



YOUR BEST PROTECTION

Position Profile

Workers' Compensation Claims Specialist

Roseville, California
September 2024

People | Service | Integrity | Innovation

Do you seek a career where your knowledge in claims management and administrative support contribute to the well-being of individuals and the success of the organization?

Are you attracted to an organization that serves a critical industry in California – water?



Staff enjoy evening out evening out at Impact Axe

Then our position of Workers' Compensation Claims Specialist is for you.



Position Overview

ACWA JPIA is an award-winning risk pool for water agencies, known for superior customer service and attention to members that is second to none.

ACWA JPIA is recruiting a ***Workers' Compensation (WC) Claims Specialist***. The candidate will work under the supervision of the Workers' Compensation Claims Manager and will provide technical and clerical assistance to claims examiners and will manage workers' compensation medical-only and low-complexity indemnity claims. This role involves reviewing, examining, investigating, and analyzing claims to optimize medical recovery and indemnity resolution, and effectively communicating with medical providers, employees, and employers.

The WC Claims Specialist position will be located in Roseville, CA, in a LEEDS (Leadership in Energy and Environmental Design) certified building and may be eligible for remote work up to two days per week. This is a full-time, non-exempt position with hours from 7:30 a.m. to 4:30 p.m., Monday through Friday. Flexible work options are available.

Key Responsibilities include but are not limited to the following:

- Adjust medical-only claims and minor indemnity workers' compensation claims.
- Arrange for claimant medical evaluations; monitor, authorize, and manage medical treatment and care.

- Logs all relevant claim information and sends out required forms for the initiation and termination of benefits, ensuring compliance with regulatory deadlines.
- Set appropriate medical reserves based on case analysis.
- Obtain and thoroughly review medical records and reports to ensure accurate and timely processing of claims.
- Address Requests for Authorization within statutory and regulatory time limits.
- Adjudicate appropriate bills for payment or issue timely objection letters as per statutory and regulatory guidelines.
- Review and manage mail and diary entries daily.
- Assist with administrative duties, including the preparation of settlement documents and correspondence.
- Provide technical and clerical support for claims examiners.
- Respond to injured employees and members regarding claims questions or issues.
- Enter and retrieve data from a computerized record keeping system.
- Review submission of claim data to the state Workers' Compensation Information System, ensuring accurate and timely submission of First Report of Injury and Subsequent Report of Injury reports, and responding to any data errors.
- Prepare and submit documents for the Independent Medical Review (IMR) process.
- Input new claims into the computer system.

Preferred Qualifications include:

Knowledge of:

- Pertinent laws, rules, and regulations such as the California Labor Code, Office of Self-Insured Plan Regulations, and California code of Regulations.
- Basic medical terminology related to the cause and treatment of occupational injuries and diseases.
- Principles and procedures of claims management including investigation and evaluation.
- Principles and procedures of record keeping.

Ability to:

- Investigate, analyze, evaluate, and adjust workers' compensation claims.
- Make arithmetical calculations with accuracy.
- Communicate clearly and concisely, both orally and in writing.
- Analyze situations and adopt an effective course of action.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Operate office equipment including computers and supporting software applications.
- Practice safe work habits.
- Effectively represent the JPIA, including its programs and policies, with the public and other agencies
- Manage multiple tasks and priorities and be detail oriented.

Experience Requirements

Minimum Qualifications

1. California Claims Adjuster Designation with up-to-date evidence of Post-Designation Training, including the completion of 30 hours of training every two years, as mandated by California law, AND
2. Possession of a valid California Self-Insurance Administrator's Certificate. If not currently held, the certificate must be obtained within 180 days of hire, in accordance with OSIP regulations, AND
3. Six months experience handling medical-only workers' compensation claims.

Experience managing indemnity claims is preferred, but not required.

Additional Licenses/Certifications

Possession of a valid Class C Driver License will be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

About ACWA JPIA



Mission Statement: The ACWA JPIA is dedicated to consistently and cost effectively providing the broadest possible affordable insurance coverages and related services to its member agencies.

The ACWA JPIA (JPIA) is a public entity formed in 1979 by the water agencies of the state of California. Like its members, the JPIA is a special district in the state of California. Its formation and operation are subject to the provisions of the California Government Code, including the Brown Act. It provides risk-sharing pools to meet the needs of its members for property, liability, workers' compensation, and employee benefits coverage.

For over forty years, the JPIA has been a partnership of water agencies working together to share the risks associated with purveying water. The risk-sharing pools of the JPIA are a cost-effective form of risk management available only to public entities, allowing them to bypass the high cost of commercial insurance. The coverages provided by this risk-sharing arrangement are unique to water agencies; the water agencies themselves--their directors and managers--have selected and refined these coverages. Not all water agencies are accepted into the JPIA. Prospective members must demonstrate a commitment to effective risk management programs.



Becoming a member is just the beginning. Besides handling covered claims for all members, the JPIA provides risk management services and training programs. Risk Control Advisors, who are specialists in the water industry, not generalists, perform on-site visits. Certified treatment plant operators and distribution system operators are on staff. The risk management services include assistance with

Injury and Illness Prevention Programs, ergonomic evaluations, Cal/OSHA regulatory compliance, confined space entry evaluations, noise surveys, and hazard communication programs. In addition, members receive assistance with their personnel policies and procedures as well as help in developing job descriptions and employee handbooks.

The JPIA is the premier provider of secure, stable and highly cost-effective alternatives for protecting the assets, liabilities and employees of public water agencies. We employ 54 staff and, in the past 10 years, have had minimal turnover because we operate in alignment with our values of **people, service, integrity, and innovation**.

ACWA JPIA is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our team members invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We value and encourage our team members' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual identity, socio-economic status, veteran status, and other characteristics that make our team members unique.

Visit our website at acwajpia.com and get to know us.

Located in Roseville, CA, the JPIA headquarters resides in a modern, LEED certified building. Roseville is located 30 miles east of Sacramento and part of the Placer Valley. Situated at the base of the Sierra Nevada Mountains, Roseville boasts affordable living, exceptional schools, extensive parks and outdoor activities and only a 90-minute drive to Tahoe or San Francisco areas.

Compensation and Benefits

JPIA offers an attractive compensation and benefits package. The salary range for the position is **\$60,934 - \$91,400**. To determine approximate total compensation, add an additional 38% to the salary. This more accurately represents the total benefits received as an employee.

Benefits of Employment at JPIA

- Working with one of the most respected JPA's in the state
- Supporting an industry critical to California's future – water
- Being part of an organization where 97% of staff agreed that they know how their individual job contributes to the success of the organization
- Staff with engagement levels far exceeding most public entities
- Employee committees and activity groups focused on staff wellness, social activities and team building events (hiking, golf, disc golf groups also)
- Possible annual merit increases, dependent upon performance
- Remote work options
- Qualified employer under the Public Service Loan Forgiveness program for student loan debt
- Medical: Choice of Kaiser (HMO or Consumer Driven Health Plan) or Anthem (HMO, PPO, or Consumer Driven Health Plan) paid **100% for employee and dependents**
- Health Savings Account offered for Kaiser and Anthem CDHPs with up to \$3000 contributed annually by JPIA.
- Dental: Choice of either Delta Dental (PPO) or Delta Care (HMO) paid **100% for employee and dependents**
- Vision is provided through VSP paid **100% for employee and dependents**
- Life Insurance: Group term life insurance paid **100% for employee**; additional options to purchase more
- Short-term and Long-term disability insurance paid **100% for employee**.
- Robust Employee Assistance Program for you and your dependents to help when life doesn't go as planned
- Mental Wellness benefits for you and your dependents which includes access to coaching, therapy, meditations, and more
- Fertility and family planning coverage (Anthem)



Staff participating in our "Walk for Wellness" event at Maidu Park

Your Peace of Mind

- Paid time away: New hires enjoy 36 days of paid time off in the first year (12 accrued days of vacation, 12 accrued days of sick leave - one per month - with unlimited accrual, and 12 paid holidays each year)
- Support the community with 8 hours per year of paid volunteer time
- Generous pension plans with the CalPERS retirement system
- Voluntary 457(b) compensation plans to allow additional income for retirement
- Educational assistance program from day one to encourage personal and professional growth



Staff volunteering at the Placer Food Bank

Application Procedure

Complete employment application located on JPIA's website, www.acwajpia.com. Click **Connect/Employment Opportunities/Job Openings**. Submit JPIA application, along with cover letter and resume to hr@acwajpia.com by **October 13, 2024**. This recruitment can end at any time without prior notice.

JPIA is an equal opportunity employer and is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. Diverse candidates are strongly encouraged to apply.

Interview Process

Only candidates chosen for an interview will be personally contacted. Those chosen will participate in a screening interview by phone and then, if passed, will be required to complete basic, job-related testing and sit for a panel interview, both in-person. Those will be held on **Monday, October 21, 2024**. Second interviews may be held if needed. Any offer of employment will be contingent upon the candidate completing a background and reference check, and a pre-employment physical and drug test (if applicable). No walk-ins please. EOE employer.

Thank you for your interest in joining ACWA JPIA

This position fact sheet is intended to provide general information and assist qualified individuals in determining interest in applying for this position. The information is not all-inclusive.