

Tennessee Bureau of Workers' Compensation
Workers' Compensation Program Coordinator
(Case Management Coordinator)

General Description:

The Case Management Coordinator position is located in Nashville, Tennessee. The Case Management Coordinator will educate medical case managers regarding the new case management rules, assist case managers with implementing the rules, and monitor compliance.

Case Management helps coordinate the medical treatment to employees for their work-related injuries. A Case Manager can assist in obtaining medical treatment and seeks out the most cost-effective treatment without compromising the patient's quality of care.

Responsibilities:

- Maintaining the workers' compensation system (WCS) requirements of registration, registration updates, including working with the IT liaison to develop edits necessary for an active status. These edits will now include initial registration fees, renewal registration fees, and TN specific CEU credits annually. Accept and process registration payments.
- Verify and update the WCS master listing for the medical provider registry and the hospital listing when a case manager or UR nurse is unable to complete a closure form.
- Investigate complaints from parties against case managers. Report findings and discuss resolution with Medical Director or his designee.
- Accept and investigate questions and concerns about notification and closure form submissions through the E-portal system.
- Revise the notification and closure forms for case management and review them annually.
- Complete Access spreadsheet for case manager tracking and contact information.
- Be able to back up the Utilization Review appeal process as needed.
- Be involved in the education and implementation of vocational recovery initiatives and programs.
- Be the primary contact for information and education concerning the new medical case management rules.

Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of full-time work in one or a combination of the following: administering insurance or workers' compensation claims; advising or representing clients through legal arbitration; or providing medical case management, occupational health, or vocational rehabilitation services for clients.

Substitution of Experience for Education: Additional experience administering insurance or workers' compensation claims; advising or representing clients through legal arbitration; and/or providing medical case management, occupational health, or vocational rehabilitation services for clients experience, may substitute for the required education on a month-for-month basis to a maximum of four years.

Necessary Special Qualifications:

Certification as a Certified Case Manager, CCM with or without RN license

Or

Actively licensed TN RN who also possesses one of the following:

Certification as Certified Disability Management Specialist (CDMS)

Certification as a Certified Rehabilitation Registered Nurse (CRRN)

Certification as a Certified Occupational Nurse (COHN)

Master's degree in vocational rehabilitation counseling

Essential knowledge, skills, and abilities:

Competencies:

- Integrity and Trust
- Problem Solving
- Process Management
- Written Communication
- Action Oriented
- Listening

Knowledge:

- Customer and Personal Service
- Administration and Management

Skills:

- Critical Thinking
- Active Listening
- Service Orientation
- Speaking
- Time Management
- Active Learning
- Instructing

Abilities:

- Oral Comprehension
- Oral Expression
- Written Expression
- Problem Sensitivity
- Deductive Reasoning
- Speech Clarity

Please respond with a resume and a copy of your certification or transcript by July 29, 2016 to:

Suzy.Douglas@tn.gov

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