

Claim Technician | Third Party Administration

Position Description

Job Purpose

To assist the claims team by providing support in the servicing of Risk Management clients.

Organizational Relationships

Reports to the Manager, Risk Management Claims

FLSA Status

Non-Exempt

Essential Functions and Responsibilities

The Claim Technician provides various functions in the management of claims administered by the Risk Management department:

1. Processes new workers' compensation claims submitted through the internet for assignment to either adjuster or self by account
2. Supports assigned Adjusters as part of a team that services specific accounts
3. Distributes and attaches incoming e-mails and scanned documents to the appropriate claim file
4. Enters medical bill payments and vendor fee charges in to the system
5. Prints checks, verifies check registers, stuffs and mails payments daily for specific accounts
6. Handles medical only claims by verifying compensability, submitting for bill review and re-pricing; uses diary process for follow up and closure
7. Receives and addresses calls from customers regarding payment of bills, status of claims, etc.
8. Processes all voids, stop payments, refunds, recoveries, as well as the filing and storing of cancelled checks
9. Completes status requests from the applicable State Division of Workers Compensation divisions
10. Works closely with team members to make sure all items are processed timely and calls answered promptly to assure high level of service
11. Assists as back-up to other associates during vacation or absence

Job Specifications

Competencies

1. Bachelor's degree from an accredited four-year college or university, or equivalent experience
2. Strong written and verbal communication skills
3. Strong organizational skills
4. Ability to apply mathematical concepts
5. Ability to work successfully in a deadline driven environment
6. Ability to attend social functions for clients and carriers in order to build relationships
7. Working knowledge of Microsoft products (Word, Excel, Outlook, etc.)



8. Working knowledge and comfort level with claims management systems; and comfort working in a paperless environment

Supervisory Responsibility

This position has no direct supervisory responsibilities however it may act as a team leader for special projects.

Work Environment

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a full-time position. The organization has flexible start times. Standard Non-Exempt employees work 7.5 hours, Monday through Friday. Evening and weekend work may be required as job duties demand.

Travel

This position may require some local travel.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Physical requirements of the position are subject to modification to reasonably accommodate individuals with disabilities. Thomas McGee is an Equal Opportunity Employer.

To Apply

Please send your resume to Ed Reasoner: ereasoner@thomasmcgee.com.