

Job Description:

We have an excellent opportunity available for a Workers' Compensation Team Lead Adjuster. This position is located in Houston, TX – Downtown.

Primary Responsibilities:

Applicant will perform daily oversight duties, included but not limited to:

- Confirm completion of FROI-04 filings on denied claims on the same day as denial.
- Confirm completion of adjusters sending copies of PLN11 and PLN1 to Risk Management for completion of payroll letters to the department.
- Confirm payroll letters are uploaded into claim files and documented in the notes, when they are received back from Risk Management.
- Confirm proper EDI filings are timely made in accordance with daily payments and per PBO and DWC guidelines.
- Confirm timely contacts are made in accordance with contract and minimum standards.
- Assist with Data Call compilations and PBO adherence.
- Provide technical direction and ongoing guidance through effective diary management.
- Conduct investigations on complex claims or escalated issues which require additional expertise or decision-making authority (death claims, excess/SIR reportable
- Act as a back-up for adjusters on vacation, during high claim volume, etc. by investigating, determining compensability and paying benefits due in a timely manner, while establishing proper reserves.
- Prepare files for Benefit Review Conferences and may also handle Benefit Review Conferences.
- Prepares CCH file material and timely submits to attorneys.
- Independently trains and mentors unit personnel, including, new adjuster training.
- Reports development and training needs of staff to superiors, as response to current and anticipated needs of team and develops training needs of individuals
- Face to face interaction with the client, co-workers and injured workers.

Skills and Knowledge:

- Bachelor's degree and/or a minimum of seven years of work experience in a Texas Worker's Compensation related industry required.
- Previous or current experience preparing claims for Benefit Review Conferences and/or handling Benefit Review Conferences.
- Extensive knowledge of WC regulations and legislative updates (jurisdiction-specific), insurance contracts, applicable law and adjusting techniques.
- Previous supervisory/team lead experience a plus.
- Familiarity with medical terminology.
- Demonstrated leadership, coaching, mentoring and teamwork skills

- Advanced skills in applying sound judgment/analysis, decision making/problem solving, planning and organization and negotiation.
- Advanced skills in EDI processing for claims.
- Excellent verbal and written communication skills.
- Excellent customer service and collaboration skills.
- Computer literacy, including working knowledge of MS Office Product Suite, i.e. Word, Excel, PowerPoint.