

PART I	DEPARTMENT OF PERSONNEL SERVICES	2.457
	STATE OF HAWAII	2.458
. . . . .		2.459
	Class Specifications	2.460
	for the	2.461

RETIREMENT CLAIMS EXAMINER SERIES

Series Definition:

This series includes all classes of positions the duties of which are to supervise or perform work involving the examination, development, adjudication, authorization and reconsideration of claims for benefits provided by the State of Hawaii Employees' Retirement System.

The State of Hawaii Employees' Retirement System provides for:

1. Payment of retirement benefits to State and County employees for service and disability retirement;
2. Death benefit payments to beneficiaries of System members; and
3. The refund of contributions deposited to annuity savings and post retirement accounts to employees who terminate government service and withdraw from the System.

Other work of positions in this series includes counseling of members, retirees, beneficiaries and others on the System's retirement benefits and services; conducting of pre-retirement and informational sessions throughout the State; and recommending statutory and procedural changes to facilitate benefit claims processing.

Enrollment of employees into the System involves the examination of employees' personnel records, payroll records or other documents to determine eligibility for membership in the State of Hawaii Employees' Retirement System. Other duties include verifying the accuracy and completeness of information (name, social security number, address, etc.) on applications or claims against records, reports and other information on file; following up on erroneous or insufficient information on new members and ensuring the timely filing of applications or claims.

Development of a claim involves obtaining additional information, evidence or proofs in order to resolve discrepancies and/or inconsistencies found in claims, applications or other records. Also, such work requires the exercise of judgment in determining the authenticity or acceptability of supporting documentary evidence such as employment histories, birth certificates, marriage certificates, court records, church records, etc. Judgment is also exercised in evaluating and determining the credibility of unsupported statements or affidavits and in resolving contradictory evidence and in securing acceptable proof when no primary evidence is available.

Adjudication of a claim involves the evaluation of the facts and pertinent evidence of the claim case; interpretation and application of relevant laws and subsequent amendments, rules, regulations, precedents and other criteria; determination of whether or not the claimant is entitled to the benefits for which the claim was filed and, if the claimant is entitled to the benefits, determination of the dollar amount payable.

Authorization of a claim involves a final review, subject to the Board of Trustees' approval, of the entire claim case to assure that all legal and technical requirements have been met and that all discrepancies and/or inconsistencies have been resolved. Authorization allows or disallows the payment of money to the claimant.

Reconsideration of a claim involves readjudicating the claim because of a dispute or disagreement concerning an earlier determination on the claim. This is the final step in the claims examining process before formal appeal action is taken by the claimant. It involves a thorough and independent readjudication of the claim, further development of facts and evidence and a review of the decision that authorized the claim. The review of additional or new evidence for a claim that was tentatively adjudicated and/or authorized is not a reconsideration.

Retirement Claims Examiners counsel members, retirees, beneficiaries and others on the System's retirement benefits and services. They offer significant advice to members who will retire and who need to select an appropriate retirement benefit option. Examiners also address the special needs of retirees concerning Medicare benefits, health plan coverage and charges, etc. They answer basic questions pertaining to individual retirement accounts (IRA), deferred compensation plan, social

security and other replacement income or tax savings topics of interest to members, retirees, beneficiaries and others. They provide information from System records to financial planners, attorneys and insurance companies representing System members and others upon the request of the member or other individual.

Examiners conduct pre-retirement and informational sessions at sites throughout the State for members retiring in the near future. The Examiners develop an agenda for the session, make their presentation to the members and knowledgeable and cogently reply to all questions in a manner that conveys a positive professional image of the System. They also explain new laws, pending legislation or other legal matters and their potential or actual impact on the members' retirement plans.

In the course of their work, Examiners recommend statutory and procedural changes to facilitate benefit claims processing. They also review proposed legislation and make comments and recommendations.

Class levels in this series are determined by a combination of the following classification factors, all of which may not be applicable to every level:

1. Nature and Variety of Work
2. Nature of Supervision Received
3. Nature of Available Guidelines
4. Nature and Scope of Recommendations, Decisions, Commitments and Conclusions
5. Nature and Extent of Supervision Exercised

-----

This is to reinstate the classes RETIREMENT CLAIMS EXAMINER I, II, III and IV which were abolished on December 12, 1982; and an amendment to the specification for the classes RETIREMENT CLAIMS EXAMINER I, II, III, IV and V which were approved on October 11, 1968.

DATE APPROVED: May 8, 1984 /s/ Clement L. Kamalu  
for JAMES H. TAKUSHI  
Director of Personnel Services

RETIREMENT CLAIMS EXAMINER I

2.457

Duties Summary:

Receives basic and initial training in the claims examining process and familiarization with appropriate laws, rules, regulations and other guidelines of the State of Hawaii Employees' Retirement System; enrolls employees into the System and works on the simplest and least complicated claims requiring minimum development; and performs other related duties as assigned.

Distinguishing Characteristics:

This is the entry trainee level in the Retirement Claims Examiner Series. A position in this class is assigned to develop and adjudicate the simplest and least complicated claims. Such claims involve information and evidence that are clear, determinations that are based on clearly defined procedures, and understanding and applying specific, well-defined guidelines.

Close supervision is received on new or difficult work assignments and, as experience is gained, supervision tapers off. All actions taken or decisions made at this level are carefully reviewed by higher level staff; no final actions are taken nor authoritative decisions made at this level.

Examples of Duties:

Examines employees' personnel, payroll, employment records and/or other documents to determine which employees are eligible for membership in the System; verifies the accuracy and completeness of information such as name, social security number and address on application or claims for retirement benefits, service credit, death benefits, contribution refund, etc., against records, reports and other information on file; follows up on erroneous or insufficient information on new members and ensures timely filing of applications or claims; develops claim by securing obvious proofs to support contentions such as age, marriage, death, work service, earnings, disability, etc.; corresponds with claimants, other departments, private employers and others usually by form letter; resolves readily apparent discrepancies such as inconsistent birth dates in the claim file;

adjudicates claims by examining primary evidence (birth and death certificates, payroll records, medical documents), interpreting and applying specific and well-defined guidelines and determining the amount of money payable.

Knowledge and Abilities Required:

Knowledge of: Methods and techniques for evaluating and analyzing facts, information and issues to resolve problems; report and letter writing; research methods and techniques.

Ability to: Learn, interpret and apply the laws, rules and regulations of a retirement, old age insurance or pension program or system; read and understand a variety of legal documents; develop evidence and evaluate its sufficiency and truthfulness in support of a claim; learn and apply basic principles, practices and techniques of claims adjudication; speak and write effectively; establish and maintain effective working relationships with others.

RETIREMENT CLAIMS EXAMINER II

2.458

Duties Summary:

Performs simple to moderately complex assignments in developing and adjudicating claims; and performs other related duties as assigned.

Distinguishing Characteristics:

This is the advanced trainee level in the Retirement Claims Examiner Series. A position in this class develops and adjudicates simple to moderately complex claims. Development of the claim requires determining the most appropriate and economical methods for development and generally involves primary (birth and death certificates, payroll records) or acceptable secondary evidence (sworn affidavits, church and school records).

Adjudication involves the more frequently recurring issues which generally can be resolved by conclusive documentary evidence from the claimant or place of employment. Guidelines are specific and well-defined and normally cover the particular situation involved, but the work requires an awareness of

different interpretations of fact and application of guidelines.

Close supervision is received when more difficult cases are assigned for training purposes and more general supervision is received when assignments are simple or routine. Completed work is reviewed by higher level staff.

Examples of Duties:

Enrolls eligible employees into the System; helps individuals file applications or claims for prior service, membership service, retirement or death benefits, refund of contributions, health benefits or other matters of concern; develops claim by obtaining not so obvious evidence or proofs which are required for adjudication purposes; evaluates numerous documents or other evidence to discern forged or falsified information and the acceptability and authenticity of documents submitted as supporting proofs for filed claims; uses forms, form letters or writes letters for gathering information; resolves discrepancies or inconsistencies in the claim file; adjudicates claims with frequently recurring issues that are well covered by laws, rules, regulations and policies; computes monetary payments for retirement benefits, death benefits, benefit adjustments, contribution refunds or other benefits or allowances; answers inquiries from members, retirees, beneficiaries and others; prepares reports and may perform higher level work for training purposes.

Knowledge and Abilities Required:

Knowledge of: Laws, rules and regulations of a retirement, old-age insurance or pension program or system; basic principles, practices and techniques of claims development and adjudication; report and letter writing.

Ability to: Understand and explain retirement system laws, rules and regulations; read and understand various legal documents; learn and apply advanced principles, practices and techniques of claims development and adjudication; speak and write effectively; establish and maintain effective working relationships with others.

RETIREMENT CLAIMS EXAMINER III

2.459

Duties Summary:

Examines, develops and adjudicates the full range of claims for prior service, membership service, retirement or death benefits, contribution refunds, disability benefits, and other benefits or allowances; counsels members, retirees, beneficiaries and others on the System's retirement benefits and services; recommends statutory and procedural changes; may conduct pre-retirement and informational sessions throughout the State; and performs other related duties as assigned.

Distinguishing Characteristics:

Independently performs simple to highly complex work in the examination, development and adjudication of claims under the State of Hawaii Employees' Retirement System.

For highly complex claims, examination and development include situations peculiar to each case, conflicting and controversial statements and allegations, questionable issues that are obscure and supporting proofs that are difficult to find or are nonexistent. The development of information and evidence requires alertness, perception, discernment and ingenuity in order to conduct effective inquiries regarding claims of a controversial nature.

A position in this class adjudicates claims under the provisions of the System's laws, rules, regulations, policies, Attorney General's opinions, subsequent amendments and other requirements that may apply to the past and/or present government service of the claimant. Also, judgment is required where guidelines and precedents may not be available, not clear, or apply only in a vague and general sense to a specific case.

Other work of this level includes counseling services, recommending statutory and procedural changes and may include conducting statewide pre-retirement and informational sessions. A position in this class receives general supervision from higher level staff.

Examples of Duties:

Examines all types of applications or claims for prior service, membership service, retirement or death benefits, contribution refund, benefit adjustments, disability benefits, health fund enrollment and benefits, other benefits or allowances; develops simple claims which may only require the securing of a birth certificate or develops claims with multiple, complex issues and situations which may require detailed and extensive development in order to determine in which direction the preponderance of evidence points; resolves discrepancies or inconsistencies in the claim file such as conflicting birth dates, noncontributory periods of service, dual membership or wage discrepancies; adjudicates claims that involve primary evidence (birth certificate, payroll records) or secondary evidence (affidavits, testimonies, allegations) which may be conflicting and controversial; applies specific and well-defined guidelines or those which require interpretation and judgment because precedents are not available and their application may be vague and general; computes dollar amount of benefits and allowances; counsels members and others in selecting an appropriate retirement benefit option, choosing an appropriate health plan, or in advising and answering questions on individual retirement accounts (IRA), deferred compensation plans or estate and tax planning matters; recommends statutory and procedural changes to facilitate benefit claims processing or makes comments and recommendations on proposed legislation; may conduct statewide pre-retirement and informational sessions, including agenda development, presentation of material and knowledgeable and cogent reply to all questions in a manner conveying positive professionalism; prepares reports and correspondence; may perform higher level work for training purposes.

Knowledge and Abilities Required:

Knowledge of: Laws, rules and regulations of a retirement, old age insurance or pension program or system; advanced principles, practices and techniques of claims development and adjudication; report and letter writing.

Ability to: Interpret and explain a wide range of retirement system laws, rules and regulations; read and understand a wide variety of legal documents; develop and adjudicate a wide range of claims; speak and write effectively; establish and maintain effective working relationships with



others.

RETIREMENT CLAIMS EXAMINER IV

2.460

Duties Summary:

Examines, develops and adjudicates an extensive range of claims for benefits or allowances; authorizes the payment or nonpayment of money to the claimant; conducts pre-retirement and informational sessions throughout the State; counsels individuals on the System's retirement benefits and services; recommends changes in statutes, procedures and other areas to improve the benefit claims process; and performs other duties as assigned.

Distinguishing Characteristics:

A position in this class reflects the senior worker in which is vested authorization for the payment or nonpayment of money to claimants, with quality assurance responsibility for benefit determinations completed by lower level staff.

The work of a position in this class includes the conduct of pre-retirement and informational sessions throughout the State for members planning to retire. Agendas are developed for these sessions, presentations are made, and questions responded to in a knowledgeable and cogent manner conveying a positive professional image of the System.

Other work of this level includes counseling members, retirees, beneficiaries and others on the System's retirement benefits and services recommending changes in statutes, procedures and other areas to facilitate benefit claims processing. A position in this class receives general supervision from higher level staff.

Examples of Duties:

Reviews completed claim cases for documentation, development, decisions, rationale or other factors; identifies sources of errors and recommends or makes corrective actions; notes what type of errors are frequently being made and recommends staff training in these areas; provides advice and assistance to lower level Examiners on novel cases; develops

claims which involve supporting proofs that are difficult to find or are nonexistent, conflicting and controversial statements, or involve questionable motives of individuals offering testimonies; resolves discrepancies or inconsistencies in the claim file; adjudicates claims that are novel, highly complex with questionable and obscure issues and where guidelines and precedents may not be available, are unclear or apply only in a vague and general sense; computes all kinds of benefits, adjustments or allowances and authorizes the payment or nonpayment of money to a claimant; counsels individuals regarding retirement benefits, health plans, IRA's, deferred compensation plan or estate and tax planning matters; recommends statutory and procedural changes to facilitate benefit claims processing; reviews proposed legislation and makes comments and recommendations; conducts statewide pre-retirement and information sessions, including development of agenda, presentation of material and replying knowledgeably and cogently to all questions in a positive and professional manner; prepares reports and correspondence.

Knowledge and Abilities Required:

Knowledge of: Laws, rules and regulations of a retirement, old-age insurance or pension program or system; broad range of principles, practices and techniques of claims development and adjudication; report and letter writing.

Ability to: Interpret and explain an extensive range of retirement system laws, rules and regulations; read and understand an extensive variety of legal documents; develop and adjudicate an extensive range of claims; speak and write effectively; establish and maintain effective working relationships with others.

Duties Summary:

Supervises and coordinates the full range of activities in the Enrollment, Claims and Benefits Branch of the State of Hawaii Employees' Retirement System; and performs other related duties as assigned.

Distinguishing Characteristics:

As the Branch Chief, a position in this class has full supervisory responsibility for enrollment, claims and benefit activities, which are accomplished through subordinate staff. Other responsibilities of the position in the class include resolving controversial or novel claim cases or other highly complex problems; reconsidering claims that are pending formal appeal by the claimant; interpreting laws, rules, regulations and other legal requirements for subordinates and planning and coordinating improvements in the Branch's operations and services. The Retirement Claims Examiner V receives general supervision from the Administrator or Assistant Administrator of the Employees' Retirement System.

Examples of Duties:

Plans, supervises and coordinates all Branch activities in enrollment, claims and benefits; plans work schedules and controls the workload within the Branch; interprets and/or clarifies laws, rules, regulations and policies for subordinates and others; resolves controversial claims and novel or unprecedented work problems; reviews, evaluates and recommends improvements in Branch operations and services; prepares the Branch's budget and submits requests for personnel, materials and other resource needs; recommends new laws, rules, regulations and policies and/or recommends amendments to them; works with and maintains liaison with other agencies and individuals to explain policies, legal requirements and to resolve controversies and highly complex problems; drafts pamphlets, brochures and other informational materials on retirement benefits, death benefits, available services, etc.; reconsiders claims adjudicated by lower level Examiners; offers testimony in court for contested claims and benefit cases; authorizes payments for retirement benefits, death benefits, refunds, etc.; speaks before groups about benefits, services, and other matters pertaining to the Employees' Retirement System; oversees on-the-job training, formal classroom training or other training for subordinates; meets with subordinate staff to discuss workload, problem and improvement measures; prepares reports and correspondence; evaluates the performance of subordinate staff; approves personnel actions pertaining to Branch staff; resolves grievances from subordinates.

Knowledge and Abilities Required:

Knowledge of: Laws, rules, regulations, policies, procedures and practices of retirement, old age insurance or pension program or system; extensive range of principles, practices and techniques of claims development and adjudication; report and letter writing.

Ability to: Read, comprehend and interpret complex laws, rules, regulations, reports and studies; plan, organize and direct the activities of the Enrollment, Claims and Benefits Branch; review and analyze overall operations and services and recommend improvement measures; prepare budget requests; apply analytical methods and techniques in resolving controversial claims and highly complex problems; supervise subordinates and conduct appropriate training programs; recognize the need for new or amended classes, rules, regulations and policies and make appropriate recommendations; speak before groups and communicate effectively in speaking and writing; establish and maintain effective working relationships with others.