

LABOR TRUST SERVICES, INC.
POSITION DESCRIPTION FORM

Range No:	0801
Date:	January 2012

I. POSITION TITLE: CLAIMS EXAMINER/CUSTOMER SERVICE TRAINEE

II. PRIMARY DUTIES:

1. Under direct supervision of the Senior II Adjuster, Lead or Assistant Manager.
2. Is in training to determine suitability for claims examiner work.
3. Learn all aspects of claim processing.
4. Reviews and understands Plan documents to determine if claim is covered under the specific Plan(s).
5. Requests needed data on incomplete claims, rejects or questions the obvious, as directed, using standard procedures and letters.
6. Must show continuous learning improvement and ability to increase average daily claim production while maintaining good work quality.
7. Performs computations and can pay claims independently up to the dollar amount set by the trainer.
8. Learn to perform duties as described for position title "Claims Examiner".
9. Communicate efficiently with members and providers or others regarding claim benefit questions or information.
10. Communicates with Lead, Senior II Adjuster or Assistant manager as necessary to request and receive data on pending claims. Requests claim review when necessary according to established claim review procedure.
11. Performs other related duties.

III. SECONDARY DUTIES:

1. May be assigned duties and or projects as described under Title Position Claims Pre-Processor.

IV. MINIMUM JOB QUALIFICATIONS:

Education:	Two (2) years of college preferred. Knowledge of medical and/or dental terminology, ICD-9 and CPT-4 codes.
Keyboarding Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> WPM 40-45
Ten Key by Touch:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
PC Experience Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (Microsoft Office Software)
Previous Experience Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Six (6) to twelve (12) months as a Claims Pre-Processor or comparable experience.

V. COMMENTS

1. This is a progressive position with re-classification to "Claim Examiner" commensurate with ability to perform as described by that position title.
2. Training program with six (6) month qualification period. Requires accuracy with figures. Must be willing to work any shift schedule.
3. Professional appearance with excellent verbal communication skills required.
4. Requires excellent skills in grammar, letter composition, punctuation and other related office skills.
5. Additional qualifications include a working knowledge of miscellaneous office equipment.
6. Demonstrates initiative along with good concentration, attention to detail and problem solving abilities; along with organizational skills and the ability to multi-task.
7. Maintain a positive mental attitude under demanding and/or stressful situations.