

# California Insurance Guarantee Association

## Position Description

Position Title: **TPA Program Manager (TPM)** Functional Department: W/C Claims  
Reports to: Vendor Services Manager  
Salary Grade: 22 Last Revision Date:  
FLSA Status: Exempt Approved by:

### **I. Position Summary:**

Under the direction of the Vendor Services Manager, responsible for the overall program management and compliance of third party administrators (TPA) that are contracted to administer and resolve workers' compensation claims in accordance with the California Labor Code and within the provisions of Article 14.2 § 1063 of the California Insurance Code. Handles a broad range of administrative and managerial duties including the creation, implementation, and oversight of TPA goals and programs developed in support of departmental and organizational objectives. Establishes and implements effective methods of measuring and monitoring TPA performance and responds quickly to deficiencies in order to effect change toward goal achievement.

Designs, executes, and finalizes comprehensive projects by coordinating the efforts of team members and TPAs to ensure deliverables are met within establish deadlines. Enforces TPA performance expectations in line with CIGA's Claims Administration Guidelines.

### **II. Position Responsibilities and Result Accountabilities:**

#### **1. TPA Program Management**

- Develop and implement quality improvement initiatives that will elevate overall TPA performance and take responsibility for ensuring deficiencies are quickly addressed and resolved.
- Design oversight methods and tools to measure performance, identify trends, and track claim outcomes with the goal of increasing efficiency, decreasing costs, and reducing open inventory.
- Manage the implementation of and monitor compliance with CIGA's existing and future cost-savings initiatives: MPN, Pharmacy, Bill Review, Litigation, Investigation, Court Reporting, Photocopy Services, and Transportation/Translation.
- Responsible for implementing strategies to ensure TPA compliance with achieving disposition goals.
- Perform and document complex case analyses to identify claim exposures, develop action plans, and ensure appropriate reserving levels.
- Identify cases ready for settlement and assist with the development of appropriate legal

- strategies to achieve case resolution within defined timelines.
- Analyze workflow procedures within TPA environment to improve claim outcomes by identifying production inefficiencies.
  - Build and maintain mutual relationships with TPA partners by employing inclusion initiatives that share goal-setting responsibilities while maintaining accountability for achieving established objectives.

## **2. TPA Compliance with CIGA's Claims Administration Guidelines**

- Provide guidance and assistance to TPA supervisors and managers in the oversight and direction of CIGA's workers' compensation claims pursuant to Insurance Code, Article 14.2§1063 and provide meaningful feedback on improving the administration of CIGA claims.
- Provide technical expertise on claims matters to the TPA claims staff pursuant to CIGA's Claims Administration Guidelines by identifying critical claims and documenting analyses and recommendations in the claims system.
- Monitor and address file activities by keeping effective claims diaries on targeted claims, and proactively respond to claim movement as necessary.
- Implement and enforce all policies, procedures, and activities required of TPAs in support of CIGA's Claims Administration Guidelines.
- Develop and implement oversight programs to ensure audit results meet or exceed CIGA's audit benchmarks.
- Respond promptly to audit deficiencies by outlining issues and documenting recommendations for improvement.
- Provide settlement and reserve authority within established authority levels.

## **3. Program Administration, Evaluation, and Participation**

- Assist in the development and implementation of overall strategic objectives targeting opportunities to increase efficiency, decrease costs, and reduce open claim inventory.
- Regularly schedule, attend, and participate in department team meetings to analyze targeted claims and develop aggressive action plans to improve claim outcomes and decrease claim costs.
- Work closely with other program managers to identify irregular trends or patterns of claim performance that require a change in policy or procedures and forward relevant recommendations and supporting documentation to the Vendor Services Manager.
- When required, communicate effectively with all stakeholders to deliver program results, action plans, and recommendations.
- Enhance department and organization reputation by accepting ownership of work product and responding to matters in a professional and respectful manner.
- Serve on CIGA committees, when needed, and actively contribute by providing meaningful input and direction to the issues at hand while competently representing the department.

### **III. Position Knowledge and Personal Skills:**

Possess a business-focused approach at all times; always seeking ways to positively impact program results.

A forward-thinker who takes initiative and has the ability to design and direct projects and processes.

Able to define problems, collect data, establish facts, and draw valid conclusions. Able to integrate data into valid action plans and lead them to conclusion.

Able to set meaningful objectives, assign tasks, measure and analyze outcomes, and make appropriate recommendations for change based on good judgment.

Effective oral and written communication skills with the ability to plan, prepare, and present material effectively, as required, to achieve the accountabilities of the position.

Courteous, flexible and professional attitude and behavior when working with receivers, liquidators, CIGA management, co-workers, and TPAs.

General knowledge of computer skills, including e-mail, word processing, data entry, and CIGA claim system software application.

Able to work independently as well as in a team environment.

Demonstrated understanding of workplace health and safety procedures.

### **IV. Management Responsibilities:**

Leads the planning, implementation, and evaluation of approved initiatives. Assists with establishing the scope of TPA oversight including goals and expected deliverables.

Plans and schedules timelines, tracks progress, and evaluates results.

Prepares and presents progress reports to CIGA management.

Builds credibility, trust, and rapport with stakeholders while helping to create a sense of cooperation and shared direction among the team.

Holds self and others accountable for performance expectations.

Reviews large loss reports on claims with total incurred greater than \$XXXk and confers with TPAs to discuss claim strategies, authorize reserve increases greater than \$XXk, and grants settlement requests greater than \$XXk.

Participates in regular management meetings to review claim strategies, review reserve increases greater than \$1 Mil, and settlements greater than \$XXXk for approval by the Executive Director.

Reviews monthly system generated management reports to monitor trends, establish goals, and track overall TPA performance. Results are discussed with TPA management.

Works as a member of the Vendor Services Team providing back up and support to other Team members and meets on a monthly basis with the Team to discuss overall program performance, general claim issues, and trends.

Keeps the Vendor Services Manager informed of any developing issues relevant to CIGA.

Maintains current knowledge of all legal and statutory requirements pertaining to the administration of workers' compensation claims in general and developing case law specific to CIGA.

Acts as liaison between the TPA and other state guarantee associations, liquidators, the California Department of Insurance and professional service providers.

On an occasional basis, may need to travel to TPA locations to participate in meetings.

## **V. Position Education and Experience Requirements:**

**Education:** Undergraduate degree from an accredited college or university required. IEA certification or SIP certification preferred.

**Experience:** At least six (6) years of California workers' compensation insurance claims experience including at least three (3) years in a supervisory or managerial role. Program management experience would be beneficial.

**Special Knowledge:** Intermediate Microsoft Office software skills, in particular Word, Excel, PowerPoint, Outlook. Experience with Adobe Acrobat.

## **VI. Physical Requirements:**

Required job duties are essentially sedentary work, consisting of occasional walking, standing, lifting and/or carrying 20 lbs. maximum, seeing, speaking, operation of a vehicle and willingness to travel by airline or other modes of public transportation. Site visits may require occasional overnight travel.

**The information presented is intended to describe the general nature and level of work required of an employee holding this position. This information is not intended to be construed as an exhaustive list of all responsibilities, duties and skills, and from time to time position duties and responsibilities may be modified or adjusted to meet the demands**

**of the position without a formal revision to this position description.**