

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

LIABILITY CLAIMS ADJUSTER II

POSITION CODE: 23372

Effective: 5-16-85

DISTINGUISHING FEATURES OF WORK:

Under general supervision, investigates, evaluates, negotiates and ensures the timely processing of workers' compensation claims against the State of Illinois, determining if the incident arose out of or in the course of employment; investigates and evaluates general liability claims against the State of Illinois; ensures claims are in compliance with applicable laws and regulations; exercises authority to decide claims of a higher dollar amount than lower level adjusters; trains claims coordinators in other state agencies; provides guidance and leadership to lower level claims adjusters in one or more areas of claims adjudication and/or investigation.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Investigates, evaluates and negotiates settlement of workers' compensation claims including medical cases and time-loss cases against the State of Illinois, ensuring the timely processing of compensable claims; reviews doctors' reports, witnesses statements, summaries of the disability and other submitted documentation.
2. Investigates and evaluates general liability claims against the State of Illinois; submits findings and decisions as to whether the State is liable, to the Attorney General's Office for negotiation and justification of payment or nonpayment of these claims based on the legal interpretation of the adjuster's documentation.
3. Compiles facts and data leading to the disposition of claims; determines the degree of compensability; ensures claims are in compliance with applicable laws and regulations; refers claims in excess of a designated dollar amount to the supervisor for approval or disapproval.
4. Makes subjective decisions in approving or disapproving workers' compensation claims for payment; proposes and/or recommends settlement, as appropriate; refers workers' compensation claims in excess of a designated dollar amount to the supervisor for approval or disapproval.
5. Conducts independent on-site investigations pertaining to the verification of statements, interviewing of witnesses and procurement of necessary exhibits such as slides and movies in order to determine compliance with applicable laws and regulations and to aid in processing of workers' compensation claims.
6. Teaches better techniques of preventing injury on the job, advises discontinuance of dangerous or unsafe practices, identifies types of injuries and advises proper safety procedures for reductions in this type of injury to aid in establishing loss controls and improved employee safety.
7. Trains claims coordinators in other agencies in the proper use of applicable forms; provides claims coordinators with a manual outlining the types of forms used; shares information with agency claims coordinators about the employee's return to work at the designated time or, gives explanations.
8. Serves as a lead worker, as required, to lower level claims adjusters in one or more areas of claims adjudication, medical bill vouchers, disability pay vouchers and advises proper investigative techniques; may provide guidance to lower level adjusters in safety, preventing job related injuries, and loss control techniques of preventing loss of state funds due to payment of workers' compensation claims; instructs appropriate personnel in the preparation and processing of workers' compensation claims and time lost from work due to a disability (time-loss) vouchers.

LIABILITY CLAIMS ADJUSTER II (Continued)

9. Maintains case related documentation such as notes and witnesses' statements and telephone conversations; prepares written evaluations of facts accumulated for the settlement of a claim; compiles relevant data on cases under investigation, for the use the Attorney General's Office in litigated cases; prepares daily, monthly and quarterly reports on workers' compensation; presents evidence, and testifies as necessary before the Illinois Industrial Commission on litigated workers' compensation claims.
10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college, preferably with coursework in insurance, basic accounting, premedical, sociology and/or business administration. Related experience, preferably in insurance claims adjusting, in legal assistance, in casework or in benefit management, may be substituted for college, on a year-for-year basis.

Requires two years progressively responsible professional work experience in workers' compensation and general liability claims adjustment.

Knowledges, Skills and Abilities

Requires extensive knowledge of all applicable state/federal statutes and regulations.

Requires working knowledge of all workers' compensation and general liability claims.

Requires working knowledge of medical terminology, body system and/or impairments and their disabling effects.

Requires working knowledge of office procedures and files.

Requires working knowledge of fact-finding sources which assure the most correct claims information.

Requires ability to use the computer system as a working tool in gathering information for record keeping.

Requires ability to balance casework loads and to know how quickly compensable claims must be processed.

Requires ability to investigate, evaluate, and negotiate claims involving the State of Illinois.

Requires ability to evaluate all medical and time-loss claims information in order to make sound and consistent determinations.

Requires ability to exercise considerable judgment in interpreting medical facts presented by a physician and to apply these facts in determining an individual's capacity to engage in gainful occupation.

Requires ability to read, assimilate and recall with marked proficiency facts, figures and descriptive inclusions and the willingness to search for and to obtain information.

Requires ability to communicate effectively.

Requires ability to maintain satisfactory working relationships with coworkers, the general public and other agency personnel.