

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

LIABILITY CLAIMS ADJUSTER TRAINEE

POSITION CODE: 23375
Effective: 07-01-2004

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, for a period of six to twelve months, receives training and completes selected job assignments to acquire knowledge, understanding and particular skills needed in performing the work of Liability Claims Adjuster, assessing workers' compensation medical claims and time-loss claims against the State of Illinois.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives training from higher level adjusters to become familiar with medical terminology, with claims processing procedures and with criteria for internal claims review and benefit management of workers' compensation claims against the State of Illinois, including medical and lost-time cases.
2. Successfully completes assigned projects, develops and refines knowledges of applicable laws and regulations to ensure claims compliance, along with the appropriate methods and procedures of application.
3. Assists higher level adjusters and other personnel by compiling facts from data for disposition of claims, by checking applicable laws and regulations pertaining to claims, by putting the files together for clarification and review, and by making cross-checks with other cases.
4. Attends and participates in staff meetings, conferences, hearings, workshops, classes and other activities which aid adjusters in fact verification and in timely processing of claims.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

LIABILITY CLAIMS ADJUSTER TRAINEE (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college, preferably with coursework in insurance, basic accounting, pre-medical, sociology and/or business administration. Related experience, preferably in insurance or claims adjusting, in legal assistance, in casework or in benefit management, may be substituted for college on a year for year basis.

This class is included as an Upward Mobility Program credential title.

Knowledges, Skills and Abilities

Requires ability to successfully perform on-the-job training assignments.

Requires ability to learn and retain working knowledge of applicable state/federal statutes and regulations.

Requires ability to learn working knowledge of all worker's compensation medical claims.

Requires ability to acquire elementary knowledge of worker's compensation time-loss claims.

Requires ability to acquire elementary knowledge of general liability claims.

Requires ability to acquire elementary knowledge of office procedures and files.

Requires ability to acquire elementary knowledge of medical terminology, body systems and/or impairments, and their disabling effects.

Requires ability to acquire knowledge of fact-finding sources which assure the most correct claims information.

Requires a willingness to search for and obtain information.

Requires ability to learn how to use the computer system as a working tool in gathering information and for record keeping.

Requires ability to learn how to balance casework loads and to determine how quickly compensable claims must be processed.