Claims Examiner

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CLAIMS EXAMINER I	2921	B14	$37,144 - $55,134
CLAIMS EXAMINER II	2922	B16	$40,918 - $61,130
CLAIMS EXAMINER III	2923	B18	$45,521 - $71,055
CLAIMS EXAMINER IV	2924	B20	$51,158 - $81,351
CLAIMS EXAMINER V	2925	B22	$57,614 - $93,138

GENERAL DESCRIPTION

Performs disability determination or workers' compensation work involving reviewing and evaluating claims for benefits, researching and reviewing claims and case histories, evaluating data, conducting investigations, and preparing case determinations.

EXAMPLES OF WORK PERFORMED

Researches and reviews disability or workers' compensation claims to determine jurisdiction and to secure proper documentation.

Reviews and evaluates medical evidence, which may include injury and accident records and reports.

Requests consultative examinations to develop sufficient evidence to settle claims, obtains medical or vocational reviews of evidence, and/or assesses residual physical and/or mental capacity.

Settles disability or workers' compensation claims and prepares documented determinations regarding whether a disability or work-related injury exists.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between journey levels include the degree of independence in performing the work and the complexity of the work, and may include the years of related experience. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

CLAIMS EXAMINER I: Performs routine (journey-level) disability determination or workers' compensation work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also assist other staff in performing job duties of greater complexity and may maintain confidential files.

CLAIMS EXAMINER II: Performs moderately complex (journey-level) disability determination or workers' compensation work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous level and may routinely assist other staff in performing work of greater complexity. Employees may:

- Participate in the development of a disability determination program or a workers' compensation program.
- Identify, review, and report cases involving potential fraud.

Note*: A senior-level employee (levels III-V) may serve in a lead or supervisory role. Senior-level employees may perform the full range of work identified within every level and/or may oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the size and complexity of disability determination or workers' compensation investigations, and the employee's related experience and education.*

CLAIMS EXAMINER III: Performs highly complex (senior-level) disability determination or workers' compensation work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Review requests for appeal actions, evaluate available material, secure necessary evidence, prepare supporting documentation, and review determinations and affirms or revises as needed.
- Assess individuals' residual functional capacity and ability to perform past relevant work as a result of alleged impairments.
- Develop physical or mental developmental assessments.
- Represent the State of Texas in administrative hearings regarding workers' compensation.

CLAIMS EXAMINER IV: Performs advanced (senior-level) disability determination or workers' compensation work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Develop policies and procedures.
- Serve as a subject matter expert on claims administration.

CLAIMS EXAMINER V (Added 9-1-2025): Performs highly advanced (senior-level) disability determination or workers' compensation work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field and may:

- Oversee and direct the work ensuring efficient claims administration and compliance with policies and procedures.

- Prepare and/or direct the preparation of program management, productivity studies, and performance metrics to assess claims administration effectiveness.
- Establish department goals and objectives; develop and approve schedules, priorities, and standards for achieving goals.
- Provide advanced technical guidance on complex claims issues, ensuring staff understand and correctly apply laws, policies, and procedures.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of applicable laws and regulations concerning disability determination or workers' compensation, and medical and psychological terminology.
- Skill in customer service techniques and the use of a computer and office equipment.
- Ability to prepare determinations or claims explanations, to apply and explain relevant laws, to read and analyze documents, to prepare correspondence and reports, to manage caseloads, and to communicate effectively.

Additional for Claims Examiner III - V levels

- Ability to oversee and/or supervise the work of others.