

Medical Only Claims Adjuster

Claims Department

Reports to the Vice President and Senior Vice President, Claims

Summary and Purpose

Investigate, manage and resolve medical only claims in a timely, unbiased and informed manner in compliance with Alaska National policies, state laws and regulatory performance standards. Initial point of contact with injured worker, policy holder and physician. Provide assistance to claims department for account servicing purposes.

General Responsibilities

- Determine coverage for all new MO claims received in the claims department
- Determine status of new claims – medical only or time loss.
- Work with account manager to investigate claims when compensability or time loss is in question.
- 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.
- Follow-up with employer and injured worker on light duty/modified duty status.
- Set up all medical only claims in accordance with performance standards, including maintaining electronic and paper files, coding, contacts, financial data and plan of action
- Manage assigned Medical Maintenance, death and PTD claims, including those with SLR and reserve reporting requirements.
- Approve and issue checks for all MO, PTD, Medical Maintenance and death benefit claims.
- Coordinate with bill review and medical providers regarding payment inquiries.
- .Answer questions regarding the status of assigned claims from injured workers, policyholders and medical providers.
- Complete required workers' compensation forms in accordance with jurisdictional requirements.
- Supervise archiving of time loss, liability and medical only files.
- Analyze current claim facts and use knowledge base to determine what long-term claim outlook will be and proceed accordingly.
- Fully document all activities on file in electronic running notes.
- Participate in department training.
- Perform other duties as assigned.

Minimum Requirements

- High school graduate
- Two years claims clerical assistant experience
- General computer skills
- Knowledge of medical terminology

Attributes

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