



Office of the District Attorney Alameda County

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District Attorney
alcoda.org

CLAIMS SPECIALIST

\$64,369.50 - \$76,245.00 yearly
Bargaining Unit: SEIU 1021

The District Attorney's Office Claims Specialist plays a crucial role in supporting victims of crime by helping them navigate the compensation process and access the resources they need. The Claims Specialist reviews and process claims submitted by victims of violent crimes or their families. This includes verifying eligibility and ensuring that all necessary documentation is provided. They provide guidance to claimants on how to complete their applications and what types of compensation they may be entitled to, such as medical expenses, lost wages, or funeral costs. Specialists track the status of claims, resolve issues, and ensure that compensation decisions are made in a timely manner. They serve as a point of contact between the claimants and the Board, addressing any concerns or questions that arise during the claims process. They ensure that all actions comply with the California Victim Compensation Board's (CalVCB) policies and state regulations.

POSITION DESCRIPTION

- Processes the victims of crime applications to render a recommended determination for the claimant's eligibility for program administered financial benefits.
- Reviews intake application identified on new eligibility determination (ED) claims for data entry correctness.
- Review and analyze crime information, supportive medical records, Mental Health in Lieu Crime Report Forms, Forensic Records, police supplemental investigative report and coroner reports, to identify the elements of a qualifying crime, according to statutes, rules, and regulations.
- Communicates verbally and in writing with law enforcement officials, Child Protective Services, Probation Departments, County Coroner/Medical Examiner, CALICO, Deputy District Attorney, DA Inspectors, Licensed Therapists and a variety of other agencies and individuals to obtain and/or clarify crime information; investigate potential issues affecting eligibility for CalVCB Benefits, including participation or involvement in the incident and cooperation with the reasonable requests of law enforcement.
- Determines and documents all relevant and detailed information regarding the nature and extent of crime related injuries to facilitate evaluations of crime related losses and document any potential issues that may affect payment.
- Prioritizes eligibility processing of new incoming victims of crime applications received directly from Highland Hospital, Social Services, Various Departments coordinated under the administration of the Health Care Services Agency (HCSA).
- Consults Lead Claims Specialist, Claims Unit Supervisor and JP Analyst in complex situations, including critical review of any recommended eligibility applications.
- Documents analysis supporting eligibility recommendation and prepare written notification to claimant and/or representative regarding approval or denial of the claim request.

- Identifies applications filed late after the statutory filing period and makes an appropriate recommendation on the acceptance or denial of the late application. Refers distinguished or complex late filing issues to Lead-Senior Claims Personnel or Claims Unit Supervisor.
- Elevates difficult clients and service providers to Lead-Senior Claims Specialist and Claims Unit Supervisor.
- Performs verbal and written contact for verification purposes with hospitals, physicians, law enforcement officials, DA Office personnel, liability and casualty insurance companies, mental health treatment service providers, health insurance companies, worker's compensation, attendant caregivers, restitution analysts, agency billing departments, home security companies, landlord/property management, mortuary/cemetery service providers, employers, Medi-Cal, State Disability, Social Security, Attorneys, collateral benefits, federal, state and local government agencies and other deemed necessary entities to verify financial loss requests.
- Maintains active update on policy information changes, new legislation, procedural changes and current events through regular claims meeting attendance, training classes, and all required Trauma Informed services trainings and refreshers.

MINIMUM QUALIFICATIONS

Education:

- A high school diploma or GED is typically required.
- An associate degree or a bachelor's degree in business administration, finance, insurance, or a related field may be preferred.

Experience:

- Previous experience in a claims-related role or in customer service is often required. This can range from one to three years, depending on the complexity of the position.

Desired Qualifications:

- Experience providing direct services to crime victims (e.g. assessing for service eligibility, referrals to resources etc.). Evaluating personal and financial data to verify completeness and accuracy, determine eligibility and calculate benefit awards. Experience investigating and analyzing applications and claim documentation for program participants. Experience working in a case management system.
- Ability to speak multiple languages (i.e. Spanish, Mandarin, Vietnamese, Swahili, Amharic, etc.)

License/Certification:

- Certified Insurance Claims Professional (CICP) or similar

KNOWLEDGES, SKILLS & ABILITIES:

Knowledge of:

- **Knowledge of Relevant Laws and Regulations:** Understanding of industry-specific regulations and compliance requirements by the CalVCB.
- Knowledge of the California Victim Compensation Board claims policies and procedures
- **Technical Proficiency:** Familiarity with computer systems and software used for claims processing is important. Proficiency in Microsoft Office Suite (especially Excel) is commonly required.
- Active working knowledge of CalVCB's mission, goals and policies to ensure progress and completion of work assignment and tasks conform to the overall objectives of the Claims Unit application and bill verification duties, and the entire Victim Witness Office Division.

Skills to:

- **Communication Skills:** Strong verbal and written communication skills are essential for explaining policies, handling disputes, and interacting with clients and other stakeholders.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Foster positive working relationships with internal and external customers, clients and co-workers.

Ability to:

- **Customer Service Orientation:** Ability to handle inquiries and issues professionally and provide excellent service to clients or claimants.
- **Attention to Detail:** Accuracy is crucial when processing claims and ensuring all documentation is correct.
- **Analytical Skills:** Ability to analyze claims, understand complex policies, and identify discrepancies or issues.
- **Organizational Skills:** Ability to manage multiple claims and maintain thorough records.
- **Writing:** Ability to draft and write concise and clear reports and case notes when filing claims

BENEFITS

For your Health & Well-Being

- Medical – HMO & PPO Plans
- Dental – HMO & PPO Plans
- Vision or Vision Reimbursement
- Share the Savings
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- County Allowance Credit
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- Employee Assistance Program

For your Financial Future

- Retirement Plan - (Defined Benefit Pension Plan)
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance

- 12 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Management Paid Leave**
- Catastrophic Sick Leave
- Group Auto/Home Insurance
- Pet Insurance
- Commuter Benefits Program
- Guaranteed Ride Home
- Employee Wellness Program (e.g. At Work Fitness, Incentive Based Programs, Gym Membership Discounts)
- Employee Discount Program (e.g. theme parks, cell-phone, etc.)
- Childcare Resources
- 1st United Services Credit Union

HOW TO APPLY:

To be considered for the position, may you please send the following application items to Recruitment Unit at: DARecruiting@acgov.org

1. Please send a Cover Letter and Resume; and
2. Please complete the DAO's [Job Application](#); and

The District Attorney's Office is an Equal Opportunity Employer. All qualified candidates, regardless of race, ethnicity, gender, sexual orientation, or physical ability are encouraged to apply.