

UW HEALTH JOB DESCRIPTION

Worker's Compensation Case Manager

Job Code: 310015	FLSA Status: Exempt	Mgt. Approval: J. Rauser	Date: April 2024
Department: Legal - Work Comp & Alt Assignment		HR Approval: S. Whitlock	Date: April 2024

JOB SUMMARY

The Worker's Compensation (WC) Case Manager administers worker's compensation claims and the UW Health WC Program activities within UW Health and industry standards and best practices to ensure fair claims management, integrity, and quality service to those involved.

The WC Case Manager creates and develops good working relationships and act as a central point of contact for employees, leaders, insurance company claim representatives, Employee Health Services (EHS) and outside medical providers, human resources, outside legal counsel and other claim related parties in the handling of claims.

The WC Case Manager participates in cross-functional teams, standing work groups, and committees that manage, monitor, and oversee employee safety and facilitates cross functional communication surrounding workers' compensation and employee safety trends and best practices. This position provides input and assists leaders and departments with developing practices to eliminate or mitigate WC claims through ongoing cross functional interaction and maintains close collaboration and communication with the UW Health injury prevention and environmental safety programs to promote and maintain a safe work environment.

MAJOR RESPONSIBILITIES

- Conduct prompt review and initial investigation of accident reports including communications with employees, department leaders, and witnesses, and work with EHS or treating providers for treatment plans.
- Foster a positive claim process through timely interactions with employees to ensure awareness and understanding of the workers' compensation process, their rights, and responsibilities, and maintain on-going communication regarding their status and progress towards healing.
- Ensure new claims are reported in a timely manner to applicable insurance companies, coordinate and process workers' compensation claims in a manner consistent with statutory guidelines.
- Compare and reconcile payroll records to ensure timely and accurate benefit payments.
- Keep apprised of the status of employee medical recovery process. Advise health care providers as to the availability of return-to-work options for injured employees.
- Oversee the UW Health return to work program including interfacing with employees, EHS, and department leaders to coordinate and monitor return to work.
- Coordinate quarterly claim reviews with insurance company claim representatives.
- Ensure that in-suit claims are proactively litigated, with timely substantive reporting by defense attorneys and insurance company claim representatives; coordinate efforts to resolve in-suit claims including attendance at mediations and hearings and oversee settlement of claims up to permitted settlement authority.
- Utilize the confidential WC claims database designed to track claim information and ensure an efficient records maintenance system for workers' compensation claims and related information, data and activities.
- Reinforce Environmental Health & Safety policies and procedures to prevent claims. Collaborate with EHS, Injury Prevention, and Safety & Emergency Management to identify causes of past accidents and develop proactive loss prevention programs.
- Provide support on training programs and policies and procedures as it relates to the UW Health WC program, accident investigation, return to work, and OSHA recordkeeping.
- Identifies occupational health champions across UW Health departments with high injury rates and works with those staff to promote safe work practices.
- Assist with the development and distribution of periodic reports using data management systems and utilizing and developing metrics to make data driven decisions.
- Provide loss trending data to departments, committees, and others, as allowed by law.
- Ensure records are retained in compliance with local, state, and federal laws and maintain compliance with OSHA accident reporting requirements and Bureau of Labor Statistics (BLS) surveys.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

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Education	Minimum	Associate's degree in business, human resources, or related field. Two (2) years of relevant experience in workers' compensation claim administration or case management may be considered in lieu of an Associate's degree in addition to the experience below.
	Preferred	Bachelor's degree in business, human resources, or related field
Work Experience	Minimum	Two (2) years of experience in workers' compensation claim administration or case management.
	Preferred	Experience working in workers' compensation claims administration in a large healthcare system environment preferred. Familiarity with WC insurance/claims management in Wisconsin and Illinois preferred. Experienced and comfortable presenting educational material to diverse audiences preferred.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> • Knowledge of WI and IL state laws regarding worker's compensation. • General knowledge of HIPAA requirements. • Knowledge of medical terminology. • General understanding of claims database or healthcare incident reporting database. • Ability to communicate clearly with respect, compassion and understanding and establish and maintain good working relationships. • Excellent written communication and presentation skills • Diligence and excellent organizational skills. • Ability to work in a team environment and independently and take initiative in non-routine matters. • Ability to work on multiple complex matters simultaneously and prioritize tasks. • Ability to manage stressful encounters related to worker's compensation-specific issues and a wide array of claims-related issues, both in person and by telephone. • PC literate, including Microsoft Office products. • Analytical and interpretive skills. • Excellent negotiation skills. • Ability to plan and organize training programs. • Ability to communicate in an empathetic manner with injured employees. 		

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight.

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	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.