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STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

WORKER'S COMPENSATION ASSISTANT
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions within the Worker's Compensation Division at the Department of Workforce Development. Positions allocated to this classification series are responsible for specialized program support related to Worker's Compensation claims. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses positions located in the Worker's Compensation Division at the Department of Workforce Development which provide specialized program support related to Worker's Compensation claims.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which have duties that do not require specialized knowledge of the Worker's Compensation Law, policies and procedures and are more appropriately classified as Clerical Assistant, Program Assistant or Word Processing Operator.
2. Management, professional, and supervisor positions, as defined in s. 111.81, Wis. Stats. and as interpreted by the Wisconsin Employment Relations Commission.

3. Positions which, for a majority of time (i.e. more than 50%), provide professional level paralegal, dispute resolution, disability rating and consultative and advisory services pertaining to the interpretation and application of the Worker's Compensation Law and Worker's Compensation program policies, practices and information systems and are more appropriately classified within the Worker's Compensation Specialist classification series.
4. Positions located outside the Division of Worker's Compensation.
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Classification Series

Employees typically enter this classification by competitive examination. Progression to the Worker's Compensation Assistant 2 level typically occurs through reclassification, after the attainment of the specified training, education, or experience. Progression to the Worker's Compensation 3 level may be through reclassification or may require competition.

II. DEFINITIONS

WORKER'S COMPENSATION ASSISTANT 1

This is entry level program support work in the Worker's Compensation Division. Positions allocated to this level ensure that all non-complex claims are fully and accurately paid, required claim information and reports are submitted and claim records for payment of disability benefits are maintained in order to measure and improve the accuracy and timelines of payment and provide customers with needed information. Positions are responsible for establishing claim records and entering claim information for temporary total, partial and permanent disability benefits, denials and investigations. Positions identify frequent and recurring routine or non-complex reporting problems and participate in developing recommendations for solutions. The work procedures and methods are well established by policies, procedures and guidelines which consist of a variety of steps that require discretion among a few alternatives. Positions frequently exchange claim information with employers and/or insurance companies through written and telephone communications, and routes internal correspondence for direct action and response. Positions also communicate frequently with other work units and occasionally with other agencies, insurance companies, employees and employers via telephone, electronic communications, and standardized letters. The work is performed under close to limited supervision.

WORKER'S COMPENSATION ASSISTANT 2

This is experienced program support work in the Worker's Compensation Division. Positions allocated to this level ensure that complex claims are fully and accurately paid, that required claim information and reports are submitted and claim records for a limited variety of disability benefits are maintained in order to measure the accuracy and timelines of payments and to establish accurate claim information for purposes of serving customer requests. Positions are responsible for initial entry and updates of the claim records and entering claim information for temporary total, partial and permanent disability benefits, denials and investigations. Positions at this level are also responsible for supporting exceptional claim activities involving litigation, informal disability dispute resolution, temporary partial claim computations, and claims involving penalties, delays, or attorney fees. These claims involve greater

complexity than found at the WCA 1 level and include benefit amounts, longer payment periods, intermittent periods of disability, medical reports, more severe injuries, and partial and permanent disability benefits. The work procedures and methods require greater understanding of the law provisions and consideration of a greater number of variables and steps, such as those necessary for determination of temporary partial disability claims, delayed payment penalties and attorney fees. Positions assist in evaluating work flow processes and recommending changes in methods, procedures, and steps to improve operational effectiveness. Positions compose original letters and obtain critical claim information by communicating via telephone and in writing with employers, insurance companies, injured employees, and attorneys. Positions assist the supervisor as technical expert in such areas as attorney fees, temporary partial disability claims, non-contested claims and the initial stages of contested claims. The work is performed under general supervision.

WORKER'S COMPENSATION ASSISTANT 3

This is advanced program support work in the Worker's Compensation Division. Positions allocated to this level ensure that the most complex and difficult claims are fully and accurately paid, required claim information and reports are submitted and claim records for all types of disability benefits are maintained in order to measure the accuracy and timelines of payment and to serve as an accurate claim information base for customers. Positions are responsible for entering claim information for temporary total, partial and permanent disability benefits, denials and investigations. Positions at this level are responsible for the most complex claim functions such as computing Social Security adjustments, wage corrections and disability benefits for claims involving compromises, awards and stipulations. The work processes and methods require a thorough understanding of the law and consideration of a large number of variables in the establishment of wage rates or computations for litigated claims. Positions are responsible for developing and/or updating manuals, forms, standardized letters, and reports due to law and code revisions and/or administrative hearing decisions. Positions assist in evaluating work flow processes and recommending changes in methods, procedures, and steps to improve operational effectiveness. Positions provide training to staff, assist in evaluating the work of staff and act as liaison with other division units. Positions communicate frequently with Administrative Law Judges, employers and insurance companies by phone, letter or in meetings regarding complex computations involving compromises, awards and stipulations, wage determinations, proper completion of required forms including reporting requirements, computations of permanent partial disability rates, explanations of law and code revisions, and procedures for claims monitoring and maintenance. Positions assist the supervisor as the technical expert in such areas as the most complex stages of contested claims, wage adjustments, setting permanent partial disability rates and formal litigated claim resolution computations. Some positions may have as a primary focus ensuring insurer compliance with worker's compensation claims handling laws and rules and coordinating and providing continued education of worker's compensation staff and external customers. The work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was modified effective June 2, 2000 and announced in Bulletin CLR/SC-115 to reflect changes in the complexity of the work and the utilization of the series. This classification series was originally created effective June 5, 1988 and announced in Bulletin CC-165 to describe positions which provide program support involving specialized knowledge of the Worker's Compensation Law.

This classification series was updated effective December 11, 2005 to update information related to the progression through the series.

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