

# **Attachment D**

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b> Account Manager	<b>SUPERVISES:</b> None
<b>REPORTS TO:</b> MCI Principal	<b>STATUS:</b> Exempt

## GENERAL SUMMARY

Manages the Team Partners contracted by Managed Care Innovations for the delivery of workers' compensation claims administration and cost containment services. Maintains executive authority in matters related to procedural and contractual accountability. Enforces compliance with contracted performance standards and oversees all quality assurance activity.

## JOB DUTIES & RESPONSIBILITIES

- Oversee MCI management team providing coordination of services, providing strategic direction for the continuous improvement of services delivered.
- Ownership of the Project Management Spreadsheet with responsibility to monitor program activity and project progression, adding or deleting projects as required.
- Perform reviews of all MCI Team Partners for compliance with performance standards, workflow processes and results.
- Facilitate new employee orientation and participate in New Representative Training.
- Participate in roundtable meetings to assist with file resolutions.
- Coordinate and lead the quarterly focus group and quality assurance meetings.
- Develop an action plan to address issues and opportunities identified in the Customer Satisfaction Survey.
- Develop the theme and training for the annual Employee Retreat.
- Review large loss reports to ensure action plans are appropriate.
- Coordinate customer service visits by the staff.
- Provide the quarterly and Annual Report for the Director, OWC.
- Assure that all claims one year old are reviewed in compliance with the contract.
- Assure completions of an annual physical contact with the Injured Worker on any claim older than one year.
- Provide strategic direction for the management team for the continuous improvement of the services delivered.

## JOB SPECIFICATIONS

- Bachelor's degree, risk management background desired with minimum of five years previous management experience in workers' compensation.
- Strong managerial and leadership skills, with experience motivating a team and demonstrated successes using innovative problem solving techniques.
- Excellent analytical and organizational skills.
- Knowledge of Virginia Worker's Compensation Act.
- Superior presentation, verbal and written communication skills; proficient with MS Office.

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## REVIEW APPROVAL

**MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b> Claims Manager	<b>SUPERVISES:</b> Claims Supervisors
<b>REPORTS TO:</b> Sr. Vice President, Regional Manager	<b>STATUS:</b> Exempt

## GENERAL SUMMARY

Oversee the entire claims administration operation by initiating, coordinating and providing direction of program and operating procedures, while facilitating blended teamwork within the structure of affiliated partners.

## JOB DUTIES & RESPONSIBILITIES

- Actively participate in the Focus and Quality Assurance groups.
- Compile required monthly, quarterly and annual reports for the Commonwealth.
- Analyze the needs of employees.
- Formulate a safe working environment.
- Monitor the working budgets. Maintain security and monitor fiscal issues.
- Assess training needs; develop staff by identifying formal and informal strategies and job assignments, and provide appropriate training to enhance employees' skills and abilities.
- Collect information regarding regulatory and statute changes, and communicate changes to the staff.
- Prepare operational reports by collecting and analyzing data.
- Examine audit requirements
- Act as an account liaison with DHRM/OWC and other partners.
- Improve operation efficiencies by providing direction and monitoring performance of the Benefit Coordinator and Claims Supervisor.
- Formulate Claims statistical cost containment information.
- Ensure compliance with OAG protocol and with contract standards.

## JOB SPECIFICATIONS

- Bachelors Degree in Business or related field.
- Minimum 5-7 years industry experience.
- Previous Claims Management experience or 3 years (minimum) related supervisory experience.
- Demonstrated leadership and strong interpersonal skills.
- Demonstrated project management experience with a strong orientation to detail.

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MANAGER: \_\_\_\_\_

DATE: \_\_\_\_\_

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b>	IT Manager	<b>SUPERVISES:</b>	None
<b>DEPARTMENT:</b>	Information Technology	<b>STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Regional Director of Information Systems		

## GENERAL SUMMARY

Monitors the overall performance of the Gates2000 system in support of the Commonwealth of Virginia (COV) operations.

## JOB DUTIES & RESPONSIBILITIES

- Coordinate the release of the Gates2000 (G2) system in support of Virginia operations.
- Coordinate program change requests as to allow additional functionality in support of COV operational requirements.
- Coordinate COV client reporting requirements from all client agencies with the exception of G2 WebLink report assistance which are directed to the Frank Gates Help Desk located at corporate headquarters in Dublin, Ohio.
- Coordinate all system upgrades including operating systems, applications software, and hardware.
- Configure, administer, and monitor NT network system servers and work stations.
- Configure and administer all peripheral computer equipment including switches, hubs, routers, printers and scanners.
- Perform and monitor required system backups.
- Perform and monitor system security.
- Attend and participate as member of the scheduled Management meetings.
- Attend and participate as member of the FOCUS group.
- Attend and participate as member of the Quality Assurance group.
- Monitor and support check printing operations as required.
- Coordinate the release of external vendor provided software to include CompReview, Geronimo and supporting components.
- Research any reported anomalies with associated systems.
- Maintain updates to the COV website.

## JOB SPECIFICATIONS

- Bachelors degree in computer information systems with a minimum of 2 years experience in the area of report development and/or system administration (an Associates degree may be substituted with a minimum of 4 years experience and demonstrated knowledge of report writing and general computer troubleshooting)
- NT 4.0 Administration and Configuration required.
- Windows 2000 Administration and Configuration required.
- Microsoft Office Professional experience required.
- Business Objects and Microsoft Access report development experience preferred.
- SQL Server administration experience preferred.

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>Title:</b> CLINICAL MANAGER	<b>Supervises:</b> Nurse Consultants
<b>Reports to:</b> Director, Self Insurance	<b>Status:</b> Exempt

## GENERAL SUMMARY

Provide leadership to the nurse consultant team, maintaining work-flow and customer service, while improving operational performance.

## JOB DUTIES & RESPONSIBILITIES

- Establish procedures, implement improvements and monitor and evaluate work flow processes to help nurse consultants achieve performance standards.
- Staff cases.
- Coach, evaluate and provide feedback on performance of nurse consultants; Discuss techniques and process issues with individual team members.
- Build a cohesive, highly functioning team of nurse consultants; identify individual and team training needs.
- Discussing techniques and process issues with individual team members.
- Monitor operational reports.
- Performing quality assurance reviews and recommend system improvements.
- Provide information to customers while securing confidential information.
- Maintain customer relations; Meet with customers, third party administrators, etc. to identify and resolve problems.

## JOB SPECIFICATIONS

- Registered Nurse with 5 years general experience and 1-2 years case management (telephonic or field) experience.
- At least 3 years supervisory experience and experience as a member of a similar team for a minimum of six months.
- Maintain a CRRN, CCM, COHN or other pertinent certification.
- Knowledgeable in Virginia worker's compensation system and self insurance.
- Excellent interpersonal, communication, problem solving and computer skills.
- Ability to confront challenges, flexibility and a willingness to learn.

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## REVIEW APPROVAL

MANAGER: \_\_\_\_\_

DATE: \_\_\_\_\_

## MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b>	Vocational/Medical Manager	<b>STATUS:</b> Exempt
<b>SUPERVISES:</b>	Vocational Rehab and Medical Case Managers	
<b>REPORTS TO:</b>	Director, Vocational Rehabilitation Services Provider	

### GENERAL SUMMARY

Provides direct supervision to on-site vocational and medical consultant team for the COV program. Ensure overall quality service through Quality Assurance Program implementation and fulfilling requirements and expectations of the COV program.

### JOB DUTIES & RESPONSIBILITIES

- Trains and provides orientation to new employees on the COV program and special handling instructions.
- Communicates consistently with medical managers regarding assignments on new files.
- Accepts and assigns new files to consultants; maintains appropriate closure ratio to ensure files are referred timely and handles with resolution focus; ensures adherence to standards of excellence and COV requirements; provides clear direction to the consultant on each file.
- Reviews reports and case notes according to service standards and Special Handling Instructions for COV account, within 24 hours.
- Coordinates monthly roundtable problem-solving meetings, as well as monthly roundtable pre-screening meetings.
- Reviews case listings for each consultant to maintain timely report status and to assess true number of active files vs. pending or inactive cases.
- Completes case reviews per our Quality Assurance Program Initiative.
- Identifies and addresses overall quality case management issues with consultants and implements immediate correction plans, as needed.
- Prepares and completes both quarterly and annual performance appraisals, and uses the Performance Enhancement Program (PEP) with the involvement from the director.
- Identifies and determines employees' ability to attain local and national certification. Prepares a time line for the employees' ability to attain local and national certifications. Prepares a time line for the employees' preparation and for securing the certification. Ensures that mandated state certifications are maintained as necessary in the consultant's geographic work areas.
- Transfers files according to the protocol.
- Evaluates the needs of COV program in relationship to current staffing. Makes recommendations to changes regarding file needs and FTE/personnel agreements.

### JOB SPECIFICATIONS

- MS in Rehab Counseling or Associated Field with at least 1 year of case management experience – or - BS in Rehab Counseling or related field with 3 – 4 years of case management experience.
- CRC / CRP preferred.
- Prior supervisory experience required, with demonstrated leadership abilities and problem solving skills.
- Experience with Microsoft Office.

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**REVIEW APPROVAL**

**MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b> Loss Control Manager	<b>SUPERVISES:</b> Loss Control Consultants
<b>REPORTS TO:</b> Regional Director of Information Systems	<b>STATUS:</b> Exempt

## GENERAL SUMMARY

Manages the Loss Control Staff dedicated to the COV Workers' Compensation Program, directing or loss control activities related to the program.

## JOB DUTIES & RESPONSIBILITIES

- Management and coordination of all loss control services contracted. Interface with all the partners of the MCI team as well as personnel of the Department of Human Resource Management, Office of Workers' Compensation (OWC).
- Identify and analyze existing and potential areas of workers' compensation losses and develop and suggest the implementation of loss control techniques to reduce the exposure to loss and the frequency of claims in those areas.
- Suggest, develop, coordinate and conduct loss control training programs throughout the Commonwealth, in coordination with the OWC. This will include assisting with the development of the annual Department of Human Resource Conference and Annual Safety Day. The Loss Control Manager will be required to oversee the development and delivery of a series of specialized loss control educational seminars and technical training sessions in concert with the OWC.
- Supervise, coach and mentor LCI loss control staff assigned to the program.
- Interface with agency management who need or request loss control assistance to develop an appropriate response in cooperation with the OWC.
- Prepare written activity and progress reports on a schedule as required by the OWC, outlining the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; issues, real or anticipated, which should be brought to the attention of the OWC; and notification of any significant deviation from previously agreed-upon work plans.
- Develop a semi-annual loss control service report that analyses workers' compensation claims activity and summarizes loss control services delivered in the previous quarter in compliance with report schedules outlined by the OWC.
- Attend and participate in all meetings as requested by COV including but not limited to a monthly meeting with MCI's Account Manager, weekly meetings with loss control staff and any other meetings necessary for proper coordination and delivery of loss control services.

## JOB SPECIFICATIONS

- Bachelors Degree and 5+ years in the loss control field.
- Demonstrated knowledge of workers' compensation, training practices, and related safety and loss control techniques.
- Strong knowledge of OSHA regulations.
- Prior supervisory experience in a similar field.
- CSP preferred.
- Strong oral and written communication skills; working knowledge of Microsoft Office programs.

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**REVIEW APPROVAL**

**MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>Title:</b> Return-to-Work Manager	<b>Supervises:</b> VSDP Coordinator/RTW Coordinator
<b>Department:</b> Return-to-Work	<b>Status:</b> Exempt
<b>Reports to:</b> MCI Principals	

## GENERAL SUMMARY

Manages the Commonwealth of Virginia's return-to-work program in coordination with the Office of Worker's Compensation

## JOB DUTIES & RESPONSIBILITIES

- Oversee VSDP/RTW coordinator positions – do spot check monthly of VSDP coordinator reports/audits
- Design and participate in return-to-work training as applicable for OWC
- Participate in roundtable meetings to assist with file resolutions
- Participate in all focus group and quality assurance meetings
- Review large loss reports to ensure action plans are appropriate medically and from a rehabilitation perspective
- Coordinate regional injured worker meetings
- Complete annual return-to-work reviews for state agencies in collaboration with rtw coordinator/ assist with state agency meetings if there are noncompliance issues.
- Work on any special projects as assigned by OWC Director (ie - Southside VA Training Center project)
- Do quarterly review of all new lost-time claims 6 months or newer – ensure quit return information updated and nurses/benefit coordinators are working proactively on cases
- Any other duties as assigned by MCI Principals and OWC Director

## JOB SPECIFICATIONS

- Bachelor's degree (Master's degree preferred) in field of rehabilitation or associated field
- Knowledge of worker's compensation practices
- Windows 2000, Word, Powerpoint, Excel knowledge
- Excellent verbal and written communication skills
- Ability to work independently and in a team environment
- Previous management experience of professionals in the field of rehabilitation

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**MANAGER:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b> Return-to-Work Coordinator	<b>SUPERVISES:</b> None
<b>REPORTS TO:</b> Return-to-Work Manager	<b>STATUS:</b> Exempt

## GENERAL SUMMARY

Monitors the Commonwealth of Virginia's return-to-work program in coordination with Office of Worker's Compensation.

## JOB DUTIES & RESPONSIBILITIES

- Provide consultation and training to agencies in the implementation of the Return-to-Work Program.
- Educate agency personnel about RTW goals, objective, values, vision and philosophy.
- Assist agency RTW coordinators in communicating with the medical community to establish effective communication processes among all participants.
- Provide technical support to state agencies, injured employees, and MCI staff.
- Monitor agency procedures and policies for compliance with the program.
- Motivate, guide, encourage and support agency RTW coordinators and transitional teams to achieve program objectives and goals.
- Work closely with MCI to develop effective communication processes among all participants.
- Develop in-house MCI training to teach staff about RTW, rehabilitation, and other related topics.
- Train annually on introduction to return-to-work programs and creative transitional duty (two classes offered through PDS)/Train quarterly on new HR representative training.
- Monitor all modified duty refusals by state agencies to ensure this is justified / set action plans for agencies that are non-compliant.
- Assist MCI and state agencies with keeping objective panel listing.

## JOB SPECIFICATIONS

- Bachelors Degree (Masters Degree preferred) in rehabilitation or related field.
- Knowledge of Workers' Compensation practices.
- Working knowledge of Window 2000, Word, Powerpoint, and Excel.
- Excellent verbal and written communication skills.
- Ability to work independently and in a team environment.

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**MANAGER:** \_\_\_\_\_

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- LAN and WAN setup using CISCO equipment experience preferred.
- General knowledge of telephone systems in a PBX environment preferred.
- Demonstrated leadership ability and motivational skills
- Excellent verbal and written communication skills
- Superior problem solving and decision making skills
- Ability to work independently and in a team environment.
- Ability to take initiative and follow through with assignments.

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**MANAGER:** \_\_\_\_\_

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# MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b> VSDP Coordinator	<b>SUPERVISES:</b> None
<b>REPORTS TO:</b> Return-to-Work Manager	<b>STATUS:</b> Exempt

## GENERAL SUMMARY

Oversee transmittal and documentation of correspondence, monitor nurses and work to ensure smooth workflow.

## JOB DUTIES & RESPONSIBILITIES

- Transmits initial, pending and approved report to Virginia Sickness and Disability Program (VSDP) contact within required time period (one business day for the initial report, three business days for the pending report, and four business days for the approved reports).
- Document all correspondence (written and telephonic), including the receipt and transmittal of all reports, in the Gates 2000 system, within one day.
- Maintain an updated version of the Managed Care Innovations' VSDP process for all involved parties.
- Serve as a back-up to the Statewide Return-to-Work Coordinator by understanding the job duties of the position (see job description for Return-to-Work Coordinator).
- Participate in all mandatory meetings for the Workers' Compensation Program, including focus groups and quality assurance meetings throughout the state of Virginia.
- Participate in customer focus meetings which will enhance the Workers' Compensation Program / VSDP.
- Assist with agency file reviews to determine the work status regarding individual claims, as directed by the VSDP program and the Workers' Compensation Program; present to all interested parties.
- Ensure that telephonic nurses and benefit coordinators are proactively working on cases.
- Strategize with all involved parties to creatively ensure smooth workflow, once open enrollment of VSDP employees occurs.
- Assist Director with updating claims manual.

## JOB SPECIFICATIONS

- BSN preferred – or RN with previous Workers' Compensation Case Management experience.
- Strong verbal and presentation skills.
- Strong detail and task orientation.
- Working knowledge of Word and Excel.
- Must be able to perform as an individual and as part of a team environment.

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## REVIEW APPROVAL

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## MCI WORKERS' COMPENSATION PROGRAM POSITION DESCRIPTION

<b>TITLE:</b> Workers; Compensation Program Assistant	<b>SUPERVISES:</b> None
<b>REPORTS TO:</b> Account Manager, WC Program	<b>STATUS:</b> Non-Exempt

### GENERAL SUMMARY

This position is dedicated to the Commonwealth of Virginia's Workers' Compensation program. All work activities are directed by the client's administrative needs, as relates to services provided by MCI.

### JOB DUTIES & RESPONSIBILITIES

- Handles questions and inquiries received from employees, agencies, vendors and, where possible, responds to questions. Issues requiring additional information will be directed to the MCI Account Manager for further action, if unable to provide requisite information.
- Independently composes correspondence for signature in order to administer services and resolve problems. Types correspondence. Assures that copies are always maintained and available.
- Assures proper maintenance of filing system. Files program documents, maintaining a logical filing system. Maintains MCI quarterly report.
- Completes travel and training forms for Director and completes expense voucher request based upon receipts submitted. Must become familiar with state travel policies.
- Arranges meetings, coordinates training sessions, answers questions, locates and reserves appropriate space for meetings, arranges for refreshments, and other related activities. Sends out announcements, confirmation letters, maintains list of attendees and serves as the registrar at meetings.
- Assists MCI with coordination of Focus Group Meeting and Quality Assurance meetings. Assures nametags are printed as required. Maintains accurate and up to date mailing list of agency safety and risk management.
- Assures that purchase orders are completed as required.
- Reviews WC bills for accuracy and verifies that they have not been paid through the system. Resolves inaccuracies with the staff and assures signature by WC Director.
- Takes minutes and notes at meetings, assuring they are typed up and distributed as required.
- Completes a weekly report of accomplishments, critical issues, outstanding work to be completed, problems, and computer issues.
- Tracks request for approval made to Director, Workers' Compensation and provides to the position a weekly report of all outstanding requests.
- Issues annual workers' compensation bills by IAT's maintaining a billing file that is accurate and complete.
- Takes messages and communicates with callers if Director is unavailable, determining critically of situation and need to locate someone to help caller or page Director.
- Assists Director with legislation and special projects as assigned.

### JOB SPECIFICATIONS

- High School Diploma.
- Strong word processing skills; working knowledge of Word, Access, Excel, and PowerPoint.
- Strong customer service skills with the ability to multi-task.
- Orientation to detail and strong organizational skills.

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