

Senior Claims Examiner

Claims Department

Reports to the Vice President and Senior Vice President, Claims

Summary and Purpose

Investigate, manage and resolve claims in a timely, unbiased and informed manner in compliance with ANIC policies, state laws and regulatory performance standards.

General Responsibilities

- Knowledge of policy documents for coverage verification.
- Provide account servicing support on claim issues to policyholders to include travel as required.
- Investigate, determine compensability and manage time loss claims consistent with jurisdictional requirements.
- In-Person meetings with injured workers, employers, and medical providers
- When necessary, assign investigators, attorneys, medical consultants and others to facilitate claim determinations and plan of action.
- Follow up with claimants, policyholders and medical providers to monitor progress.
- Answer questions regarding the status of pending claims from claimants, policyholders and medical providers.
- Consult with attorneys regarding litigation management, settlement strategy and claim resolution.
- Manage the most complex claims.
- Assist clerical staff in completion of workers' compensation forms in conformance with jurisdictional requirements.
- Maintain electronic and paper files necessary for documentation of the claim file to include coding, contacts, financial data and plan of action.
- Review reserves for appropriateness and file timely reports on all serious loss claims as required by ANIC policy and regulatory standards.
- Work with management to develop ANIC policies when necessitated by statutory/regulatory changes.
- Provide mentoring and leadership to the claims department.
- Provide direction, assistance, and supervision to assigned clerical and adjusting staff.
- Develop curriculum and present training programs for claims adjusters and claims department.
- Promote the team approach to case and account management.
- Perform other duties as assigned.

Minimum Requirements

- High school graduate, Bachelor's degree preferred
- 7-10 years of Workers' Compensation adjusting experience
- In-depth knowledge of Workers' Compensation laws
- Knowledge of medical and legal terminology and procedures
- Mentoring and leadership experience
- General computer skills

Attributes

- Excellent written and verbal communication skills
- Strong interpersonal skills

- Effective negotiation skills
- Ability to prioritize workload to meet deadlines
- Ability to work well in a team environment