



Example of Claims Representative Job Description

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Our company is growing rapidly and is looking for a claims representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for claims representative

- Handles claims within designated authority, ensuring compliance with appropriate statutory laws
- Evaluates and negotiates claims, recognizes subrogable situations and initiates action
- Analyze information in order to evaluate assigned claims to determine the extent of loss, taking into consideration contributory or comparative negligence
- Evaluate, negotiate and resolve claims within delegated authority
- Assess claims to determine required documentation and supporting information
- Gather, through written or phone interactions, necessary documents including police reports, property repair estimates, and witness statements, as appropriate to the type of claim
- Set up and control claim file according to prescribed policy/procedures and (respective) state and internal compliance requirements
- Ensure satisfactory client experience by providing timely responsiveness and claim settlement within associate authority limits
- Ensure claims and all associated facts/information are accurately and thoroughly documented in the claims administrative tracking system, including policy benefits/coverages and settlement information
- Finalize claims and close files, per departmental procedures

Qualifications for claims representative

- Review, evaluate and analyze information relating to claims, lawsuits and events by reviewing medical records, conducting interviews with hospital staff, and collecting evidence related to claims
- Facilitate effective communication with hospital administration, professional and ancillary staff and outside legal counsel in order to assist in the defense of cases, which includes the preparation of cases for trials
- Administer the professional and general liability insurance program, review correspondence, meeting with, guiding, and directing outside defense counsel to ensure compliance with the hospitals claims management program
- Engage in settlement negotiations with plaintiffs' attorneys within assigned authority levels, direct further action regarding defense strategy, settlements or appeals
- Reviews workers compensation claims to determine if potential for Second Injury Fund recoveries exist
- Pursues medical information necessary to qualify claim for acceptance by the Second Injury Fund