

DIVISION OF WORKERS' COMPENSATION
EMPLOYMENT OPPORTUNITY

POSITION: Operations Review Specialist (Claims EDI)

BUREAU: Monitoring and Audit

PAY GRADE: 24 (\$43,151.16 - \$92,260.20)

LOCATIONS: Tallahassee

SPECIAL NOTES:

This position requires a security background check, including fingerprinting, as a condition of employment.

REQUIRED ENTRY-LEVEL Knowledge, Skills and Abilities (must bring to the job):

Knowledge of data collection methods; problem-solving techniques; data analysis; and management principles. Ability to apply investigative principals and techniques; review, analyze and evaluate data; collect, analyze and interpret data; organize data into logical format for presentation in reports and other written materials. Ability to understand and apply applicable rules, regulation, policies and procedures relating

to management analysis practices; understand and apply workers' compensation statutes, rules and procedures; examine and evaluate data related to workers' compensation programs. Ability to conduct fact finding investigations; conduct interviews; and prepare and maintain statistical data and reports. Ability to handle conflict and disputes in a professional and courteous manner. Demonstrated knowledge, understanding, and application of Chapter 440, FL Statutes and related rules. Skill in using personal computer and Microsoft programs. Ability to communicate verbally and in writing; utilize deductive reasoning; establish and maintain effective working relationships with others. Ability to meet performance expectations.

OTHER Knowledge, Skills, and Abilities (may learn on the job):

Ability to apply/interpret W.C. law, rules and other procedures in developing new and improved data management and collection activities.

DESCRIPTION OF DUTIES:

This is a highly responsible professional position that will assist in the coordination of information technology systems and resources and provide management consultation services to improve management capabilities and technology improvements on behalf of the Bureau of Monitoring and Audit. The incumbent will conduct special studies, research, and/or investigations to analyze problems and issues relating to operational problems, data collection techniques, workflow processes, and data quality. Strong skills in quantitative and qualitative investigative/research methods, writing, presentation of findings, and use of computer software are essential. Provides recommendations and actively participates with management in carrying out the implementation

of recommended solutions. This position requires a thorough knowledge of the Workers' Compensation Law, workers' compensation rules and procedures. (s. 440.02, 440.14, 440.15 440.151, 440.16, 440.185, 440.42, 440.593; F.S. and 69L-56 F.A.C.).

The incumbent of this position provides programmatic and process training, which includes:

- Analyzing, evaluating and interpreting various sections of Chapter 440, FL Statutes relating to Claims
- Analyzing, evaluating and interpreting 69L-56 F.A.C.
- Analyzing, evaluating and interpreting the IAIABC National Standard for Claims EDI

Conduct special studies, inquiries or investigations to analyze problems and recommends corrective action to Operations and Management Consultant Manager. Investigate, assess, analyzes and make recommendations to resolve Claims EDI issues and problems.

Provide direction, guidance and counsel to Triage Partners, striving to maintain positive working relationships.

Review and evaluate Claims EDI filings and statistical reports including EDI Trading Partner Report Cards, Missing SA Report, Rejected Not Resubmitted Report and DWC-1 filing statistics.

Serve as an effective liaison to establish and maintain positive working relationships and cooperative action plans with other agencies and groups with whom the Unit interacts.

Prepare presentations and serve as a public speaker or panelist to advise and educate EDI Triage Partners on filing Claims EDI transactions successfully and the consequences for failing to file timely. Conduct Webinars for EDI Triage Partners. Review and analyze Bureau of Monitoring and Audit Workers' Compensation data mining and collection programs for applicability with Division needs in order to achieve more efficient and effective data mining and management systems. Evaluate and develop data mining, collection and corresponding operational procedures and rules associated with data collection processes. Create procedures geared towards achieving increased reliability and accuracy of data mining efforts as well as consistency in the tracking and maintenance of data results. Identify the need for and devise program modifications to improve data mining capability. Detect and report actual or possible encumbrances/obstacles in existing or planned data mining programs and resultant consequences. Recommend solutions and improvements to promote data collection and quality for meeting operational objectives of the Bureau. Provide management consulting services to management on business data needs, process improvements relating to data mining rules, operating procedures, user guides, and other data management programs.

Represent the Bureau of Monitoring and Audit and the Division at the IAIABC national level which may include on-site meetings, teleconference, and webinars.

Other duties as assigned by the Operations & Management Consultant Manager or Bureau Chief.