



## Position Description

<b>Position Title:</b>	<b><i>Field Case Manager</i></b>	<b>Reports To:</b>	Sr. Field Case Manager or Asst. Sr. Field Case Manager
<b>Department:</b>	Claims	<b>FSLA Status:</b>	Exempt

### Position Summary:

The Field Case Manager's role is to investigate Workers' Compensation claims from initial assignment, including face-to-face meetings with Injured Workers and other parties as deemed necessary, determine compensability on a claim and, if accepted, pay benefits according to state guidelines. The Field Case Manager handles assignments from start to finish within an assigned territory.

The Field Case Manager reports to the Sr. Field Case Manager for their jurisdiction. Where applicable, the Field Case Manager may report to the Assistant Sr. Field Case Manager.

### Duties and Responsibilities:

The Field Case Manager (FCM) must have a solid working knowledge of the state laws and regulations needed to handle on the job injuries to include, but not limited to:

- Complete understanding of the benefits available in the specific jurisdiction for which they work, including calculations.
- Familiarity with state form completion and deadlines as required by the Department of Insurance or the appropriate regulatory authority
- The ability to complete a field investigation, including taking statements, identifying causes of loss, taking photographs and writing a concise summary in the prescribed format.
- Strong understanding of the AMERISAFE Claims Handling Policies and
- Procedures Manual and all of its component parts, addenda and memoranda, including the AMERISAFE Reserving Policy
- General knowledge of workers' compensation policy. General knowledge of liability coverage a plus. Must have claim handling experience, including third party recoveries and subrogation.
- Good negotiation skills and the ability to resolve a claim without assistance.
- Ability to drive long distances each month within their assigned geographic areas.
- Attendance is an essential function of the position.
- Foster the AMERISAFE culture by embracing the pillars of consistency, focus, frugality, ownership and service.

### Qualifications:

- State license to handle Workers' Compensation claims, if required.
- Bachelor's degree or five years claim handling experience.
- Strong computer skills to include Microsoft Windows, Outlook, Word,
- Excel and basic internet navigation
- Must possess the ability to learn and acquire proficiency in maintaining a "paperless" claim file by utilizing proprietary programs, software and web based applications, including, but not limited to, ICAMS, and all vendor related programs, software and web-based applications.
- Valid driver's license
- Continuing education, as required to retain state adjusters license and/or meet AMERISAFE continuing education standards

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_