

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 6818000

Assistant Workers Compensation Examiner, Grade 9	6818000
Workers Compensation Examiner, Grade 14	6818200
Senior Workers Compensation Examiner, Grade 18	6818300
Associate Workers Compensation Examiner, Grade 23	6818400
Principal Workers Compensation Examiner, Grade 25	6818500

Brief Description of Class Series

Workers Compensation Examiners (WCEs) receive and process injured workers claims for benefits under the Workers Compensation Benefits, Disability Benefits, Discrimination, Volunteer Firefighters Benefits, Volunteer Ambulance Workers Benefits, and Volunteer Civil Defense Workers Benefits Laws, Paid Family Leave, World Trade Center and related rules and regulations. They analyze employers reports of injury, medical reports from physicians and health care providers, calculate benefits due, manage claimants cases and prepare information for adjudication. WCEs may also monitor compliance by employers, medical practitioners, payers and other parties of interest. Workers Compensation Examiners exist only at the Workers Compensation Board.

Distinguishing Characteristics

Assistant Workers Compensation Examiner: entry level; supports claims processing, payor compliance, provides customer service to parties of interest, manages adjudication hearing itineraries, and schedules hearings.

Workers Compensation Examiner: full performance level; in a claims work group or as a supervisor in a district operation or a compliance program, reviews and resolves workers' compensation claim issues, exercising judgement in the application of WC Law, rules, regulations, and Board policy to determine appropriate case outcomes from inception to closing; reviewing all case activity, and appropriately routing issues disputes, supports the adjudication of claims; ensures compliance with applicable laws, rules, and regulations; and provides level two customer support.

Senior Workers Compensation Examiner: first supervisory level; mentors a claims work group typically including an Associate WCE, a Senior WCE, and a contingent of WCEs and Assistant WCEs; supervises, trains and coaches claims or compliance staff and handles a personal workload of complex cases or issues.

Associate Workers Compensation Examiner: second supervisory level; supervises, trains, and evaluates work group members in the areas of claims resolution and compliance.

Principal Workers Compensation Examiner: managerial level; oversees statewide claims processing and quality assurance functions; typically supervises at least 20 lower-level claims staff; may function as a program manager assuming responsibility for specific compliance monitoring, policy development, or quality assurance functions; in these cases, they typically supervise eight to ten professional staff.

Illustrative Tasks

Assistant Workers Compensation Examiner

Determines, based on established criteria, whether an accident or injury sustained by an employee warrants the indexing of a claims file; enters new case information into electronic files, prepares incoming documents and forms for scanning, schedules hearings, operates courtroom digital audio recording system, verifies employer coverage, cancels and combines duplicate cases, interacts with claimants, employers, insurance carriers and/or attorneys to answer routine questions and to clarify processes or procedures.

Receives requests for information from agency staff, claimants, employers, insurance carriers, medical practitioners, attorneys and other parties of interest, and responds to such requests, ensuring that no confidential information is given.

Receives claims related documents and forms, prepares them for scanning, establishes claims case folders, assigns a case number or forwards the information to no claims or pending file and schedules cases for hearings.

Determines eligibility for disability benefits and periods of payment, calculates rates of total disability payments due to claimant based on specific criteria, and submits to appropriate agency for payment.

Evaluates forms and related documents regarding employers compliance, receives and processes mail returned via USPS; performs data entry; makes outgoing calls to employers, carriers, and others; educates on compliance laws, rules, and regulations.

Reviews forms on medical treatments for claimants and claims for direct payments and, using established guidelines, processes them for payment or refers them to a supervisor.

May supervise support staff.

Workers Compensation Examiner

Prepares proposed administrative decisions regarding a claim, reviews requests for appeal of a decision, reopens inactive or closed claims to resolve new issues, requests meetings or hearings, ensures that a claims case is ready for the judges (Compensation Claims Referee) or supervisors review, and ensures employers and payers are in compliance with the applicable laws, rules, and regulations. WCEs may also oversee staff located at customer service centers, and those who schedule hearings, handle document intake and regular mail, and index claims cases.

Reviews claims case file to determine if required forms and documents have been received; requests missing information from appropriate party; prepares claims file, and if applicable according to specified criteria, prepares administrative decision for judges approval or prepares the file for presentation to supervisor or judge for action; prepares hearing notices identifying specific law, rule, regulation or policy to be addressed.

Processes judges' decisions and explains decisions to claimants, responds to questions and provides information on appeal procedures to claimants, employers, insurance carriers and attorneys, and reviews requests for appeal or reopening of a closed case to resolve new issues.

Reviews payroll records and calculates claimant's average weekly wages (AWW) and resulting awards.

Reviews documentation of employer insurance coverage and determines penalty and issues notification.

Provides claimant and employer information to the Boards Office of the Secretary, , Enforcement Unit, and the Office of the Advocate for Businesses and the Office of the Advocate for the Injured Workers.

Works with Board staff and program personnel on special projects as directed.

Senior Workers Compensation Examiner

Serves as mentor, trains staff on procedures, policies, rules or regulations based on review or audit, assists in reviewing and routing assignments, handles problematic complex legal issues, and reviews requests for appeals.

May function in other program areas of the Board where their role is to ensure that injured workers, employers, payers, and parties of interest comply with the law, rules, regulations, and policies of the Workers Compensation Board.

Provides staff with instruction on new procedures, policies, precedent cases and special instructions; coaches staff in reaching successful resolution and ensures work performed conforms to policies and procedures; uses performance measures and Board systems to monitor and address productivity.

Performs research on questions of statutory and case law as they relate to a specific claim or compliance issue; reviews administrative decisions submitted to or returned by judges; evaluates medical reports regarding disability benefit cases and authorizes payments; conducts payer performance audits; reviews, routes or responds to work group correspondence; personally, handles a caseload of complex or unusual assignments , including provided escalated customer support; provides education on applicable laws, rules, and regulations.

Reviews and processes finance requests, requests for offers of reduction, lump sum settlements, and complex Section 32 agreements (an agreement by the claimant and employer settling upon benefits due), which are conclusive, final and binding on all parties.

Reviews requests for appeals and administrative reopening of inactive or closed claims; reviews, prioritizes and prepares cases under appeal for proposed memoranda; reviews and applies applicable statutes, rules and regulations in the drafting of memoranda and revised decisions.

Reviews claims that have been identified as possibly uninsured and assumes a facilitative role to advance case development; initiates appropriate actions to ensure timely processing, including evaluating available information, addressing gaps in coverage documentation, and coordinating with relevant parties until proper carrier responsibility is determined.

Ensures parties comply with laws, rules and regulations; evaluates employers requests for self-insurance status by verifying bonds, letters of credit, etc., requesting actuarial computations and preparing reports and recommendations; audits medical bills for payment using medical fee schedule; evaluates applications made by physicians to provide care and treatment to claimants and maintains Independent Medical Exam (IME) provider records, and oversees searches for closed files and information on external programs such as health insurance data matches, social security and veterans benefits.

Assists program and administrative staff by providing information to resolve issues, revise forms, explain procedures and train staff; or educates stakeholders regarding the Workers Compensation, Disability Benefits, and Paid Family Leave Benefits programs including their rights and responsibilities.

May perform full supervisory duties.

Associate Workers Compensation Examiner

Serves as team leader, coordinates workflow, monitors quality of work/product, ensures that group members are trained and work is consistent with rules, regulations and policies.

Communicates with claimants, employers, payers, and other parties of interest and informs Program Managers of specific cases or issues as necessary; may personally handle issues of a complex nature, and after review, may propose appropriate solutions for regulatory/compliance matters or cases that have been appealed and provided escalated customer support.

Works with judges and conciliators, to assist in bringing cases to resolution or may be assigned special duties, studies or projects when management requires a technical review or opinion.

Performs supervisory duties such as assigning work, tracking production levels, ensuring that performance measures such as timeliness, accuracy and quality are met, evaluating staff and preparing probationary reports and performance evaluations, counseling and disciplining employees, scheduling and approving use of leave accruals, justifying filling of vacant positions, interviewing candidates, and preparing recommendations for hire.

Functions as the technical expert in the development of procedures, practices, and policies; works with continuous improvement staff to create documentation for publication.

Analyzes claims on appeal to the Board and drafts proposed decisions for Board panel review.

Maintains a caseload of difficult, multiple-issue disability benefit claims and prepares appeals on special fund disability claims for judges' decisions.

Monitors the performance of licensed representatives, third-party administrators, self-insured employers and groups by investigating and evaluating complaints, participating in field audits and making recommendations.

May represent program managers and supervisors at executive meetings at the bureau district and executive office levels, communicates with external constituents, and may participate in special committees.

Principal Workers Compensation Examiner

Supervises and manages the activities of one or more statewide units consisting of examiners and clerical support staff assigned to Operations, Employer Compliance, Payer Compliance, Administrative Review or Disability Benefits Bureaus; handles the most complex and sensitive issues; and assists bureau heads in their assigned program areas with day-to-day activities and special projects. For some assignments incumbents may oversee compliance monitoring, policy development, or quality assurance functions within certain areas. These smaller functions require supervision of at least two professional staff at Grade 23 and five to seven additional professional staff.

- Supervises and manages new projects, pilot programs, experimental procedures, and/or new processing technologies by performing applicable research, preparing descriptive documentation including recommendation, scope of project or program, drafting procedures and instructions, reviewing schedules and monitoring project or program, making adjustments as necessary, and preparing interim and final reports.
- Reviews performance measure reports for statewide claims and compliance operations, identifies productivity and quality issues, and takes and/or recommends corrective action by staff training, deployment, counseling, workload redistribution, etc.
- Ensures that program managers and employees are aware of interpretations of law, court and Board decisions, and changes in procedures, policies, rules and regulations by developing written communications for internal electronic publication, and develops and designs training materials, workshops, seminars and orientations for internal and external customers.
- Advises executive management and district program managers, including administrative and information resource management personnel, internal consultants, and external constituents.
- Attends meetings and speaking engagements regarding specific agency programs or new efforts, drafts speeches for executive or program managers, coordinates and conducts education outreach to constituents regarding policy, law, rules and regulations, responds to complex constituent inquiries, and communicates with the public, elected officials, claimants, attorneys, employers, and payers.
- Issues administrative determinations within the Disability Benefits Bureau as required.
- Reviews applications for new self-insured individuals and groups, reviews security deposit requirements, ensures security is received, and that all fiscal and programmatic issues are fully implemented.
- Develops and maintains information on health care organizations and works with providers and other State agencies to develop and maintain health care provider networks to ensure that the authorized physicians register is maintained.
- Monitors effective and efficient operation of claims teams; analyzes production reports and recommends necessary procedural changes.
- May perform all of the duties of the Senior and Associate Workers Compensation Examiners.

Minimum Qualifications

Assistant Workers Compensation Examiner

Promotion: one year of permanent service in a position allocated Grade 4 or higher.

Open Competitive: A high school diploma or GED and one year of full-time general office experience*.

Workers Compensation Examiner

Promotion: one year of permanent competitive or non-competitive service in a position allocated to Grade 9 or higher.

Open Competitive: Three years of full-time experience* in a position where your primary responsibilities included extensive in-person or telephone customer service experience with the general public resolving customer's issues and/or problems; explaining programs/services, policies, or procedures; reconciling accounts; or experience examining, investigating, processing, or adjusting insurance claims; or responding to technical questions from policyholders or claimants.

*Substitutions: an associate degree can substitute for two years of specialized experience; a bachelor's degree can substitute for four years of experience.

Senior Workers Compensation Examiner

Promotion: one year of permanent service as a Workers Compensation Examiner.

Associate Workers Compensation Examiner

Promotion: one year of permanent service as a Senior Workers Compensation Examiner.

Principal Workers Compensation Examiner

Promotion: one year of permanent service as an Associate Workers Compensation Examiner.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the

Division of Staffing Services for current information on minimum requirements for appointment or examination.

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