

Oregon Workers' Compensation

Operations Section

Claims Unit

Purpose

To ensure data integrity of injured worker claims through accurate and timely processing and discrepancy resolution.

Responsibilities

- ◆ **Claims coding** : Process injured worker claims by coding & data entering information received from insurers into the CIS.
- ◆ **Quality control**: Resolve discrepancies to ensure integrity of the CIS.

Functions

The Claims Unit consists of a manager and 15 staff. Two claims unit assistants receive accident reports, claim update reports, and insurer closure reports and distributes these reports for processing.

Eight coding specialists review claim documents to identify the employer responsible for a claim; verify active workers' compensation coverage for new claims; assign employer, insurer, and location codes to the claims; assign occupation and injury codes from federal and state coding systems; and enter these codes and other information taken from claim documents to CIS. Two training specialists are responsible for providing or coordinating training for all coding staff and developing and maintaining unit desk procedures. Claim documents with incorrect information are forwarded to the quality control specialists for resolution.

Two quality control specialists resolve discrepancies in documents submitted by insurers; send the monthly system-generated delinquency reports to insurers; and also provide consultative services and formal or informal training to insurers regarding proper completion of forms to comply with Oregon claims processing requirements.

A claims research specialist resolves employer, insurer, and third party administrator (TPA) discrepancies in claims documents by researching, verifying, and recording obtained information in the Employer Data System (EDS) and CIS databases.

In addition to the management of unit personnel and activities, the manager serves as the division CIS data steward to manage the division's electronic claim data system and provide technical support to other areas of WCD through information sharing meetings and committee participation.

Primary governing rules

OAR 436-060: Claims Administration

For more information contact:

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