

UW HEALTH JOB DESCRIPTION

RISK MANAGEMENT SPECIALIST

Job Code: 310008	FLSA Status: Non-Exempt	Mgt. Approval: J. Rauser	Date: October 2022
Department: Legal – Risk Management		HR Approval: S. Whitlock	Date: October 2022

JOB SUMMARY

The Risk Management Specialist will perform key responsibilities that support the department in the achievement of the risk management program goals for the organization. Key duties include setup of new claims in the Risk Management Information System (RMIS) system including, but not limited to, events and claims for general & professional liability, property, auto physical damage, and auto liability and initiating, processing, and tracking claim related financial data both within the RMIS system and externally. Other key duties include department financial invoice processing; insurance and claims verification for clinical staff credentialing; daily departmental telephone and email inbox triage; and general administrative support. This position will also be responsible for initiating fleet driver approvals and maintaining the organizational database of all approved fleet drivers annually.

Among the varied activities and daily responsibilities of the position, the Risk Management Specialist will administer new claim, quarterly bordereau and policy close reporting to insurance carriers and supports the insurance policy management obligations of the department including maintaining certificate of insurance database and interacting with insurance carriers and insurance brokers; coordination and tracking of risk management educational programming, as required by the medical staff bylaws and core competencies for graduate medical education.

The Risk Management Specialist works collaboratively as a member of the department's team of risk professionals, and as such, will assist and participate in risk-related activities; triage risk-related questions and risk projects; assist with medical device reporting to MedSun, as required by the Safe Medical Devices Act; assist in updating information on the departments resource page; and support the daily operational and administrative functions of the risk management department including general departmental processes designed to identify, manage, and reduce organizational risks.

MAJOR RESPONSIBILITIES

- Serves as a risk management generalist helping to facilitate and conduct the duties of the risk management department on a variety of hospital and clinic related topics including collaboration and communication with various internal and external customers and staff.
- Assists with day-to-day operations of the department including scheduling, responding to internal and external customers via phone and email, paying/submitting bills, maintaining office files and creating processes to maximize office efficiency.
- Complies with requests for insurance verification and claims history for GME physicians for reappointment, credentialing, and other purposes.
- Manages driver approvals under the organizations Fleet Safety Program.
- Assists with identifying and managing actual and potential risks to the organization.
- Coordinates and supports insurance and risk management departmental activities.
- Maintains the Risk Management Information System (RMIS) database, including entering of new events and claims, tracking claim related financial data, tracking required bordereau reporting, assisting department staff with maintaining electronic event and claim files and related reports and dashboards.
- Assists with the investigation and analysis of potentially compensable events (PCEs) and liability claims.
- Manages the Certificates of Insurance (COI) database and processes requests.
- Collaborates in the development and utilization of proactive Risk Management policies and procedures.
- Establishes and maintains cooperative working relations with other departments and organizations.
- Works with professional liability carriers and the Injured Patients and Families Compensation Fund (PCF) to resolve coverage and related licensing issues for GME physicians.
- Assists department staff to coordinate the risk management education program.
- Prepares claim reports and other information for submission to insurance carriers.
- Coordinates Bordereau reporting for potential professional/general liability and employment practices claims.
- Assists with miscellaneous insurance program needs, including claim notifications, insurance renewals, premium invoice processing, general coverage questions, and maintenance of insurance policy documents, etc.
- Performs other duties as assigned to support the efficient operation of the department.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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JOB REQUIREMENTS			
Education	Minimum	Associate degree from an accredited institution in business, human resources or related field or equivalent years of experience.	
	Preferred	Additional education or experience in healthcare risk management preferred.	
Work Experience	Minimum	Two (2) years of experience in healthcare or general risk management or healthcare administration, paralegal, or experience in property & casualty claims and insurance program management.	
	Preferred	Five (5) years of experience in healthcare or general risk management or healthcare administration, paralegal, or experience in property & casualty claims	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Excellent verbal and written communication skills. Computer skills including spreadsheet, word processing, and claims database experience. Strong problem solving and organizational skills. Ability to work independently and to interact with staff, department managers, physicians, advanced practice providers, and insurance brokers on sensitive issues. Ability to coordinate training programs. Ability to work in a team to accomplish goals. 	
AGE SPECIFIC COMPETENCY (Clinical jobs only)			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.