

DUTY STATEMENT

Duty Statement for
Professional / Analytical Classifications

State Compensation Insurance Fund

Employee's Name (First, Last)	
Program Billing and Collections	Work Unit Premium Billing Unit
Position's Authorized Classification (and Range) Workers' Compensation Insurance Representative, Range C	Report To Premium Billing Supervisor
Position Title Premium Billing Analyst	Position Serial Number ###.###
Incumbent Appointment Classification Workers' Compensation Insurance Representative, Range _____	CBID R01
<input type="checkbox"/> The incumbent is underfilling the position in the _____ classification. S/he will be given appropriate training, direction, and feedback Select from list:	FLSA Status <input checked="" type="checkbox"/> Covered, Work Week Group 2 <input type="checkbox"/> Not Covered, Exempt WWG <input type="checkbox"/> E or <input type="checkbox"/> SE

PURPOSE/SCOPE:

Briefly describe or summarize the position's major functions. Why the position exists? Typically includes the following:

- Intent/Purpose of the position
- Degree of direction/supervision (Under what direction)
- Nature and level of the work

Example: Under direction (*degree of supervision*), perform the full range (*scope*) of varied, sensitive**, and complex** (*level of work*) analytical and consultative work necessary to effectively administer the program's _____ function (*reason for the position*).

** "Sensitive" and "Complex" should be defined

Under general direction, the Premium Billing Analyst serves as professional resource and trainer to Premium Billing/Billing and Collections. Specifically, the Premium Billing Analyst will

- Conduct research, analysis, and quality control to support, maintain and help develop IDS (Premium Billing Incoming Distribution System) and PBS (Premium Billing System) systems and processes.
 - Review system generated and manually produced bills for accuracy.
 - Update Premium Billing guidelines and procedures.
 - Analyze and compile data to develop reports for management.
 - Coordinate with IT to resolve PBS (Premium Billing System) and system problems.
 - Support the IDS (Incoming Distribution system), PBS (and other billing related system and processes).
- Finalize policies and process all assigned bills promptly and in compliance WCIRB (Workers' Compensation Insurance Rating Bureau) and State Fund rules, regulations and guidelines.
 - Identify policies that don't comply, solicit missing info for payroll reports, contact Underwriting for policy updates.
 - Approve bills within authority level and escalate to higher level for approval when over the threshold.
- Perform special projects and more complex billing related duties as assigned.

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

Supervisor's Name (Print)	Supervisor's Signature	Date
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Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee's Name (Print)	Employee's Signature	Date
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Duty Statement Origination or Revision Date November 14, 2014

KEY RESULTS/ESSENTIAL FUNCTIONS: Specifically describe the 3-5 Key Results (or Essential Functions) of the position in order of their importance to achieve the purpose/scope of the position.

Each Key Result/Essential Function description should have statement(s) consisting of

1	2	3
An <u>action verb</u> : What is done? Define or elaborate on common vague words (e.g., "coordinates", "monitors", "assists")	The immediate <u>object</u> of the action	The <u>reason</u> for the action: Why?

In all aspects of performing the following Key Results/Essential Functions the incumbent will

- comply with the Code of Conduct and
- maintain regular and predictable attendance and/or communication availability during working hours.

The statements contained in this duty statement reflect general details as necessary to describe the principal results/functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

45%

- 1) Conduct research, analysis, and quality control to support, maintain and help develop IDS (Premium Billing Incoming Distribution System) and PBS (Premium Billing System) systems and processes. Develop and maintain Premium Billing guidelines and procedures. Develop and maintain management statistical reports
 - a. Distribute various assignment lists to analysts promptly and according to schedule.
 - b. Prepare, develop and maintain management statistical reports for Premium Billing. Reports are submitted timely according to schedule.
 - c. Participate in projects and provide billing business rules for system design. Conduct system testing for fixes and enhancements.
 - d. Perform Quality assurance of PBS generated and manually generated bills for validity and accuracy, when required. Recommend corrective measures.
 - e. Research, identify, document and escalate systems issues.
 - f. Assist in the maintenance of the Premium Billing Incoming Distribution System (IDS) and other related systems, as needed.
 - g. Review Premium Billing procedures regularly. Act as a resource for procedures. Clarify and complete procedure updates and edits as needed.

30%

- 2) Ensure timely and accurate processing of premium bills.
 - a. The expectation is to bill an average of 16-18 bills per working day.
 - b. The expectation is to final bill expired payrolls within 12 days of receipt and expired audits within 10 days from receipt.
 - c. Rush billing requests are reviewed and processed within 24 hours. Non rushes are processed within 48 hours.
 - d. Provide clear, concise and timely communication to our internal and external customers in response to processing and billing inquiries.
 - e. Process display bills and restitution bills accurately and timely, in accordance to time frames requested by customer.
 - f. Review, justify and approve bills and premium refunds within authority level and escalate when needed.
 - g. Assure that bills are in compliance with State Fund guidelines and WCIRB rules and regulations and are processed with adequate and professional justification and documentation.
 - h. Manage various billing lists to ensure that all billable policies have been processed.
 - i. Process Fiscal Re-issues.

20%

3) Develop and conduct training of all new and existing employees in Premium Billing. Perform special projects and more complex related duties as assigned.

- a. Provide training beyond classical premium analysis to include comprehensive understanding of the WCIRB rules and regulations, and State Fund policies and procedures.
- b. Serve as a resource to co-workers for billing procedures. Clarify, edit and complete procedure updates..
- c. Conduct research on complex billing and technical issues.
- d. Coordinate group training for department to ensure consistency in information dissemination, as assigned.
- e. Participate in Premium Billing and other corporate training and meetings to gain and maintain current technical knowledge of billing procedures.
- f. Represent the needs of Premium Billing/Billing and Collections before user groups, consultant services, and other State Fund client communities.
- g. Assist other premium billing functions as assigned.

5%

4) Build team relationships.

- a. Develop and provide training as assigned.
- b. Participate in special projects and conduct researche.
- c. Serve as a resource for billing functions.
- d. Participate in trainings and meetings.

5)

100%

REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

KNOWLEDGE AREAS:

- Working knowledge of State Fund [underwriting, marketing] advisories, policies, and procedures
- Proficient knowledge of workers' compensation insurance rules and regulations
- Proficient knowledge of State Fund auditing policies and procedures, and State Fund audit software
- Proficient knowledge of State Fund Underwriting and Billing & Collections advisories, policies, and procedures
- Working knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and procedures

Highlight to select and enter additional Knowledge Areas

SKILLS/ABILITIES:

- Ability to research, analyze, and evaluate information to make and support decisions
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions
- Ability to achieve results according to objectives
- Ability to communicate professionally and effectively, verbally and in writing.
- Ability to work independently and as a team with co-workers and management to address and resolve issues

Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers

Ability to effectively work with and relate with other people

Highlight to select and enter additional Skills/Abilities

WORK ENVIRONMENT:

Physical Requirements

Incumbent works in the usual office environment.

Highlight to select and enter additional physical requirements, if any

Travel

Highlight to select and enter additional Travel requirements, if any

Emergency call backs

Highlight to select and enter additional Emergency call back requirements, if any

Work Hours

Highlight to select and enter additional Work Hours requirements, if any