



Tallahassee Orthopedic Clinic  
*The Team Behind the Team*

## Workers' Compensation Coordinator

### POSITION SUMMARY

Coordinate the management of workers' compensation patients and is the point of contact for workers' comp adjusters and case managers for cases that are referred to Tallahassee Orthopedic Clinic. Coordinate care including prior-authorizations and act as liaison between TOC Physicians, patients, employers and workers comp insurance carriers.

### ESSENTIAL FUNCTIONS

- Develop and maintain positive working relationships with area case managers, adjusters, employers and payers
- Maintain professional affiliations, enhancing professional growth and development to remain abreast of the latest trends in workers' compensation
- Schedule appointments and obtains necessary paperwork from physicians and providers, as needed, such as assisting with authorizations from workers comp carriers and employers, patient paperwork, readiness of charts, DWC-25, and surgical authorizations
- Fax and/or mail all status reports to adjusters and/or nurse case managers, keeping in close contact with all entities involved in case
- Phone triage for workers comp patients, documenting patient questions, consulting with Physicians for appropriate answers and returns patients call in a timely manner
- Effectively express ideas for process improvements and procedures in the workers' compensation program of the Practice, and resolution of all issues relative to the same
- Verify demographics and insurance information for patients
- Maintain patient confidentiality and comply with HIPPA and Compliance guidelines established by the Practice
- Perform other duties and projects associated with this position or assigned by Administration, as deemed appropriate.

### GENERAL COMPETENCIES DESIRED

- Strong organizational, documentation, communication and interpretation skills
- Ability to work independently with little supervision and make appropriate judgments, as they are related to workers' compensation claims
- Ability to triage patient calls
- Ability to demonstrate a high level of professionalism in appearance and demeanor
- Ability to effectively present information and respond to questions from Management, Physicians, clients, customers, and the general public, maintaining effective working relationships
- Ability to solve problems and deal with a variety of variables in situations
- Ability to prioritize, multi-task, and meet strict deadlines
- Highly self motivated and have the ability to multi-task
- Knowledge of all Microsoft Office Applications, MISYS Tiger and EMR Systems.

### PHYSICAL DEMANDS

Requires frequent standing or sitting for prolonged periods of time. Requires some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity necessary for operation of basic office equipment such as computer and telephone. Requires hearing and eye sight in normal acuity range.

### CREDENTIALS DESIRED

High school diploma or equivalent. At least one year relevant work experience in a medical office setting. Workers' compensation experience preferred.