



**DEPARTMENT OF
LABOR**
& INDUSTRIAL RELATIONS

HUMAN RESOURCES

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www.labor.mo.gov

Worker's Compensation Technician I-II
Division of Workers' Compensation- CARE Unit
Cole County/ DOLIR Building
Semi-Monthly Salary Range: \$27,040.00 – \$33,028.00

Job Duties Include:

- Secures, reviews, evaluates, and processes Claims for Compensation, First Reports of Injury, medical reports, lost wage reports.
- Identifies documents that are incomplete and requests new or additional information to prepare claims for possible adjudication.
- Identifies potential non-compliance reporting issues in accordance with statutes and regulations; works with the Workers' Compensation Technician III and Supervisor to process this information.
- Reviews and/or downloads Electronic Data Interchange (EDI) documents after the pre-run is completed to identify deficiencies and return for correction.
- Communicates with insurance companies, third party administrators, and self-insured employers using standardized letters.
- Identifies and evaluates information in accordance with requirements of the Trading Partner Agreement.
- Applies established procedures to evaluate the payment of lost wages; notifies insurer when incorrect amount has been paid and requests correction; and enters confirmed wage into Automated Integrated Claims System (AICS) database.
- Corresponds and communicates with attorneys, insurance carriers, employers, third party administrators, and injured employees to facilitate the processing of reports and claims.
- Notifies the insurer, third party administrator, or employer of over or underpayment of benefits and assists with the resolution of lost wage payment discrepancies.
- Identifies and maintains documents and scans and indexes those documents to the underlying workers' compensation case file.
- Attends various training sessions and meetings to become and remain aware of program procedures and law changes; studies Workers' Compensation statutes, regulations, policies, and procedures.
- Receives close supervision and mentoring to develop skills; however, the employee is expected to exercise independent judgment and initiative within the framework of established state laws, regulations, policies, and procedures.
- Works independently within the scope of assigned duties.
- Maintains positive working relationships and conduct duties with courtesy and respect.
- Accepts and implements feedback with a positive attitude and constructively support open communication, dedication, and compassion.
- Seeks to assist team members and accepts additional assignments willingly.
- Maintains regular and reliable attendance.
- Other duties as assigned.

Missouri Department of Labor and Industrial Relations is an equal opportunity employer/program.

TDD/TTY: 800-735-2966 Relay Missouri: 711

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Knowledge, Skills and Abilities:

- Preferred knowledge of state laws and regulations governing the processing and adjudication of Workers' Compensation claims.
- Preferred knowledge of the policies, procedures, and operations of the Division of Workers' Compensation.
- Preferred knowledge of the computer systems utilized in the Division of Workers' Compensation.
- Knowledge of relational database case management applications.
- Knowledge of basic claims processing.
- Knowledge of basic legal and medical terminology.
- Knowledge of office practices, procedures, equipment, and desktop computer applications.
- Knowledge of basic bookkeeping and accounting principles and practices.
- Ability to obtain and document relevant claim information clearly and concisely, evaluate information, and make determinations based on established policies and procedures.
- Ability to work with electronically submitted data on a variety of databases.
- Ability to compile relevant case information independently.
- Ability to exercise sound judgment in the analysis of case information in order to expedite legal compliance issues and reduce delay in case adjudication.
- Ability to explain and apply rules, regulations, and policies governing the processing of Workers' Compensation Injury claims.
- Ability to perform mathematical calculations with speed and accuracy.
- Ability to work rapidly and accurately in processing a large volume of documents.
- Ability to communicate effectively and prepare clear and concise reports.
- Ability to make routine decisions in accordance with established guidelines.
- Ability to establish and maintain effective working relationships with other employees, employers, attorneys, insurance companies, and third party administrators.

Eligibility:

These positions involve technical work in the Care Unit of the Missouri Division of Workers' Compensation involving securing and evaluating basic information required for processing Claims for Compensation, First Reports of Injury, and ancillary documents. Applicants must meet one of the following eligibility requirements:

Workers' Compensation Technician I:

Three or more years of clerical or general office support experience; and possession of a high school diploma or equivalency.

Workers' Compensation Technician II:

Four or more years of office experience including two or more years of technical experience processing workers' compensation or insurance claims; and possession of a high school diploma or equivalency.

Preferred (not required) experience: Strong, independent decision-making skills with attention to detail.

To apply, submit a completed application, (https://labor.mo.gov/sites/labor/files/pubs_forms/2396-AI.pdf), cover letter, resume, and transcripts to: humanresources@labor.mo.gov, fax to 573-751-3668 or mail to: Human Resources, PO Box 510, Jefferson City, MO 65102 by February 14, 2019.