



Code: 1653

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Real Estate and Legal

CLASS TITLE: CLAIMS MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, investigates and evaluates claims against the City and provides support on litigation matters involving alleged damage to private property; **OR** manages the claims audit and appeal processes including subrogation efforts for self-funded employee benefits plans, grievances and arbitrations; and performs related duties as required.

ESSENTIAL DUTIES

Positions assigned to the Law Department:

- Supervises the claims adjustment process and performs complex, atypical or sensitive claims work for the city in order to assess alleged damage to private property
- Coordinates efforts with city departments to obtain pertinent records and collaborates with expert witnesses in pending claim investigations
- Supplies information and provides support to department attorneys responsible for prosecuting ordinance violations
- Reviews claim settlements and approves or rejects recommendations of independent insurance adjusters
- Negotiates claims settlements with individuals, self-insured entities and claimants' insurance carriers
- Conducts site inspections (e.g., evidence collection, takes photographs and audio recordings, performs damage analysis) and interviews witnesses in order to gather evidence for claims submitted to the city
- Serves as contract administrator for vendors supplying claims adjuster services including participating in contract negotiations, directing the preparation of related reports and approving monthly invoices
- Reviews and verifies the validity and accuracy of bills submitted for the repair or replacement of private property
- Oversees and participates in the preparation of claims activity reports

Positions assigned to the Finance Department:

- Reviews technical medical claims filed on behalf of city employees and annuitants and makes recommendations to department management for approval or denial
- Serves as liaison to city and private attorneys engaged in the litigation of employee benefit claims as well as arbitration and mediation cases for public safety bargaining units
- Advises attorneys on details of respective health plan provisions, interprets claim policies and procedures and participates in benefits appeal meetings and hearings as required
- Reviews and evaluates medical records to determine eligibility of coverage for incapacitated dependents and insurability for late entrants
- Coordinates the audits of outside vendors responsible for verifying the accuracy of paid claims and to identify and resolve discrepancies

- Participates in vendor meetings (claims payers, health plans, ancillary benefit providers, subrogation vendor) to review claim adjudication problems, policy decisions, and claim activity and financial reports
- Provides technical assistance to the department's customer service and eligibility units by responding to inquiries regarding benefits coverage
- Assists in the review of technical benefits communication used to inform employees and annuitants of new or revised policies and procedures
- Modifies and implements appeals processes in compliance with federal health care reform requirements

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Accounting or a directly related field, plus five years of claims management or cost recovery work experience of which two years are in a supervisory/managerial role related to the responsibilities of the position or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Some positions may require a valid State of Illinois driver's license
- Some positions may be required to work on an on-call basis

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *evidence collection and analysis equipment, methods, practices and procedures
- *investigation and inspection methods, techniques, practices and procedures
- *supervisory methods, practices, and procedures
- generally accepted accounting and auditing principles, methods, practices and procedures

Moderate knowledge of:

- applicable mathematical principles, methods and procedures

- report preparation methods, practices and procedures

Some knowledge of:

- management methods, practices, and procedures
- customer service techniques

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *NEGOTIATION - Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2015