



TORO Analysis of Billing, Cost, and Rate Clerks to Insurance Claims Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters			
From Title:	Billing, Cost, and Rate Clerks	43-3021.02	Abilities:	Importance Level: 50	Weight: 1	
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1	
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1	

OUTPUT SECTION:

Grand TORQ:

95

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	 97	Level	 97	Level	 91

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	55	7	78	No Skills Upgrade Required!				Customer and Personal Service	79	25	85
Oral Expression	57	7	72								
Written Expression	48	6	65								
Speech Recognition	53	5	72								
Inductive Reasoning	46	5	50								
Deductive Reasoning	46	4	59								
Oral Comprehension	53	2	68								
Speech Clarity	46	2	68								
Near Vision	57	2	65								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Billing, Cost, and Rate Clerks and Insurance Claims Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Billing, Cost, and Rate Clerks	Insurance Claims Clerks	Importance
Written Comprehension	48 	 55	 78



Oral Expression	50	57	72
Speech Recognition	48	53	72
Oral Comprehension	51	53	68
Speech Clarity	44	46	68
Written Expression	42	48	65
Near Vision	55	57	65
Information Ordering	48	48	62
Deductive Reasoning	42	46	59
Selective Attention	35	32	56
Problem Sensitivity	44	41	50
Inductive Reasoning	41	46	50
Category Flexibility	44	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Billing, Cost, and Rate Clerks	Insurance Claims Clerks	Importance
Reading Comprehension	67	58	77
Active Listening	68	54	75

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Billing, Cost, and Rate Clerks	Insurance Claims Clerks	Importance
Customer and Personal Service	54	79	85
Clerical	74	71	83

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Billing, Cost, and Rate Clerks	Insurance Claims Clerks	Description	Billing, Cost, and Rate Clerks	Insurance Claims Clerks
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	11%	0%	Master's Degree	0%	2%
2-4 years	14%	27%	Post-Bachelor Cert	0%	0%
1-2 years	35%	20%	Bachelors	18%	0%
6-12 months	15%	14%	AA or Equiv	24%	5%
3-6 months	8%	5%	Some College	4%	32%
1-3 months	0%	15%	Post-Secondary Certificate	15%	6%
0-1 month	0%	4%	High School Diploma or GED	35%	53%
None	13%	9%			



No HSD or GED

1% | 0%

Billing, Cost, and Rate Clerks

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Billing, Cost, and Rate Clerks

Insurance Claims Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Specific Tasks

Occupation Specific Tasks:

Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books,

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.



manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.

- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- maintain account records
- maintain balance sheets

- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers



- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines
- prepare billing statements
- prepare cost estimates
- prepare reports
- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

Labor Market Comparison

Description	Billing, Cost, and Rate Clerks	Insurance Claims Clerks	Difference
Median Wage	\$ 27,580	\$ 31,380	\$ 3,800
10th Percentile Wage	\$ 20,390	\$ 24,090	\$ 3,700
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,490	\$ 36,980	\$ 5,490
90th Percentile Wage	\$ 36,570	\$ 42,620	\$ 6,050
Mean Wage	\$ 27,790	\$ 32,190	\$ 4,400
Total Employment - 2007	1,990	1,810	-180
Employment Base - 2006	2,045	1,849	-196
Projected Employment - 2016	2,066	1,699	-367
Projected Job Growth - 2006-2016	1.0 %	-8.1 %	-9.1 %
Projected Annual Openings - 2006-2016	28	22	-6

National Job Posting Trends

Trend for Billing, Cost, and Rate Clerks

Trend for
Insurance
Claims
Clerks

Data from [Indeed](http://Indeed.com)

Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Billing, Cost, and Rate Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-3021.02	Billing, Cost, and Rate Clerks	100	3	1,990	\$27,580.00	\$0.00	1%	28
43-9041.01	Insurance Claims Clerks	95	2	1,810	\$31,380.00	\$3,800.00	-8%	22
43-3051.00	Payroll and Timekeeping Clerks	94	3	650	\$30,470.00	\$2,890.00	-3%	17
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$3,800.00	-8%	22
43-3021.01	Statement Clerks	92	2	1,990	\$27,580.00	\$0.00	1%	28
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	92	3	7,220	\$29,840.00	\$2,260.00	6%	177



43-4011.00	Brokerage Clerks	92	3	270	\$39,120.00	\$11,540.00	-13%	8
43-4031.03	License Clerks	92	2	1,190	\$27,650.00	\$70.00	9%	37
43-4031.01	Court Clerks	92	2	1,190	\$27,650.00	\$70.00	9%	37
43-3021.03	Billing, Posting, and Calculating Machine Operators	91	2	1,990	\$27,580.00	\$0.00	1%	28
43-6011.00	Executive Secretaries and Administrative Assistants	91	3	3,330	\$38,830.00	\$11,250.00	6%	76
43-6014.00	Secretaries, Except Legal, Medical, and Executive	91	2	10,400	\$28,260.00	\$680.00	-6%	172
43-4131.00	Loan Interviewers and Clerks	91	2	770	\$28,060.00	\$480.00	-9%	14
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$28,510.00	-1%	12
43-4141.00	New Accounts Clerks	91	2	210	\$28,080.00	\$500.00	-14%	6

Top Industries for Insurance Claims Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%



Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Billing, Cost, and Rate Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%