

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

DISABILITY CLAIMS ANALYST

POSITION CODE: 12540
Effective: 6-16-02

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs highly responsible bureau-wide analytical work reviewing claims, performing special studies, and monitoring procedures for determination of disability insurance benefits having the full delegated authority of the United States Commissioner of Social Security under both Title II and Title XVI of the Social Security Act. Conducts program compliance audits, reviews, evaluates and appraises claims determinations for the identification of error trends; prepares reports of review findings and makes internal recommendations.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Reviews and analyzes all statewide disability claim types and renders quality appraisal evaluations of disability determinations for compliance with federal and state regulations.
2. Analyzes and evaluates the developmental practices utilized in the adjudication process; monitors timely developmental actions, contacts with treating sources, appropriate follow-up practices and consultative examinations, effective use of telephone, etc.
3. Reviews and analyzes all incoming disability materials received from the Office of Disability and Social Security Regional Office, determining impact, if any, on current operations in the bureau; prepares internal instructions to clarify or implement new instructions regarding case operations and/or development; clarifies any discrepant, unclear or missing information received from the Social Security Administration.
4. Provides systematic review of substantive and technical case issues on specified adjudicators and submits detailed audit report findings to management; generates recommendations to be utilized in an effort to improve performance and identifies training needs.
5. Conducts special studies, as set forth by management to include independent analysis of sensitive case issues; designs studies to measure and ensure the integrity of the process.

DISABILITY CLAIMS ANALYST (Continued)

6. Provides mentoring services to staff at all skill levels both in small group and individual sessions; coordinates with the Training Unit and managers to address difficult issues related to claim adjudication; conducts case reviews with adjudicative staff, reviewing internal procedures, applications of SSA program policy and determining appropriateness of technique, and soundness of adjudication.
7. Performs complex technical, research and advisory functions in the development, analysis, evaluation, revision and implementation of new policies and procedures.
8. Reviews and provides analysis of cases returned to the bureau by federal quality review; coordinates review and assists in preparing correspondence on policy clarification and/or interpretation of SSA regulations.
9. Participates in the monthly preparation of Quality Assurance reports analyzing trends in federal returns and recommending corrective action to be taken.
10. Analyzes specialized workloads to determine compliance with court orders and state/federal legislation; serves as coordinator with DCFS/Children's SSI Project and the SSI Adult Advocacy Project.
11. Researches and performs confidential investigative duties in conjunction with the SSA Office of Inspector General to include interviews of employers, neighbors, relatives and other collateral sources to refute or verify customer's allegations of disability; compiles data to be used in formal fraud investigations.
12. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DISABILITY CLAIMS ANALYST (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires a bachelor's degree, with major courses in medical, premedical, legal, prelegal, nursing, psychology, pharmacy, health, biological sciences, physical sciences, business administration, management, or disability claims adjudication.

OR

Requires current valid licensure as a Registered Nurse in the State of Illinois, plus three years of professional registered nursing experience.

In addition to either of the above, requires three years of progressively responsible professional experience as a Disability Claims Adjudicator II or Disability Claims Specialist.

Knowledges, Skills and Abilities

Requires thorough knowledge of diagnostic testing and the appropriate interpretation of findings necessary to evaluate disability in accordance with SSA regulations.

Requires thorough knowledge of the Dictionary of Occupational Titles and its application in the adjudication of claims where vocational factors are relevant.

Requires extensive knowledge of the Social Security Act and Amendments as it relates to the disability program and the organization and operations of the Social Security Administration in dealing with adjudication of disability claims in a national program.

Requires extensive knowledge of medical body systems including mental, and how various disabilities including those that produce pain, fatigue, and weakness have impact on residual functional capacities and apply it to vocational considerations relevant to the record.

Requires extensive knowledge of Bureau and Department programs, policies, objectives, procedures, rules, and regulations.

Requires working knowledge of personal computers, keyboard skills, various PC applications, and the SSA/DDS operating systems.

Requires the ability to apply SSA regulations to the evaluation of both physical/mental impairments in the adjudication of claims.

Requires the ability to communicate both written and orally on technical, medical, legal issues on a professional basis.

Requires the ability to evaluate legal, medical and occupational aspects of a controversial claim necessary to support a sound determination.

DISABILITY CLAIMS ANALYST (Continued)

Requires the ability to analyze complex factual situations, clearly and concisely document and organize the data, and make sound and consistent decisions regarding disability claims.

Requires the ability to establish and maintain good working relations with adjudicative staff as well as medical consultants and managers at various levels in the organization.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.