UNIVERSITY OF SOUTHERN CALIFORNIA
Workers’ Compensation Liaison
Job Code: 117547

Grade: 00
OT Eligible: Yes
Comp Approval: 11/21/2013

JOB SUMMARY:
Serves as primary liaison between a USC clinical department, Workers’ Compensation and the third party administrator. Enhances customer service by facilitating treatment, care and administrative support for worker’s compensation patients and meeting Worker’s Compensation requirements. Acts as primary contact for all Workers’ Compensation and third party administrator communications and transactions. Ensures patient’s right to privacy (HIPAA), safety and confidentiality, while maintaining a safe environment in accordance with standards, policies and safety regulations.

JOB ACCOUNTABILITIES:

*S/E/M/NA % TIME

Serves as primary liaison between a USC clinical department, Workers’ Compensation and the third party administrator. Facilitates treatment, care and administrative support for workers’ compensation patients. Assists with resolving operational and servicing problems.

Facilitates patient’s initial and follow-up appointments and corresponding paperwork to mitigate scheduling delays.

Follows up with physicians to ensure that work statuses and medical reports are filled out completely. Ensures appropriate backup documentation is signed and forwarded to third party administrator including follows up with diagnostic tests ordered by physicians. Provides patients with follow up instructions. Ensures documentation is in compliance with regulatory requirements.

Has responsibility for processing and recordkeeping functions. Ensures adequate and consistent procedures and methods for information tracking and retrieval are in place. Generates reports, as requested.

Assists university workers’ compensation patients with all relative paper work and answers questions as applicable. Provides information regarding policies according to guidelines and established procedures.

Researches information, compiles statistics and gathers data as necessary. Assists with special reports and projects as requested.

Performs various administrative duties such as answering and returning patient phone calls, receiving and sorting incoming faxes, obtaining prior authorizations, etc. Maintains departmental records and files.

Coordinates and facilitates peer to peer discussions as well as case discussions with physicians.

Maintains an updated department contact list that includes information such as the names of nurse coordinators and physicians, physician’s specialty, corresponding schedules, etc.

Coordinates workers’ compensation regulation training for physicians and nurses annually.
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No  [ ] Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

1 year

**Minimum Field of Expertise:**

One year workers’ compensation administrative experience. California Workers’ Compensation Claims Administration Certificate. Ability to communicate effectively both verbally and in writing. Demonstrated strong interpersonal, organizational, administrative, customer service and communication skills. Ability to establish and maintain effective working relationships with physicians, managers, administrators, staff, volunteers, auxiliary members and the general public. Ability to drive and implement processes and procedures.

**Preferred Education:**

Associate’s degree

**Preferred Experience:**

2 years

**Preferred Field of Expertise:**


**Skills: Administrative:**

Answer telephones
Clinical documentation
Communicate with others to gather information
Compose letters
Customer service
Develop office procedures
Establish filing systems
Gather data
Input data
Maintain filing systems
Prioritize different projects
Research information
Schedule appointments
Understand and apply policies and procedures
Understand and enforce regulatory guidelines
Use database and/or word processing software

Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

SIGNATURES:

Employee: __________________________ Date: __________________________
Supervisor: __________________________ Date: __________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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