



Claims Examiner II

Salary Group: B16

Class Code: 2922

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
CLAIMS EXAMINER I	2921	B14	\$31,144 - \$49,134
CLAIMS EXAMINER II	2922	B16	\$34,918 - \$55,130
CLAIMS EXAMINER III	2923	B18	\$39,521 - \$64,449
CLAIMS EXAMINER IV	2924	B20	\$45,158 - \$73,788

GENERAL DESCRIPTION

Performs moderately complex (journey-level) disability determination or workers' compensation work. Work involves reviewing and evaluating claims for benefits. May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

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

Reviews and evaluates injury and accident records and reports.

Requests consultative examinations to develop sufficient evidence to settle claims and obtains medical or vocational reviews of evidence.

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

Prepares forms, letters, and supporting materials to complete claimant profiles and document disability or workers' compensation decisions.

Provides technical consultations.

Maintains confidential files.

Participates in the development of a disability determination program or a workers' compensation program.

Identifies and reports cases involving potential fraud.

Assists with developing physical or mental developmental assessments.

May order consultative examinations to investigate undocumented claims and/or clarify medical evidence.

May provide guidance to others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in disability determination, workers' compensation, or insurance. Graduation from an accredited four-year college or university with major coursework in business administration, social work, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of applicable laws and regulations concerning disability determination or workers' compensation, and of medical and psychological terminology.

Skill in customer service techniques, and in 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, to communicate effectively, and to provide guidance to others.