

Title: Disability Representative – Senior

Description: PRIMARY PURPOSE

To analyze reported claims, determine benefits due and make timely payments and adjustments of Short Term Disability (STD) and Family Medical Leave Act (FMLA) claims, medically manage and coordinate investigative efforts and thoroughly review contested claims; to evaluate and arrange appropriate referral of claims to outside vendors; and negotiate settlement of claims up to the designated authority level.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Analyzes, approves and authorizes assigned claims and determines benefits due pursuant to a disability plan.
- Determines benefits due, makes timely claims payments and adjustments for STD and FMLA claims.
- Manages medical disability claims ensuring compliance with disability duration control guidelines and plan provisions.
- Communicates clearly with claimant and client on all aspects of claims process either by phone and/or written correspondence.
- Informs claimants of documentation required to process claims, required time frames, payment information and claims status either by phone, written correspondence and/or claims system.
- Coordinates investigative efforts ensuring appropriateness and provide thorough review of contested claims.
- Evaluates and arrange appropriate referral of claims to outside vendors for surveillance, independent medical evaluation, functional capability evaluation, and/or related disability activities.
- Refers cases as appropriate to supervisor and management.
- Negotiates settlement of claims up to designated authority level.
- Maintains professional client relationships.
- Supports the organization's quality program(s).

QUALIFICATIONS

EDUCATION & LICENSING

- Baccalaureate degree from an accredited college or university in

Nursing, social work or vocational rehabilitation is preferred.

EXPERIENCE

- Two (2) years benefits or disability claims management experience required.
- Knowledge of ERISA regulations, required offsets and deductions, disability duration and medical management practices and Social Security application procedures

SKILLS AND EXPERIENCE

- Excellent oral and written communication, including presentation skills
- PC literate, including Microsoft Office products
- Analytical and interpretive skills
- Strong organizational skills
- Ability to work in a team environment
- Excellent negotiation skills
- Ability to meet or exceed Performance Competencies
- Typing – 45 wpm

WORK ENVIRONMENT

When applicable and appropriate, consideration will be given to reasonable accommodations.

MENTAL

Clear and conceptual thinking ability; excellent judgment and discretion; ability to handle work-related stress; ability to handle

multiple priorities simultaneously; and ability to meet deadlines.

PHYSICAL

Computer keyboard – Typing 45 WPM

Local travel as required

AUDITORY/VISUAL

Hearing, vision and speaking