

Clerical Codes are Not Created Equal

Class code 8810 is the most misunderstood and misused code when submitting prospect notifications. When we think of clerical codes, we tend to default to 8810. However, when we look at the title of 8810 it says, "Clerical Office Employees NOC." NOC is the NCCI acronym for "Not Otherwise Classified." This should be our first clue that not all clerical jobs are created equal or fall under this code. There are many factors that determine a clerical code, so let this report be a guide, but not an all-inclusive document. For further detail, please contact one of the authors or your InSource Account Manager.

As a staffing company, when providing pricing to your clients, you will want to ensure you have the proper code so your pricing is correct, and to help capture as much revenue as you can. Not to mention, coding properly helps avoid future problems from the insurance carrier.

There are several special conditions that allow employees to be included within the 8810 class code. We've listed several of these below. Without providing the entire NCCI scopes regarding 8810, these are some of the main conditions.

- Clerical employees who perform telecommuting activities may qualify for Code 8871 - Clerical Telecommuter Employees.
- The duties of a clerical office employee include creation or maintenance of financial or other employer records, handling correspondence, computer composition, technical drafting, and telephone duties, including sales by phone.
- A clerical office is a work area separated and distinguishable from all other work areas and hazards of the employer by floors, walls, partitions, counters, or other physical barriers.
- A clerical office excludes work or service areas and areas where inventory is located, products are displayed for sale, or to which the purchaser customarily brings the product from another area for payment.

So, let's look at a couple of examples.

A hardware store has a need for a clerical person to do payroll and answer phones. The employee is in a separate office away from the area where hardware is for sale. This employee could be rated under 8810. However, if the employee has additional duties that would take him/her into the store such as helping customers locate products, stocking shelves, cleaning up at night, the employee would have to be rated under class code 8010, even though he/she has a title of clerical or administrative.

A law office has the need for an administrative assistant. The job is purely clerical with no other duties. This position would be rated under class code 8820 as that code includes Attorney – All Employees and Clerical, Messengers, and Drives.