



State of New Mexico
Classification Description

WORKERS' COMPENSATION ADJUSTER

General Summary

Reviews, investigates, and makes decisions regarding compensability and appropriateness of claims.

Workers' Compensation Adjuster I

Jobcode: C10321

Pay Band: 70

FLSA Status: Non-exempt

Distinguishing Characteristics

Under direct supervision, processes and documents all workers compensation claims, ensuring compliance with relevant policies, procedures, and legislation. This is the entry level job of the classification series.

Recommended Education and Experience for Full Performance

Bachelor's degree in any field and four (4) years of claims adjustment or insurance investigative experience. Possession of a valid New Mexico Adjuster License.

Minimum Qualifications

Associate's degree in any field and two (2) years of claims adjustment or insurance investigative experience. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience. Possession of a valid New Mexico Adjuster License within 180 days from date of hire.

Essential Duties and Responsibilities*

- Reviews and evaluates all work-related accident reports for completeness and clarity of data; analyzes data to ensure compliance with policy and regulatory requirements.
- Determines appropriateness and amount of workers' compensation claims; investigates individual claims for eligibility for workers' compensation benefits; ensures that all legal and procedural requirements are met for the processing of claims, in order to ensure proper and timely payment to medical facilities.
- Communicates and interacts with medical professionals, support agencies and others to monitor and assess the progress of rehabilitation efforts, and to facilitate either return to work or, depending upon medical status of the claimant, placement into appropriate alternative positions, ensuring compliance with all appropriate regulations and guidelines.
- Prepares all necessary forms, records and documentation, to include statistical analyses and reports, for all claims assigned, as required by various regulatory agencies.
- Makes strategic recommendations for reducing the frequency and severity of losses through the use of a workers' compensation database and/or other claims data reports; designs and develops data bases, performs integrated data analyses, and prepares reports.

Workers' Compensation Adjuster II

Jobcode: C10322

Pay Band: 75

FLSA Status: Exempt

Distinguishing Characteristics

Under indirect supervision processes and documents all workers compensation claims, ensuring compliance with relevant policies, procedures, and legislation. This is the full performance level job of the classification.

WORKERS' COMPENSATION ADJUSTER

Recommended Education and Experience for Full Performance

Bachelor's degree in any field and six (6) years of claims adjustment or insurance investigative experience. Possession of a valid New Mexico Adjuster License.

Minimum Qualifications

Associate's degree in any field and four (4) years of claims adjustment or insurance investigative experience. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience. Possession of a valid New Mexico Adjuster License.

Essential Duties and Responsibilities*

- Reviews and evaluates all work-related accident reports for completeness and clarity of data; analyzes data to ensure compliance with policy and regulatory requirements.
- Determines appropriateness and amount of workers' compensation claims; investigates individual claims for eligibility for workers' compensation benefits; ensures that all legal and procedural requirements are met for the processing of claims, in order to ensure proper and timely payment to employees and medical facilities.
- Provides authoritative advice and counsel to officials, administrators and staff on the interpretation and application of worker's compensation policies, legislation, regulations, and processes, as well as on loss control procedures and related regulations.
- Designs and implements training and orientation programs to disseminate this information to the community.
- Coordinates and participates in strategic planning aimed at reducing the incidence of worker's compensation-related injuries.
- Assembles appropriate medical information and facts regarding claims for cases pending litigation; represents the State at Workers' Compensation Administration mediation and formal hearings; represents the State at trials and other mediations as requested.
- Communicates and interacts with medical professionals, support agencies and others to monitor and assess the progress of rehabilitation efforts, and to facilitate either return to work or, depending upon medical status of the claimant, placement into appropriate alternative positions, ensuring compliance with all appropriate regulations and guidelines.
- Prepares all necessary forms, records and documentation, to include statistical analyses and reports, for all claims assigned, as required by various regulatory agencies.
- Makes strategic recommendations for reducing the frequency and severity of losses through the use of a workers' compensation database and/or other claims data reports; designs and develops data bases, performs integrated data analyses, and prepares reports.

Bargaining Unit:

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 4/05/2018

Revised: 9/05/2019 (min quals change)

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties.*

WORKERS' COMPENSATION ADJUSTER

Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.