor miscellaneous assignments including, but not limited to handling: Rescan Report, Forward to CSC, Scan Room mail sorting, Reviewed Batches, Returned Mail, Check Stock, CD Processing and Look-ups.
f. Adhere to all equipment operating procedures.

15% Essential

4. Identify scanned documents and documents received electronically in accordance with established State Fund policies/procedures, and in accordance with DWC laws/regulations.

a. Consistent with established State Fund policies and procedures, timely and accurately review scanned /electronic documents, including but not limited to: bills, liens, claims, medical, legal, SJDB, and Case Initiating Documents.
b. Consistent with established State Fund policies and procedures, timely and accurately determine appropriate claim, folder, sub-folder and when indicated, document type, using State Fund systems software.
c. Identify special handling and 'do not scan' documents in accordance with established State Fund policies and procedures.
d. Review all documents to safeguard privacy regulations.
e. Review documents in accordance with DWC laws and regulations.
f. Direct questions regarding handling of documents received, as needed, to management and/or S/I Subject Matter Experts (Auxiliary Technicians, Location Trainer/Developer, Indexing Specialist).

15% Essential

5. Miscellaneous duties as assigned

a. Complete as assigned by immediate/covering supervisor miscellaneous assignments including, but not limited to handling: E Bill Attachment Queue, E Bill No Match Queue, Fax queue, training, review of training materials, etc.
b. Timely respond to requests from adjusting locations for reindexing of documents and conduct miscellaneous assignments.
c. Correct all scanning or indexing errors immediately upon becoming aware of them.
d. Attend regular meetings and check-ins to stay up to date and connected in a hybrid work environment. These meetings and check-ins include but are not limited to Zoom video conferencing, Teams and phone calls to stay connected in a hybrid work environment.

100%

Required Knowledge Areas:

- General knowledge of claims documents.
- Working knowledge of State Fund standard software applications.
- General knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- General knowledge of various State Fund functions as they affect claims.

Required Skills and Abilities:

- Ability to sort and extract incoming mail from envelopes.
- Ability to identify, scan and index documents using State Fund systems and/or software.
- Ability to work independently and as a team with co-workers and supervisors.
- Ability to effectively work with and relate with other people.
- Ability to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of “stakeholders”.
- Skill to achieve results according to objectives.
- Skill to interpret/apply policies and procedures to complete assignments.
- Skill to work independently and as a team with co-workers and management to address and resolve issues.

Work Environment:

Physical Requirements:

- Incumbent works in a hybrid office environment based on business needs.
- Phone calls, Teams, Zoom and video conferencing is required to stay connected in a hybrid work environment
- Exposure to general office noise levels including conversations, ringing telephones and office equipment operating noises
- Computer data entry, frequent light lifting, bending, reaching, and carrying

Travel:

- Travel to various work sites and locations for training and/or meetings.

Emergency call backs:

- Not applicable.

Work Hours:

- Work hours may vary.

Supervisor's Statement: **I have discussed the duties of the position with the employee**

Supervisor Name (Print):	Supervisor Signature:	Date:

Employee's Statement: **I have discussed with my supervisor the duties of the position and have received a copy**

Employee Name (Print):	Employee Signature:	Date: