

State Farm Claims Specialist Job Description

- Investigate insurance claim to determine if it qualifies for payment under the policy
- Contact the insurer's representative to obtain information about the claim
- Obtain all necessary documentation from the claimant and/or witnesses
- Contact third party providers such as doctors or hospitals to verify medical treatment received by the insured person
- Review the entire file to ensure that no additional payments are due
- Prepare an accurate report summarizing the investigation and findings
- Provide any other assistance requested by the insurer's representatives
- Inform the insurer when the claim has been closed
- Keep records of all work performed in connection with the claim
- Maintain confidentiality regarding information obtained during the course of the investigation
- Follow up on outstanding issues related to the claim
- Make sure all necessary reports are completed and submitted promptly to the appropriate parties
- Evaluate the accuracy of the completed reports
- Correct any errors found in the reports
- Report to the supervisor any problems encountered while performing your duties
- Carry out negotiations of claim settlements with claimants and their attorneys
- Assist in processing new claims.