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

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