



CLAIMS EXAMINER

SCOPE OF WORK:

Individuals in positions assigned this classification are responsible for reviewing claims for initial determination, monetary determination, and adjustments in accordance to federal and state law, policies and procedures.

DUTIES PERFORMED AT ALL LEVELS:

- Review claim forms and related documents for validity and compliance with benefit regulations; contact claimant if the information submitted is incomplete or inaccurate.
- Process interstate and intrastate initial and continued claims.
- Verify computer records and claim records to determine the status of claims.
- Review claims for work search requirement, job attached, or union status.
- Process request for transfer of wages under the interstate arrangement for combining employment and wages; screen claim for possible overpayment.
- Screen records of benefit payments against wage record files to detect fraudulent claims.
- Process and prepare report on determination of combine wage claims.
- Input wage items and other related information into data base.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

CLAIMS EXAMINER I
GRADE E

4351

LEVEL DEFINITION:

Individuals in positions classified at this level function in a training capacity and perform the complex clerical work involved in reviewing claims.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Type and review work search agreements.
- Maintain record of the dates work search agreements are sent.
- Schedule eligibility review; issue non-monetary determination suspending benefits if eligibility review is not received within set time limit.
- Transmit routine claims for payment; advise supervisor if further investigation is needed.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and three years of clerical or claims processing experience.

CLAIMS EXAMINER II
GRADE F

4352

LEVEL DEFINITION:

Individuals in positions classified at this level conduct the specialized examinations of claims.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Determine if the claim file requires adjudication or can be released for benefit payment.
- Process partial benefit claims utilizing information provided by the employer and employee; make the determination if claimant is eligible to receive payments.
- Interview claimants and provide assistance with filing claims for benefits.
- Review rejected benefit payment records; take corrective action to ensure payment of benefits.
- Issue benefit checks.
- Assist in the audit of individual benefit payment records.
- May act as a lead worker by supervising and assisting Claims Examiner I's.

MINIMUM QUALIFICATIONS:

The appointing authority shall establish a specific additional type and amount of experience required when recruiting at this level.

Eff. Date: 7/75

Rev: 5/92 – Rewritten; factoring project, minimum qualifications changed.

Rev: 5/97 – Rewritten in current format

Rev: 7/12 – Conversion to Hay System