

Banner Health

Job 89660: Workers Compensation Adjuster

ESSENTIAL FUNCTIONS

1. Evaluates work injury claims and medical reports to determine appropriateness of treatments and disability benefits. Refers cases to medical management as appropriate, adjusts charges as needed and authorizes payment of benefits and billings for other approved services.
2. Provides customer service and information to claimants. Communicates coverage, benefits, and legal responsibilities to the injured employee, supervisor, attorneys, physicians and other medical providers.
3. Determines what appropriate legal notices and correspondence are to be issued as required by the Industrial Commission of Arizona. Determines if the claim is reportable under the guidelines of the Occupational Safety and Health Act (OSHA) and assigns an OSHA status to the claim as required.
4. Conducts direct investigations which include background checks, written and recorded statements of claimants and witnesses, interview managers, safety experts, physicians, police and or obtaining police records and other documents or court records as the case develops.
5. Directs and monitors outside investigations which may include; video surveillance and background checks, photography of accident scenes or equipment or accident re-constructionists and witness statements.
6. Coordinates with the Independent Medical Evaluation team to authorize medical treatments, evaluates progress of claim and coordinates consultations and referrals. Composes correspondence and reports to attending or independent evaluating physicians summarizing treatment and prognosis requesting opinions of current findings.
7. Establishes financial reserve levels and monitors changes in the reserve for future expected or unexpected liability.
8. Negotiates compromise and settlement agreements, which consists of monetary and other coverage considerations, and/or prepares cases to go to hearings or trials.

Performs all functions according to established policies, procedures, regulatory and accreditation requirements, as well as applicable professional standards. Provides all customers of Banner Health with an excellent service experience by consistently demonstrating our core and leader behaviors each and every day.

NOTE: The essential functions are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

MINIMUM QUALIFICATIONS

Requires an Associates degree in a related field or equivalent knowledge and experience.

Must possess current knowledge of workers' compensation rules, regulations, procedures and protocols. Requires the ability to use effective verbal and written communication skills, while dealing

with a variety of difficult and complex human relation situations. Must be able to organize and prioritize daily work loads to meet deadlines and work under pressure. Must have intermediate level of medical terminology and basic anatomy. License or certification may be required for some work assignments.

Requires the ability to work effectively with all common office software.

PREFERRED QUALIFICATIONS

Prefer workers' compensation license, Arizona Workers Compensation Claims (AWCC), Associate in Risk Management (ARM) certification or related in the field.

Additional related education and/or experience preferred.

go to Bannerhealth.com and go into the jobs tab and reference the Job ID 89660.