

GENERAL DESCRIPTION OF CLASS

The DEPARTMENT OF JUSTICE (DOJ) CLAIMS EXAMINER manages an assigned case load of compensation claims from victims of violent crime and/or from injured inmates of correctional institutions. Employees in this class determine statutory eligibility of claims, investigate circumstances surrounding an injury incident or assault, and prepare administrative orders awarding benefits.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

DUTIES AND RESPONSIBILITIES

- 1.Claims Eligibility Determination.** Typical tasks: determines adequacy of documentation in claim file; reviews physician narrative summaries, hospital chart notes, and surgery reports to validate assertions of claimants that specific injuries or medical conditions resulted from crimes or accidents covered by statutory provisions; interprets documents to establish a legal basis for payment of services to medical providers or a basis for denial of compensation in cases of fraud, misrepresentation, or error; determines reasonableness of billing practices, charges, and compensability under statutory criteria according to type of provider (i.e. physician, chiropractor, surgeon, dentist, oral surgeon, or orthopod); reviews, in detail, documentation of mental health counseling provided or proposed for a claimant to assure conformance with statutory authority; determines that providers' training, qualifications, licensing, and registrations meet requirements of statutes to assure compensability of services; obtains needed additional information through direct, written, or telephone contact with applicant, witnesses, assailants, or medical service providers.
- 2.Qualifying Incident Determination.** Typical tasks: determines whether a criminal incident qualifies as a compensable crime under the statute; reviews law enforcement incident reports and investigative reports related to the crime, consults with police officers and detectives, and interviews witnesses and assailants drawing conclusions of law based on evidentiary facts.
- 3.Inmate Injury Claims.** Typical tasks: determines whether an injured inmate's claim for compensation is valid; reviews the report of injury, the medical treatment records from the institution and outside medical service providers, institution work rules, and pay records; interviews the inmate, supervisors, and witnesses to assemble an accurate record of an injury incident; may conduct surveillance activities to personally observe actions and limitations of the claimant; may require and arrange independent medical examinations to establish actual disability in cases of disputed disability; makes a determination of compensability and issues an acceptance or denial order.
- 4.Benefits Calculation.** Typical tasks: calculates, using statutory guidelines, Administrative Rules, policy statements, and office procedures, benefits available to a claimant in one or more of several forms (reimbursement for paid medical expenses, replacement of lost earnings, replacement of lost support, funeral benefits, counseling benefits, rehabilitation benefits, permanent or temporary partial or total disability); authorizes, through examination and validation of medical provider statements, payments direct to the provider.

- 5. Administrative Orders.** Typical tasks: prepares administrative orders setting forth facts, conclusions of law, and benefit payment instructions or denial of benefits establishing a legal basis for subsequent payment of public funds or denial of such payment; receives requests for reconsideration or appeal on disputed claims and prepares amended orders when additional information is provided by the claimant to support reversal or modification of original orders; assists the assigned attorney in preparing claim files and related material; and may provide testimony as a witness in the proceedings, when appeal hearings are scheduled to adjudicate a contested case.
- 6. Technical Consultant.** Typical tasks: serves as an advisory staff member recommending policy and procedure changes to the Director of the Crime Victims' Compensation Program, the Administrator of Special Compensation, and/or other unit manager; participates in drafting legislation changes and public relations programs of information dissemination and advocate training; assists District Attorney and City Prosecutor office staffs in victim assistance activities.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular in-person and phone contact with claimants, members of the public, their attorneys, medical providers, witnesses, and assailants. Some of these contacts may be adversarial or hostile, characterized by resistance, reluctance, and deception which must be confronted directly to obtain needed information. Department of Justice Claims Examiners have frequent in person or phone contact with representatives of other law enforcement agencies to obtain or provide information.

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior who reviews work periodically by reading and approving/disapproving administrative orders prepared at the conclusion of investigations. Work is reviewed for timeliness, accuracy, and conformance with agency rules, policies, procedures, governing statutes, and rules of evidence.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

Skill in interviewing, assembling claim file documents, and recording all other results of investigations.

Skill in applying rules and regulations to specific situations.

Skill in interpreting information and making determinations based on these interpretations.

Skill in reading and interpreting laws, rules, policies, and procedures.

Skill in applying knowledge of claims documents to claim resolution.

Skill in dealing effectively with hostile and disinterested people.

Skill in communicating effectively with persons of differing socioeconomic background.

Skill in communicating effectively both orally and in writing.

Ability to learn medical terminology, practices, and procedures, as applied to emergency treatment of injuries, restoration, and rehabilitation.

Ability to learn mental health counseling techniques, as applied to trauma, abuse, and physiological impact.

Ability to learn medical, dental, psychiatric, and other practice modes as applied to registration, licensing, billing, and related issues.

Ability to learn administrative law emphasizing administrative orders, reconsideration, appeal, hearings, and contested case processes.

Ability to learn the criminal justice system, including court operations, sentencing, parole, restitution, diversion, and conviction.

Ability to learn civil and criminal law, including categories of offenses.

Ability to deal sympathetically with emotionally traumatized victims of violence, alcoholism, substance abuse, and domestic subjugation.

Ability to learn agency Administrative Rules, policies, procedures, and governing statutes and to apply them to claims decisions which are often of borderline clarity.

Ability to deal with unexpected developments or nonstandard circumstances.

Ability to objectively analyze conflicting allegations, testimony, and documentary records.

Ability to prepare clear, concise, comprehensive written administrative orders, reports, and correspondence and to explain decisions made in the process of claim determination.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for all positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.