

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

WORKER'S COMPENSATION SPECIALIST  
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 performing Worker's Compensation Specialist activities in the Department of Workforce Development. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended 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 series encompasses professional positions, as defined in s. 111.81(15), Wis. Stats., that are responsible for a wide range and combination of activities involving specialized knowledge of the Worker's Compensation Law, Administrative Code, Worker's Compensation policies, practices and procedures both in the private and government sectors and medical and vocational practices, terminology and billing processes. Positions allocated to this series provide 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. Positions are located at the Department of Workforce Development, Division of Worker's Compensation.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions which, for a majority of the time, function as Worker's Compensation Assistants and are primarily involved in acquisition of claims information, monitoring the promptness and accuracy of payments, computing benefit levels and adjustments to benefits and maintaining claim records for a variety of Worker's Compensation program services including research, dispute resolution and provision of information about all forms of Worker's Compensation disability benefits.

2. Positions outside the Division of Worker's Compensation that perform worker's compensation functions for state agencies or the State of Wisconsin as the employer or insurer.
3. Positions which meet the statutory definition of supervisor or management as defined in s. 111.81(19) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
4. Positions which do not meet the statutory definition of professional employee as defined in s.111.81(15), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance And Progression Through The Series

Entrance into this series will typically be by competition. Progression to the Senior and Advanced level will be through reclassification after the employee satisfactorily attains the specified training, education or experience and performs the full scope of duties identified at the respective level..

## II. DEFINITIONS

### WORKER'S COMPENSATION SPECIALIST

This is entry or objective level professional Worker's Compensation Specialist work in the Worker's Compensation Division, Department of Workforce Development.

**ENTRY:** Positions allocated to this level provide consultative services to injured employees, employers, attorneys, medical providers and insurance carriers regarding rights and obligations under the Wisconsin Worker's Compensation law; instruct employees, insurance carriers, attorneys, elected officials and others on benefits legally due and dispute resolution processes; provide professional and paralegal assistance in responding to problems with difficult and complex claims situations; investigate employer's reason for failure to report claimant's injury and take necessary penalty action as outlined in sec. 102.22 of the Worker's Compensation Act; refer for default order in cases of non-compliance with penalty assessments; and compute permanent partial disability benefits for complex injuries through examination of medical reports and/or comparative x-rays and apply statutory provisions and administrative rules. Some positions at this level assist in the resolution of Reasonableness of Fee and Necessity of Treatment disputes by maintaining hard copy and electronic history records, answering routine inquiries, providing parties with dispute resolution information and preparing some basic orders to resolve routine Reasonableness of Fee disputes using information from certified data bases. Work is performed under close progressing to limited supervision.

**OBJECTIVE:** Positions allocated to this level which perform objective level duties provide limited consultative services to injured employees, employers, attorneys, medical providers and insurance carriers regarding their rights and obligations under the Wisconsin Worker's Compensation Law; respond orally and in writing to inquiries concerning the law and administrative code provisions and division policies and procedures; provide information, instructions, and assistance to injured employees, insurance carriers, employers, attorneys, doctors, and/or union representatives regarding the technical details of benefit payments, program reporting requirements, and compute permanent partial disability benefits for complex injuries through examination of medical reports and/or comparative x-rays and apply statutory provisions

and administrative rules. Positions may also initiate actions to obtain information such as medical, employment, and/or payment records. Work is performed under general supervision.

#### **WORKER'S COMPENSATION SPECIALIST-SENIOR**

Positions allocated to this level provide consultative services to injured employees, employers, attorneys, medical providers and insurance carriers regarding their rights and obligations under the Wisconsin Worker's Compensation Law and attempt to informally conciliate disputes among injured employees, insurance carriers, medical bill reviewers and medical practitioners. Positions at this level typically specialize in one or more program areas such as vocational rehabilitation, loss of earning capacity claims, advance payments, tiebreakers, complex disability ratings, such as hearing loss and vision loss, and resolution of more complex Reasonableness of Fee and Necessity of Treatment disputes. In addition to the duties performed at the Worker's Compensation Specialist-Entry level, positions allocated to this level independently review and determine permanent disability ratings in the most complex cases through application of statutory provisions and Administrative codes; perform professional and paralegal responsibilities in responding to problems with difficult and complex claims situations; investigate alleged violations of child labor statutes, sets hearings on own motion in cases, and refer for a default order in cases of non-compliance with penalty assessments; approve or deny requests for advancements from permanent disability awards and restricted bank accounts; and ensure restricted accounts are maintained in accordance with the statutes and rules governing restricted accounts of minors; analyze information submitted by disputing parties and peer reviewers and prepare orders to resolve a variety of Reasonableness of Fee and Necessity of Treatment disputes and refer the most complex cases to Legal Services for resolution. Work is performed under general supervision.

#### **WORKER'S COMPENSATION SPECIALIST-ADVANCED**

Positions allocated to this level perform the most complex duties in Worker's Compensation dispute resolution and mediation. Positions resolve disputes without formal hearing; investigate and make oral or written recommendations to resolve litigated claim disputes ready for formal litigation; mediate worker's compensation claims to reach settlement without formal hearing; review and analyze impact of proposed changes in administrative rules, statutes and divisional policies; participate in public speaking engagements before customer groups concerning specific topics and issues relating to worker's compensation laws, claims and specialty subjects; conduct compliance consultations with carriers or self-insured employers; make determinations and prepare legal orders for the most complex and non-routine Necessity of Treatment and complex Reasonableness of Fee disputes; investigate reports of fraudulent claims for merit and evidence of fraud; conduct investigations of disputes, select appropriate cases for tiebreaker examinations and make referrals to medical providers in accordance with state statutes; provide expert opinion, consultation, and training to other Worker's Compensation staff; and assist in the management of supplementary programs such as the Work Injury Supplemental Benefits Fund (WISBF), Special Death Benefits, Barred Claims and Children's and Second Injury funds, as well as administer payments into and out of WISBF. 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 skill required upon appointment have been acquired.

#### **IV. ADMINISTRATIVE INFORMATION**

The Worker's Compensation Specialist classification series replaces the Worker's Compensation Specialist 1, 2, 3, classification series. The Worker's Compensation Specialist 1, 2, 3 was originally created June 5, 1988 (bulletin CC-165) as a result of the Worker's Compensation Personnel Management Survey; a level was added effective April 11, 1999 (CLR/SC-98); the previous classification was further modified effective August 11, 2002 (MRS-SC-142) to clarify allocations and modified again December 11, 2005 (OSER-0085-MRS/SC) to address series progression.

The Worker's Compensation Specialist classification series was created effective October 5, 2014 and announced in bulletin OSER-0378-MRS/SC.

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