



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 4285

**DECISION REVIEW REPRESENTATIVE
WORKFORCE SAFETY & INSURANCE**

GRADE L

SCOPE OF WORK:

Work involves providing independent claim dispute resolution services and education to North Dakota workers in the Decision Review Office of Workforce Safety & Insurance.

DUTIES PERFORMED:

- Serve as an impartial liaison between Workforce Safety & Insurance (WSI) and the injured worker to attempt to resolve disputes; receive and respond to injured worker requests for assistance and complaints.
- Review claim file; identify issues and applicable statutes and administrative rules; evaluate merit of claim and identify potential weaknesses, concerns, or errors on claim; confer with injured workers, medical providers, attorneys, WSI representatives or other interested parties to investigate claim and discuss potential outcomes and clarify appellate processes and procedures; advise claims and legal personnel of assessment with recommendations for resolution.
- Negotiate settlements between injured workers and WSI.
- Testify at administrative hearings.
- Prepare reports and compile statistical information.
- Provide education and clarification on disputed claims issues and applicable statutes to injured worker.
- Conduct orientation for new staff.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a business, legal, medical, or other closely related field and three years professional-level work experience in a claims, eligibility, or legal-related field that included application or interpretation of guidelines, laws, rules, regulations or policies; conducting research, reviewing and analyzing information, and making decisions or providing recommendations or advice.

Eff. Date: 9/09

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Decision Review Representative, WSI

Rev: 7/12 – Conversion to Hay System