

DOA ORM Claims: Claims Administrative Program Manager 1

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JOB DESCRIPTION – ORM-C100

Claims Administrative Program Manager 1

- Provides administrative and functional support for the claims unit (80 positions) for the LA Self Insurance Program, which is administered by the Office of Risk Management. The incumbent manages a group of fifteen (14) employees (8- Administrative Coordinator III, and 6 student workers) engaged in claims processing services. Supervises subordinates by training, assigning workload and evaluating work performance. Plans and coordinates training, orientation, and continuing development of support personnel in all aspects of claims processing for an estimated 15,000 open claim files involving the various lines of insurance covered by the self-insurance program (workers compensation, auto, general liability inclusive of false arrest and civil rights claims, road hazards, medical malpractice, and property claims). Provides routine interpretation of agency policies and procedures, laws, rules and regulations. Answers inquiries concerning agency functions either verbally or in writing. Monitors workflow within the claims unit investigating problems and developing strategies to resolve these issues. Utilizes risk management information system to enter/retrieve information. Develops and implements new and/or revised record keeping systems and procedures; assures work product quality and quantity control by reviewing correspondence, reports, recorded statements, and other material for content, completeness and accuracy. Utilizes risk management information system to input new claims, retrieve information, and make changes and /or corrections to existing claims data, and authorize printing of checks for payments up to \$100,000.00. Determines and assembles data, formats and composes special reports, periodic correspondence, or production records for the claims unit. Distributes memorandums directed to various levels of claims personnel. Assists high-level personnel in a variety of administrative detail matters. Prepares priority and confidential correspondence from written copy as requested by claims supervisor, managers, and/or claims officer. Gathers data, determines and creates format utilized for claims monthly report, cases on appeal, cases settled in excess of \$200,000.00, cases approved by the Joint Legislative Subcommittee on the Budget. Submits monthly claims report to State Risk Director, State Risk Claims Officer, State Risk Accounting Administrator, and the Commissioner of Administration.
- Maintains personnel records on subordinates. Prepares Employee Performance Planning and Review forms on employees under her supervision. Counsels employees on work related problems and recommends disciplinary action when appropriate. Approves leave requests and time sheets for subordinates. Responsible for verifying the completeness of the time sheets for the claims unit. Interviews applicants for vacant support positions within the claims unit and assumes responsibility for hiring of employees for the unit.
- Serves as a liaison between IT department and claims unit. Assists users with risk management information system, identifies technical problems and consults with IT Manager regarding design, implementation and facilitation of IT services by working with system users in analyzing and defining system functions. Assists in development of system functions by defining needs of the claims unit. Serves as trainer for claims personnel in the use of the risk management information system for both main office and satellite offices.

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Consults with administration and outside agencies in the implementation of new procedures to expedite claims processing. Develops Word documents for use by the claims staff. Utilizes Excel and Access documents for case tracking of cases on appeals, and road hazard cases for payments via legislative appropriations. Develops and trains ORM claims staff on procedures for utilization of electronic submission of legal documents and request for legal assistance to the Department of Justice, Litigation Division. Trains claim personnel on the use of scanning equipment.

- Receives electronic submission of Petition for Damages (lawsuits) whereby a third party is suing the State. Reviews petitions and assigns to respective claims supervisor for ORM adjuster assignment and request for attorney appointment by the Department of Justice, Litigation Division. The average number of Petition for Damages received by ORM on a monthly basis is 75. Maintains case tracking system (database) on all petitions received electronically. Questions on coverage by the self insurance program for allegations contained in the Petition for Damages are referred to the Adjuster 7/Claims Officer or the Assistant Director of Litigation Management for final determination. Serves as a liaison with the Department of Justice, Litigation Division on case tracking/management of litigated cases. Receives, directs and assists in identifying, sorting, scanning, and distribution of all legal mail for claims unit.
- Monitors equipment stock, determines needs and submits request to administration/Procurement Specialist for supplies and equipment exceeding \$1000.00. As an authorized LaCarte Purchasing Card Program cardholder, responsible for procurement of purchases under \$1,000.00. Establishes and maintains records of procurement transactions of all purchases for reconciliation at the end of each month. Responsible for approving purchases made by Administrative Coordinator III LaCarte Cardholder in satellite office as well as reviewing Administrative Coordinator III log of purchases. Responsible for contacting appropriate vendors when repairs or supplies are needed for faxes, copiers, and electronic filing systems, maintaining a log for each category. Compiles and maintains records of items purchased or transferred between sections/units/satellite offices. Recommends/requests purchase of new equipment as operation of present equipment becomes nonfunctional or obsolete.
- Responsible for records management of claim files. Annually, identifies closed claim files to be archived. Supervises the archiving process and establishes and maintains a record of those being archived. Schedules appointment with archives for delivery of closed archived files. Upon request from claims personnel, processes request for retrieval of closed files that have been previously archived.
- Attends bi-weekly staff meetings with State Risk Director and State Risk Assistant Director. Conducts periodic staff meeting with subordinates to inform them of upcoming events and procedural changes as well as to seek their input for suggestions for improving

DAILY ACTIVITIES – ORM-C101

Responsibility

The Claims Administrative Manager 1 performs the following activities every day and/or as needed.

Forms or Reference Material Required

File Net database

Procedure

Claims and Workers Compensation Mail

Claims Mail

1. Ensure the claims mail is sorted by unit and forwarded to the supervisor of the unit.

Workers Compensation Mail

1. Ensure injury reports are forwarded to the State Risk Claims Adjustor 6-Workers Compensation. Workers compensation claims must have an injury report before they are processed.
2. Index other workers compensation mail with the adjuster's number and verify in STARS as follows:
 - Login to STARS
 - Click on Claims to get to Claims Manager Screen
 - Input Claim Number, Claimant Name or S.S. #.
 - Click SEARCH
 - Find the Adjuster number and Claim number write it on mail.
3. If the invoice has insufficient information, the claim is not in the system, or the claim is sent to ORM in error, return the invoice to the sender with a form letter marking the appropriate area of the letter. Form letters are in g:\admin\mailroom. The sender may be telephoned as well. See example letter below.

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State of Louisiana
DIVISION OF ADMINISTRATION
OFFICE OF RISK MANAGEMENT

MARK C. DRENNEN
COMMISSIONER OF ADMINISTRATION

July 7, 2003

ACADIA CENTER ORTHO & OCCUP MED
134 HOSPITAL DRIVE, STE. 23
LAFAYETTE, LA. 70503

Re: attached

An E-1 Report of Injury form(DA form 1973) from the State Agency Personnel Dept. where the patient is employed is needed for Workers Compensation.

The attached was sent to the Office of Risk Management in error and is being returned to you. The Office of Risk Management handles Worker's Compensation claims for STATE OF LOUISIANA EMPLOYEES ONLY.

The attached invoice was sent to the Office of Risk Management without patient identification (name, social security number, etc.) As we are unable to identify the patient, we are unable to process this invoice for payment. Please furnish patient's full name, social security number, place of employment, address and employers address and return as soon as possible.

The attached invoice was sent to the Office of Risk Management without the claim number and adjusters name that identifies this claim; this information is needed to pay the invoice. Delays may be avoided by sending requested information on all invoices.

Sincerely,

Cynthia Roman
Office Coordinator II

Attachment(s)

POST OFFICE BOX 9492 • BATON ROUGE, LA 70804-9096
(225) 342-2441 • FAX (225) 382-2388
AN EQUAL OPPORTUNITY EMPLOYER

Erroneous claim letter example

Enter Lawsuits

Lawsuits are entered scanned into File Net database by IT who then notifies the Claims Administrative Program Manager 1. ORM receives lawsuits either digitally or via hard copy. Digital copies are sent to the Claims Administrative Program Manager 1

Lawsuit Database

1. Notification of lawsuit entries will be received via Outlook.
2. Open Mailbox
3. Click on email and follow the link to open the lawsuit in File Net.
4. Read lawsuit to see what it is claiming and which Claims section to send to.
5. Open STARS and search for claimant
6. If they are in STARS, e-mail the link to the unit manager, supervisor and adjuster.
7. Save the sent e-mail to the appropriate Outlook folder.

Tracking of Lawsuits prior to 3/5/05

In the event that a lawsuit prior to 3/5/04 needs tracking, go to g:\Claims-General\New Lawsuits.doc

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DATE REC'D	SUIT NAME	DISTRICT	SUIT NUMBER	SECTION	RETURN DATE
June 26, 2002	Paul Stout v. LSU (CW03)	05/OWCA	02-02824	W.C.	
June 19, 2002	Garry R. Thurman v. DOTD (CW41)	06/OWCA	02-04013	W.C.	
June 28, 2002	Kim Piazza v. SLU (CW41)	06/OWCA	02-00749	W.C.	
July 01, 2002	Jeanne Hurst Simmons vs. Sabine River Authority	19 th	495678	CGL	
July 02, 2002	Jessie Offord vs. Earl K. Long	US Middle	020331am 3		
July 02, 2002	Harold Kruetzer vs. State of LA	19 th	496330	Crst	
July 02, 2002	Christian Newman vs. MCLNO	Civil Orleans	20020817 7		
July 3, 2002	Calvin Kemp vs. Kansas City Southern Railway Co.	2 nd	37452		
July 3, 2002	Heir, Stephanie vs. State of LA	Civil Orleans	20020943 4		
July 3, 2002	Joshua F. McClain vs. State of LA	12 th	20023570 B		
July 3, 2002	Affordable Care, Inc. vs. LA State Board of Dentistry	Civil Orleans	20020340 5		
July 3, 2002	Godfrey J Bergeron vs. Argonaut Great Central Insurance Co.	19 th	496477	CGL	
July 3, 2002	Waste Management of LA vs. State of LA	16 th	98285g		
July 3, 2002	Leroy Guillot vs. GlaxoSmithKline	19 th	78111		
July 3, 2002	Joshua McClain vs. State of LA DPS&C	19 th	496498	CGL	
July 3, 2002	Joseph Provost Jr. vs. USA truck	15 th	20023116		
July 3, 2002	Knighen, Keumia vs. Barton, Leo	20 th	34429		
July 3, 2002	Trisila Demais, Destinie Leblanc, Riley Leblanc vs. LA State DPS	24 th	581-856	Auto Liab.	
July 3, 2002	Kelvin Wells vs. Dept of Social Security	19 th	496379	CGL	
July 3, 2002	Elkhan, Barbara vs. Rainbow Oldsmobile	civil Orleans	20020368 1		
July 3, 2002	Edward Ruffins vs. Brain Stencil	3 rd	48135	CGL	
July 3, 2002	O'Conner, Yvette vs. Leo Barton	20 th	34430		
July 8, 2002	Derrick Brown vs. State of LA	19 th	494-469	Prisoner	
July 8, 2002	Damon Brown vs. Janet Barber	22 nd	84739	Prisoner	
July 9, 2002	Leatrice Talley vs. State of LA Board of MF	Eastern	02-1022		
July 10, 2002	Belinda Robertson indiv & as administrator of Theron Smith vs. Union Standard Insurance Corp. and/or United Insurance Corp	32 nd	128580	Not a Suit - DRL discover y	
July 10, 2002	Ann Delaune vs. State of LA through DOTD	16 th	109399	RH	
July 10, 2002	Allen Joseph Hinkle vs. State of LA through DOTD	16 th	109400	RH	
July 10, 2002	Shane Oubre vs. State of LA Through	16 th	109401	RH	

Example Lawsuit Log

Payment Entry

The Claims Administrative Program Manager 1 generally enters lawsuits and supervises clerks who enter other claims. The Claims Administrative Program Manager 1 may enter other claims as needed.

Entry

1. Login to STARS
2. On left side menu, click on More
3. Click on Checks
4. On top toolbar, click on New
5. Click on Rolodex button
6. Enter Payee Name or Tax ID
7. Click Search
8. Double click on appropriate name in the list
9. Type in the Invoice ID Note: if there isn't one, use the first five letters of last name and date of service
10. Type in Invoice Date as today's date
11. For Memo: type in Claim number and any special notes from Adjuster.
12. Click on SAVE
13. Go to Transactions screen
14. Click on New
15. Click on Search

16. Select the appropriate claim
17. Click on proper Financial Bucket
18. Enter proper Transaction Code
19. Enter Service From and Service To found on the Claims Payment Form
20. Enter Paid Amount
21. Click on Save and Close

Note: In the event that the check needs to go to someone other than the Payee:

1. Go to the Invoice screen and click on bottom Rolodex button
2. In the Rolodex Type list, select “ADJ-Check”
3. Click Search
4. Click Special Handling
5. Print the Invoice Screen by using keyboard Prt Scrn function and pasting into Word document for printing
6. Attach to Claims Payment Form
7. Put documents in the Accounting basket

Release Payments

Clerks can enter payments up to \$5000. For payments greater than \$5000, STARS suspends the transaction and the transaction has to be released. The Claims Administrative Program Manager 1 releases payments up to \$100,000.

1. Go into STARS.
2. Click on More
3. Click on Checks
4. On top toolbar, click on Checks Printing
5. For Amount:, type in 5,000 to 100,000
6. Click on Search
7. Ensure that authorizing signatures are on the Claims Payment Form in accordance with the following table:

Level	Approval Authority
State Risk Adjuster 1	\$7500
State Risk Adjuster 2	12,500
State Risk Adjuster 3	20,000
State Risk Adjuster 4	30,000
State Risk Adjuster 5	50,000
State Risk Adjuster 6	100,000
State Risk Adjuster 7	100,001 and above

8. Select those which are not authorized and are assigned to the Claims Administrative Program Manager 1.
9. Click on Authorize
10. Enter User I.D. and password

11. Click on Authorize Checks
12. Sign the hard copy Claims Payment Form.
13. Return form to the Clerk
14. The Clerk either returns it to Adjuster or if special handling, sends to Accounting.

Procedures for Checks Sent to Address Different from Payee's

Go into STARS

1. Under the Invoice tab, click on the Rolodex in bottom right hand corner.
2. Click on the drop down arrow by Rolodex type and scroll down to select ADJ-CHECK
3. Click on Search.

4. This will bring up two options. Double-click on "Special Handling".

Note: Make a screen print of the completed transaction screen, attach the addressed envelope and hand carry to Accounting.

Change Claim Numbers

Requests to change claim numbers are received by email.

1. Go into STARS.
2. Click on Claims which brings up the Claims Manager screen
3. Enter old Claim Number
4. Click on Search
5. Select the claim that needs to be changed.
6. Go to Tools and then select Change Claim Number
7. Click OK
8. Copy the screen using the keyboard PrtScrn key and then pasting in to the e-mail of the person requesting the change.
9. Send the e-mail reply to the requesting Adjuster
10. Save a copy of the sent e-mail into the Outlook Productivity folder.

Request for Settlement Authority

Requests for Settlement Authority (RSA) are received from the clerk at the front desk they are date stamped and distributed to the assigned adjuster.

MONTHLY ACTIVITIES – ORM-C102

Responsibility

The Claims Administrative Program Manager 1 performs the following monthly activities.

Forms or Reference Material Required

Procedure

Claims Activity Monthly Report

The Claims Administrative Program Manager 1 is responsible for generating monthly reports for appropriate ORM personnel. See below for report information.

1. The monthly report is by major coverage codes:
 - Workers Comp
 - General Liability
 - Road Hazards
 - Auto Liability
 - Auto Physical Damage
 - Wet Marine
 - Property
 - Bonds Liability
 - Med Mal
 - Misc.
2. Each unit's report contains a breakdown of numbers of cases by adjuster. These data include:
 - Files Opened
 - Files Closed
 - Files Pending
3. The monthly report is distributed to the following:
 - State Risk Director
 - State Risk Assistant Director
 - State Risk Officer
 - Claims Managers
 - Claims Supervisors

Generate Report

The following are instructions for generating the monthly report.

1. Login to STARS
2. Click on Reports

3. Under Report Groups, click on ROMAN.
4. The Reports being used are
 - CR MONTHLY/CLOSED
 - CR MONTHLY/OPENED
 - CR MONTHLY/PENDING
5. Double click to open a report.
6. Click on Select Data tab.
7. Click Set Value button to change dates, click OK.
8. Click Save report.
9. Click Print and display.
10. Either print or export.
11. To export, click on Export Report button.
12. Click OK in default screen.
13. In Choose Export File box, select appropriate “save in” folder on d:\ drive.
14. Type in File Name and Save to export report.
15. Retrieve the data from the reports and enter into the summary report file.
16. Distribute report via e-mail to appropriate personnel.

QUARTERLY ACTIVITIES – ORM-C103

Responsibility

The Claims Administrative Program Manager 1 performs the following activities for the log of cases on appeal.

Forms or Reference Material Required

Cases on Appeal spreadsheet (Access database)

Procedure

Log of Cases on Appeal

1. Every 3 months request from the claims supervisors a list of cases that have gone to appeal and the dates when cases are settled. The data from the claims supervisors includes:
 - Adjuster number
 - Claim number
 - Case name
 - Judgment amount
 - Level of appeal
 - Accident date
 - Service date
 - Judgment date
 - Interest method (regular or 6%)
2. Open the Access spreadsheet g:\claims-general\cases on appeal.mdb.
3. Enter data into the spreadsheet. The spreadsheet will calculate interest and the total of judgment amount and interest.
4. Distribute the Cases on Appeal spreadsheet to the State Risk Adjuster 7 and to the contact in the State Legislature (when requested).

LACARTE – ORM-C104

Responsibility

The Claims Administrative Program Manager 1 performs the following activities for handling the LaCarte credit card.

Forms or Reference Material Required

Invoice

LaCarte log

Receipts

Procedure

The Claims Administrative Program Manager 1 receives requests from Claims employees for office supplies, prepares and makes orders, and pays for the purchases using a state LaCarte credit card. Office supply purchases up to \$1000 may be bought on the LaCarte credit card.

Receive, Prepare, and Purchase Office Supplies

1. Receive request for office supplies from employees via email, phone call, or verbally.
2. Make list of items and prepare the order for the supplies from approved vendor(s).
NOTE: Approved vendors include Corporate Express, Louisiana Office Supply, Office Depot, and others.
3. Because ORM is a state agency, make sure to get a state sales tax exemption on the purchase.
4. When the order is received, check the received items against the order to make sure all items were received.
5. If all items were not received, contact the vendor to correct.
6. Keep all receipts for verification with credit card statement.

Record Purchases and Verify with Credit Card Statement

1. Open Excel in the appropriate year folder in d:\Purchase Logs\.
2. Access and open the LaCarte purchase log file.
3. For each purchase, enter the following on the log:
 - Item purchased
 - Date of purchase
 - Vendor purchased from
 - Quantity
 - Cost
 - Date received

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- Who received
4. Save the file with a different name each month.
 5. Once a month when the credit card statement is received, verify receipts against purchases recorded on credit card statement.
 6. Sign the log. Retain a copy of the log, receipts, and statement. Take the log to the State Risk Adjuster 7 for approval and send to Account Manager 1.
 7. When the Chief Clerk 2 (satellite office) sends the log from the satellite office, verify log and receipts and any other backup documentation balance. Sign the log. Take the log to the Accountant Manager 1.

SUPERVISORY ACTIVITIES – ORM-C105

Responsibility

The Claims Administrative Program Manager 1 performs the following supervisory activities.

Forms or Reference Material Required

Attainment of Permanent Status

Merit Increase Eligibility Notice

Performance Planning Review (PPR)

Procedure

Supervise Data Entry and Students

8. Ensure work load balanced for clerks entering claims.
9. Train clerical staff to enter payments, look up vendor codes, letters to be sent out, how folders are to be set up, and other specific work related actions.
10. As needed respond to inquiries from clerks entering claims.
11. Respond to inquiries on how to perform activities in software and/or perform minor equipment maintenance.
12. Oversee and train student workers in filing and other required tasks. Senior student workers may show new students the specifics of how to file or perform any other tasks required.

Archive Records

Beginning in fiscal year 2005, as claims are closed, they are prepared and scanned into File Net by an IT Student Worker.

Paper Records

1. At the end of a fiscal year, have students pull records from the year prior to the year just ended. Workers Compensation records that are closed (Workers Compensation records stay open 3 years after the last claim before the records are closed.)
2. Have the students list contents of the box on the outside of the box, place a copy of the list inside the box, and forward a copy to the IT Liaison Officer 3 and a copy to the Claims Administrative Program Manager 1.
3. When records are boxed and ready to be picked up by archives, notify the contact in State Archives to pick up the records.

Contract Payments

The clerical staff reviews payments for contract adjusters. The contracts have set fees.

1. Obtain the Tax ID and contract number from the adjuster list in g:\Adjuster Contract #\

2. For experts, go to g:\contract\ and the most current Balance Summary spreadsheet.
 - Hit Ctrl F
 - Enter Claim Number
 - Ensure that the service dates fall within contract dates
 - Obtain contract number and Tax ID.
3. Review the invoice against Billing Guidelines and cut anything that does not comply (e.g. mileage)
4. Run a tape on the totals and attach to the front of the invoice.
5. Enter the information on the Contract Payment Form
 - Claim Number, Claimant Name, Contract Number, Invoice Date, Invoice Number, Tax ID#, Transaction Type, Amount, Dates of Service, Total Amount, Pay to the Order of, Coverage Code (located in STARS) and Adjustor Initials/CODE and Date.
6. Enter payment in STARS
 - Open appropriate claim in STARS
 - Go to Attachments tab
 - Attach a new note stating name of vendor, amount paid, invoice number and dates of service
7. Attach invoice to Contract Payment Form and place in Contracts Payment basket.

Performance Planning and Review

The Claims Administrative Program Manager 1 performs these activities for those persons/employees being supervised:

1. When a new person is hired, meet with the employee in a planning session to put down what is expected of the person in their position. When the planning session is conducted by the supervisor with a new employee, both the supervisor and employee sign/initial the Performance Planning Review (PPR) form. Forward a copy of the PPR form to the Administrative Specialist 1.
2. After the person has been in the position for 6 months, hold an evaluation session with the employee. Complete and handle the PPR as in the previous step. Determine if the employee is to be granted permanent status. The decision for permanent status may be postponed up to 2 years. The date the employee is granted permanent status becomes the employee's anniversary date. When the employee is granted permanent status, completes and signs the Attainment of Permanent Status, and has the employee sign it. Submits to the State Risk Adjuster 7 for review of the PPR and forward the form to the Administrative Specialist 1.
3. Determine if the person is to be given a merit increase or not. If the employee's rating on the PPR form meets requirements, exceeds requirements, or is outstanding, the employee is due a merit increase. Complete, sign and have the employee sign the Merit Increase Eligibility Notice. Have the State Risk Adjuster 7 review the Merit Increase Eligibility Notice and forward the form to the Administrative Specialist 1.

4. About 2 months prior to an employee's anniversary date, hold an evaluation session with the employee completing and handling the PPR as above.

Claims Loss Listing Quarterly Report

Claims Administrative Program Manager 1 is responsible for distributing the Claims Loss Listing Quarterly Report to all State agencies:

Current steps for running report:

1. Log into Stars
2. Go to Report Manager
3. Click on Agency reports
4. Choose Claims Loss Listing report for previous quarter
5. Click on select data tab change dates to include the next quarter
6. Click save and print to display
7. Click on export report to Clients D drive
8. Reports are saved in Claims Loss listing folder on Administrative Program Managers D Drive in a folder name Claims Loss Listing and saved with the FY and quarter. (e.g. Claims Loss Listing 1st FY08)
9. Report is sorted into locations codes and mailed along with a letter of instruction to contact person at each location code.

Agency contact person is given a date to respond to this report with any correction to the claims listed. All Corrections are reviewed and sent to the proper adjuster for completion.

ORM has assigned STARS User ID's and passwords to all State Agencies in order to allow them to run this report themselves.