

Claims Associate Adjuster

Claims Department

Reports to the Vice President and Senior Vice President, Claims

Summary and Purpose

Under the general direction of the lead adjuster or manager; investigate, manage and resolve assigned claims in a timely, unbiased and informed manner in compliance with Alaska National policies, state laws and regulatory performance standards.

General Responsibilities

- Provide account servicing support to policyholders and underwriters.
- Be available for marketing calls with underwriters to prospective policy holders and brokers.
- Investigate, determine compensability, and manage assigned claims consistent with jurisdictional requirements.
- Immediately discuss any red flags with lead adjuster or manager to ensure that issues are addressed timely.
- Establish and maintain contact with injured workers, policy holders and medical providers to monitor progress and work status.
- Coordinate in-person meetings with injured workers, employers, and medical providers.
- Follow up with employer and injured worker on light duty/modified duty status.
- Verify coverage.
- Answer questions regarding the status of pending claims from injured workers, policyholders and medical providers.
- Complete required workers' compensation forms in accordance with jurisdictional requirements.
- Supervise archiving of all time loss and medical only files.
- Maintain electronic and paper files necessary for documentation of the claim file to include coding, contacts, financial data and plan of action.
- Fully document all activities on file in electronic running notes.
- Approve and issue checks for assigned claims.
- Analyze current claim facts and use knowledge base to determine what long-term claim outlook will be and proceed accordingly.
- Issue claims kits for policies
- Review reserves for appropriateness.
- Travel as required.
- Participate in department training.
- Perform other duties as assigned.

Minimum Requirements

- High school graduate
- College graduate preferred
- Knowledge of medical and legal terminology and procedures preferred
- General computer skills including basic MS Word and MS Excel

Attributes

- Strong presentation skills
- Ability to speak in front of groups

- Excellent written and verbal communication skills
- Effective negotiation skills
- Ability to prioritize workload to meet deadlines
- Ability to work well in a team environment
- Enjoys critical thinking and research