



WORKERS' COMPENSATION SUPERVISOR

POSITION SUMMARY
Oversee day to day operations and activities of the Workers' Compensation department, including identifying any inefficiencies, and making recommendations for improvement. Ensure department operations are in line with organizational goals. Assist patients, physicians, and staff through the entire workers' compensation process.
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none"> • Provide supervisory support for the Workers' Compensation department, overseeing and coordinating all activities of personnel to ensure smooth operation, including filling in for staff, as needed. • Develop and maintain positive working relationships with physicians, area case managers, adjusters, employers, and payers. • Schedule appointments and obtain necessary paperwork from physicians and providers, as needed, such as assisting with authorizations from workers comp carriers and employers, patient paperwork, readiness of charts, DWC-25, and surgical authorizations. • Take calls from employers, case managers and adjusters pertaining to work status and plan of treatment of patients. • Ensure all calls and messages are returned by end of day. • Send office visit notes, RTW orders, status reports and all related paperwork for WC patients, keeping in close contact with all entities involved. • Maintain and update WC information sheets daily to ensure complete and accurate contact and insurance information, prior to patient's appointment. • Assist COO to establish, implement and maintain WC policies and protocols. • Identify and report inefficiencies to COO and make recommendations for improvement and resolution of all issues relative to the same. • Effectively communicate with staff to determine needs, goals, and necessary changes in process improvements. • Conduct monthly meetings with various department managers and WC affiliates, providing meeting minutes. • Attend weekly TOC Manager/Director meetings. • Attend seminars and stay up to date on all WC regulations and processes. • Provide education sessions to physicians and staff on how to be more effective in dealing with Workers' compensation. • Report and track data related to the department i.e.-DWC 25, Dictation and information received from case managers. • Assist TOC's Marketing Department with the promotion and marketing initiatives of WC services provided by TOC to include setting up events that involve the physicians and local case managers, adjusters, and case nurses that help increase TOC's overall WC volume. • Recommend various personnel actions including, but not limited to, performance appraisals, disciplinary actions, time off schedules, and hiring. • Maintain patient confidentiality and comply with HIPPA and Compliance guidelines established by the Practice. • Perform other responsibilities associated with this position as deemed appropriate.
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none"> • Strong organizational, documentation, communication, and interpretation skills, with the ability to present information. • Proficiency in Microsoft Office, with the ability to learn and adapt to other software applications and EMR system. • Ability to work independently with little supervision and make appropriate judgments, as they are related to workers' compensation claims. • Ability to establish and maintain working relationships with physicians, employers, case managers, attorneys, patients, and staff members. • Exceptional customer service skills. • Excellent organizational and time management skills. • Knowledge of WC processes, laws, and regulations. • Strong skills in team building and conflict resolution.

PHYSICAL DEMANDS
Requires prolonged sitting and standing, some bending, stooping, and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Requires the ability to work in a fast-paced environment and/or irregular hours to meet deadlines.
CREDENTIALS DESIRED
Must have a high school diploma or equivalent education and at least three years of experience in a similar position in a Work-Comp healthcare setting. Associates Degree preferred. Workers' Compensation Certification (WCCP) or obtained within 6 months of employment.