

PART I	DEPARTMENT OF PERSONNEL SERVICES	3.386
	STATE OF HAWAII	3.387
		3.388
. . . . .		3.389
		3.390

Class Specifications  
for the

DISABILITY CLAIMS SPECIALIST SERIES

This series includes all classes of positions the duties of which are to perform, supervise or manage the review and certification of the medical and non-medical aspects of claims for disability insurance benefits, and the continuation of benefits, under the provisions of the Federal Social Security Act.

Disability insurance is designed to provide cash benefits to replace part of the earnings a family loses when a worker becomes disabled; or when there are disabled dependent children of retired or deceased workers. Claims are filed with the Social Security Administration which transfers claims to the State agency for adjudication. Prior to transfer, medical evidence and pertinent facts are obtained, including reporting on applicant's appearance, obvious impairments and limitations on activity, and social data deemed relevant to determining degree of unemployability. The State agency adjudicates claims in behalf of the Secretary of Health, Education and Welfare. They are reviewed by the Federal Bureau of Disability Insurance before payments are made to ascertain their consistency with the applicable law and policy. State agency decisions to allow claims may be reversed by the Bureau of Disability Insurance, but the disallowance of a claim by the State agency cannot be reversed, nor can an earlier date of beginning disability be changed, nor a later date of termination of disability be established than those dates determined by the State agency.

Application for benefits are analyzed by the State agency to determine whether the individual meets the definition of disability in the Social Security Act, and whether additional facts are needed to reach a decision on disability. Applicants are assisted in obtaining evidence and community resources are contacted to obtain needed evidence.

Eligibility determinations are based on the degree of severity and the duration of impairment, and the extent of the handicap it imposes relative to the effect on the capacity of a claimant to engage in substantial gainful activity. Decisions on continuing disability are determined on medical and/or vocational evidence relating to substantial change in the impairment and its

DISABILITY CLAIMS SPECIALIST II, III, IV, V, & VI  
3.386, 3.387, 3.388, 3.389, 3.390

effect on the capacity of the disabled person to engage in substantial gainful employment.

Positions in this series also involve determining which claimants, including those not eligible for disability benefits, should be referred for vocational rehabilitation services. Such referrals are based on the suitability of services, such as sheltered workshops, relative to the capacity of the claimant.

Class levels in this series are distinguished on the basis of the purpose and scope of work, the nature and extent of supervision received; the nature and scope of recommendations, commitments and decisions; personal work contacts. The nature and extent of supervision exercised, and knowledge and abilities required.

This series replaces the following State of Hawaii class:

Disability Claims Examiner                      3.390

DATE APPROVED: 8/23/67

/s/Edna Tavares Taufaasau  
(Mrs.) EDNA TAVARES TAUFASAU  
Director of Personnel Services

DISABILITY CLAIMS SPECIALIST II

3.386

Duties Summary:

Performs the review and certification on claims involving disabled persons with impairments for which the application of the standards for total disability under the program range from the simple to the moderately complex; and performs other duties as required.

Distinguishing Characteristics:

1. Purpose and Scope of Work: This class involves the adjudication of claims for which analysis of degree of impairment and degree of residual capacities are normally readily discernible from medical and non-medical evidence and vocational factors. An incumbent

DISABILITY CLAIMS SPECIALIST II, III, IV, V, & VI  
3.386, 3.387, 3.388, 3.389, 3.390

of a position in this class is also assigned complex cases, subject to pertinent supervisory controls, for purposes of development as a fully competent specialist.

2. Supervisory Controls: Work of a position in this class is carried out in accordance with established policies, procedures, and precedents; and general and detailed instructions. Detailed review is made of completed work on all cases initially and on the more complex cases when first assigned, with subsequent detailed review on complex cases as necessary. Review becomes more general as competency is gained.
3. Nature and Scope of Recommendations, Commitments and Decisions: Decisions are made on eligibility for benefits in assigned cases based on medical and non-medical findings, and applicable policies, procedures and precedents.
4. Personal Work Contacts: Contacts at this level are with claimants and their families, physicians, personnel of hospitals, clinics, social agencies, schools and the Social Security Office; and others in obtaining pertinent information. Fact-finding requires tact and an assurance of the confidentiality of information obtained. General information on the program is provided to interested persons.
5. Knowledge and Abilities Required:

Knowledge of: Principles and practices of interviewing; sources of information on physical and mental requirements of different occupations, and job opportunities in the State; community resources in vocational and related rehabilitation services; objectives and standards relating to disability claims under provisions of the Social Security Act; sources of information on medical terminology and the effect of disabilities.

Ability to: Learn lay medical knowledge and develop judgment to fully interpret medical evidence on impairments, degree of physical and mental limitations and remediability of impairments adhere to established

guidelines and instructions; determine facts needed and pertinent sources and secure such facts; develop facts and make sound decisions of eligibility based on those facts; interview and deal effectively with others; prepare clear and concise reports.

Typical Duties:

Analyzes case files and evaluates sufficiency of information; confers with Review Physicians on the type and sources of additional information needed; arranges for medical specialist examinations, and requests specific studies and reports including answers to specific questions; encumbers funds for medical specialist examinations; secures the cooperation of claimants in taking medical examinations; secures additional evidence from claimants' families, employers and various community sources by telephone or correspondence; arranges with workshops or rehabilitation centers for evaluation of claimants' functional abilities and vocational potential; evaluates medical and non-medical evidence for adequacy, completeness and relevance; evaluates the vocational background of claimants including education, occupational experience, demonstrated potential skills and abilities in conjunction with employment and earnings history, psychological effect of impairment, age and other related factors; analyze whether impairments have deprived claimants with a degree of residual, mental and physical capacities which meet the standards of total disability under the program; prepares reports of findings to support decision on disability; determines whether to refer claimants for vocational rehabilitation services.

DISABILITY CLAIMS SPECIALIST III

3.387

Duties Summary:

Performs the examination and adjudication on claims filed by disabled persons with impairments for which the application of the standards of total disability established for the program range from the simple to the most complex; and performs other duties as required.

Distinguishing Characteristics:

1. Purpose and Scope of Work: This class involves the

adjudication of the full range of claims. It is characterized by full and effective inquiry and consideration to multiple factors and their aggregate effect on the work capacity of the claimant. Selectively, claims may be adjudicated without conferring with Review Physicians.

2. Supervisory Controls: Work of a position in this class is carried out in accordance with established policies, procedures and precedents. Completed work is reviewed on a spot check basis but the supervisor is available for discussion of complex problems as needed. Controls are maintained on work production and deadlines.
3. Nature and Scope of Recommendations, Commitments and Decisions: Same as for Level II.
4. Personal Work Contacts: The kinds and purpose of contacts are the same as for Level II, but is generally more varied and more extensive on assigned cases.
5. Knowledge and Abilities Required:

Knowledge of: In addition to knowledge required at the next lower level, requirements include knowledge of broad concepts and technical provisions of the program; physical and mental requirements of varied occupations; medical terminology and the effect of varied disabilities.

Ability to: In addition to abilities required at the next lower level, requirements include ability to exercise lay medical judgment to interpret medical evidence; speak to groups as well as individuals; exercise initiative and perform independently.

Typical Duties:

Analyzes case files and evaluates sufficiency of information; confers with Review Physicians selectively on the type and sources of additional information needed; arranges for medical specialist examinations, and requests specific studies and reports including answers to specific questions; encumbers funds for medical specialist examinations; secures the cooperation of claimants in taking medical examinations; secures

DISABILITY CLAIMS SPECIALIST II, III, IV, V, & VI  
3.386, 3.387, 3.388, 3.389, 3.390

additional information from varied standard and unusual sources by telephone and correspondence; arranges for evaluation of claimants' functional abilities and vocational potential; evaluates medical evidence for adequacy, completeness and relevance; examines the vocational background of claimants; analyzes whether the aggregate effect of impairments, or adverse vocational factors, has deprived claimants with capacities that meet the standards for total disability under the program; determines whether impairment warrants selection of representative payee; prepares reports of findings to support decisions on disability; determines whether to refer claimants for vocational rehabilitation services.

DISABILITY CLAIMS SPECIALIST IV  
(DISABILITY CLAIMS SPCLT IV)

3.388

Duties Summary:

Supervises and performs the analysis and adjudication of claims for disability benefits, or serves as principal staff assistant in an area such as quality assurance or vocational evaluation; and performs other duties as required.

Distinguishing Characteristics:

1. Purpose and Scope of Work: Disability Claims Specialist IV positions are typically of three general types:
  - A. A working supervisor position which assigns work for a small group of disability claims specialists and clerical personnel; including performance evaluation, guidance and control, in addition to performing claims adjudication.
  - B. A quality assurance specialist position which reviews determinations completed by other staff including the review of work methods and procedures and identifies training needs.
  - C. A vocational evaluation specialist position which advises other staff in the consideration of vocational factors in the adjudication of claims.

2. Supervisory Controls: Work of a position in this class is carried out in accordance with established policies, procedures, precedents and regulations. Receives administrative supervision.
3. Nature and Scope of Recommendations, Commitments and Decisions: Includes recommendations on policies and procedures, personnel management, and/or other administrative and technical matters.
4. Personal Work Contacts: Includes the establishment of good relationships with resource agencies and individuals.
5. Nature of Supervision Exercised: As applicable, assigns cases, provides guidance and instructions, assures the correctness of completed work, adjusts the services of Medical Consultants; etc.
6. Knowledge and Abilities Required:

Knowledge of: In addition to knowledge required at the next lower level, requirements may include knowledge of the principles and practices of supervision, case review or vocational (rehabilitation) evaluation.

Ability to: In addition to abilities required at the next lower level, requirements may include ability to assign and review the work of others; give and receive oral and written instructions; secure the cooperation and assistance of other agencies and individuals; review work methods and procedures; provide specialized advisory assistance to staff; provide staff assistance in administrative problems.

Examples of Duties:

Assigns applications and/or claims received for adjudication to subordinate staff, and provides assistance and guidance as necessary; reviews case assignments for timeliness of determinations and their correctness; makes job performance ratings on subordinates; performs the review of applications and claims filed for Social Security insurance benefits and/or supplemental income; prepares operational reports.

Makes random sample review of completed cases for documentation and development, decisions and rationale, etc.; returns deficient cases and discusses with appropriate staff to assure correction; reviews operating procedures, and recommends improvements; assists in determining staff training needs and conducts training sessions as necessary.

Analyzes claims which involve complex vocational evaluation; examines and evaluates all documentary evidence; develops additional information, analyzes all facts, and develops rationale and conclusions; reviews claims adjudicated by others for quality of determinations on vocational issues; serves as resource on in-service training in vocational evaluation; adjudicates claims for benefits as assigned.

-----

This is an amendment to the class DISABILITY CLAIMS SPECIALIST IV approved on August 22, 1967.

DATE APPROVED: 5/21/75 /s/Wayne J. Yamasaki  
for DONALD BOTELHO  
Director of Personnel Services

DISABILITY CLAIMS SPECIALIST V 3.389  
(DISABILITY CLAIMS SPCLT V)

Duties Summary:

Supervises the analysis and adjudication of claims for disability benefits; and performs other duties as required.

Distinguishing Characteristics:

1. Purpose and Scope of Work: This class involves the full-time supervision of disability specialists.
2. Supervisory Controls: Same as for level IV.

3. Nature and Scope of Recommendations, Commitments and Decisions: Same as for level IV.
4. Personal Work Contacts: Same as for level IV.
5. Nature of Supervision Exercised: Supervision includes assignment of cases, providing guidance and instructions; assuring the completeness, correctness and timeliness of completed work; adjusting the services of Medical Consultants; etc.; with or without the assistance of subordinate working supervisors.
6. Knowledge and Abilities Required:

Knowledge of: At this level, requirements definitely include knowledge of the principles and practices of supervision.

Ability to: In addition to abilities required at the next lower level, requirements include ability to plan, organize, direct and coordinate the work of others.

Examples of Duties:

Assigns applications and/or claims to subordinate staff with appropriate assistance and guidance; reviews pending claims and completed claims for appropriateness of action; performs job performance evaluation of subordinates; review operating procedures and training needs, and recommendations; prepares operational reports including budget requirements; interprets and explains policies and procedural requirements to claimants, applicants and others; coordinates the use of Medical Consultant staff services; maintains effective relationships with physicians in the community, hospitals, etc.

-----



5. Nature of Supervision Exercised: A position at this level manages all disability determination functions and supervises all disability determination specialists including supervision through full-time subordinate supervisors.

6. Knowledge and Abilities Required:

Knowledge of: In addition to knowledge required at the next lower level, requirements include a knowledge of the management of disability determination services; trends and developments in legislation and standards regarding disability, and vocational and associated rehabilitation.

Ability to: In addition to ability required at the next lower level, requirements include ability to perform program management, budgeting and evaluation activities.

Examples of Duties:

Develops overall procedures and promotes interagency working agreements to facilitate development of evidence; directs staff in the performance of assigned work; works closely with Medical Consultants to improve operations and resolve problems; directs establishment of quality assurance methods and procedures; directs statistical operations and preparation of operational reports; develops program operating budget and plans; maintains effective working relationships with Federal, State and county agencies; prepares correspondence; etc.

-----  
This is the first specification for the new class DISABILITY CLAIMS SPECIALIST VI.

DATE APPROVED: 5/21/75

/s/Wayne J. Yamasaki  
for DONALD BOTELHO  
Director of Personnel Services