NON-CONTRACT ROLE DESCRIPTION

JD6076

ROLE TITLE:	Claim and Intake Associate	**ROLE DESCRIPTION NO.:**	6076
DEPARTMENT:	Health Safety Well-being and Ability Management	**HEABC REFERENCE NO.:**	1872517
REPORTING TO:	Manager, Ability Management	**HSCIS CODE:**	06080
CLASSIFICATION:	NCEC/Range 4	**JOB CODE:**	91860

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Ability Management, the Claims and Intake Associate ensures efficient and effective Worksafe, Long Term Disability (LTD) and Short Term Injury and Illness Plan (STIIP) claims management and service delivery. Works in close association with insurance carriers, managers, employees, and third-party service providers for short or long term compensation for work-related and non-work-related injuries. Makes appropriate contacts and utilizes available resources such as computer software and forms to prepare, submit and monitor claims. The Claim and Intake Associate also provides related statistical requests and creates reports, noting absence issues to appropriate parties.

DUTIES AND RESPONSIBILITIES:

1. Processes employee illness/injury claims, including WorkSafe/LTD/ICBC by utilizing appropriate resources.

2. Gathers and analyzes claims information, determines relevant facts, applies established policy and makes sound timely decisions. Advises employees, managers and unions on proper reporting procedures and completion of forms, ensuring accurate and complete information.

3. Interviews parties applying strategic communication techniques to investigate employee injury/illness history, determines relevance to current claim, and responds to LTD/STIIP/WorkSafe/Sick claims inquiries.

4. Provides first point of contact service for internal and external inquiries and refers inquiries to appropriate Ability Management team members.

5. Directs WorkSafe BC (WSBC) to ensure wage loss benefits issued to Island Health accurately reflect true rate of compensation and adherence to collective agreements. Provides WSBC with historical claims management information following appeal decisions. Monitors monthly Claims Cost Statements and follows up with WorkSafe BC as appropriate.

6. Establishes and maintains effective work relationships with all levels of staff and outside stakeholders such as WSBC, LTD insurers, and other insurers and rehabilitation agencies.

7. Monitors incoming confidential medical reports, advises appropriate Ability Management team members and updates relevant files. Initiates and maintains confidential Health Services files and other confidential matters.

8. Communicates status of claims to affected parties such as managers, staffing and payroll. Responds to requests for information from insurers, rehabilitation providers, and employees.

9. Determines and prepares correspondence and documentation for protests, appeals and cost relief. Investigates information and documents findings.

10. Coordinates work site visits and participates in WSBC worksite visits as required.

11. Liaises with other Ability Management team members and associated unions in the provision of services relating to long and short-term disability, WorkSafe, and identified absence management issues.

12. Researches and resolves issues relating to LTD/STD/WorkSafe claims; acts as resource to other team members. Contacts other Island Health departments as appropriate.

13. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a diploma in business administration, human resource management or related field and three (3) years work experience preferably within a human resource environment.

Skills And Abilities

- Knowledge of STIIP and LTD plans.
- Knowledge of applicable policy, procedures and legislation.
    - Ability to communicate effectively verbally and in written form; ability to clearly, concisely and accurately explain complex information to a variety of stakeholders
    - Ability to maintain confidential personnel and health/safety information
    - Ability to utilize technical and analytical skills to effect creative solutions to claims management problems
    - Ability to operate computer equipment and software such as MS Office to produce various documents such as complex tables and spreadsheets.
    - Demonstrated ability to operate an HRIS
    - Ability to work independently, using initiative and make decisions within established guidelines
    - Ability to work under time constraints, with multiple priorities and high volume
    - Ability to interact with others effectively, often in highly charged emotional states
    - Troubleshooting and problem-solving skills
    - Physical ability to carry out the duties of the position