



United States
Office of Personnel Management

Claims Clerical Series

GS-0998

Jun 1966, TS-40

**Workforce Compensation and Performance Service
Office of Performance and Compensation System Design
Classification Programs Division
July 1999, HRCD-7**

Claims Clerical Series

GS-0998

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SERIES DEFINITION

This series includes positions which involve clerical work in the examination, review, or development of claims by or against the Federal Government. Included are: (a) clerical positions concerned with examining and developing claims cases for adjudication; (b) clerical positions concerned with determining and verifying entitlement to benefits, where the legal requirements are clear and the examination process is routine; (c) clerical positions concerned with examining, developing, and verifying post-entitlement actions regarding established beneficiaries; and (d) clerical positions concerned with answering general or routine inquiries about benefits or procedures for filing claims. The work in this series requires ability to apply established instructions, rules, regulations, and procedures relative to claims examining activities.

This standard supersedes the fly sheets for the Claims Clerical Series, GS-998, issued in October 1963 and October 1965.

EXCLUSIONS

Excluded from this series are:

1. Positions which involve the performance of quasi-legal work in examining, adjudicating, and authorizing claims for pensions, benefits, or compensation where knowledge of the laws, regulations, policies, and procedures governing the adjudication of claims is required. Such positions are classifiable in the appropriate series for the claims examining program involved (e.g., the [Social Insurance Claims Examining Series, GS-993](#); the [Veterans Claims Examining Series, GS-996](#); or other related examining series.
2. Positions which involve representing the Federal Social Security old-age, survivors, and/or disability insurance programs before the general public and determining eligibility for benefits under these programs, where the work requires the ability to deal effectively with the general public. Such positions are classifiable in the [Social Insurance Administration Series, GS-105](#).
3. Positions concerned with the examination of legal documents other than claims which require a general knowledge of pertinent laws, regulations, precedents, and agency practices. Such positions are classifiable in the [Legal Instruments Examining Series, GS-963](#).
4. Positions which involve the performance of legal clerical or other quasi-legal work other than claims examination where application of a knowledge of laws, regulations, precedents, and practices is required. Such positions are classifiable in the [Legal Clerical and Assistance Series, GS-986](#), or other appropriate series in the [GS-900 Group](#).

5. Positions concerned with clerical examining work requiring knowledge of fiscal laws and regulations and typically involving determinations of amounts of money properly payable and the validation of requests for payment. Such positions are classifiable in the [Voucher Examining Series, GS-540](#).

6. Positions which involve the performance of general clerical work requiring a knowledge of clerical operations, tasks, and procedures but not requiring a knowledge of rules, regulations, instructions, and procedures relative to claims examining activities. Such positions are classifiable in the [General Clerical and Assistance Series, GS-303](#), or other appropriate clerical series (e.g., the [Mail and File Series, GS-305](#); the [Clerk-Typist Series, GS-322](#); etc.).

7. Positions concerned with providing requested information to others in person, by telephone, or by correspondence, where the information provided is not technical claims information. Such positions are classifiable in the [Information Receptionist Series, GS-304](#), or the [Correspondence Clerk Series, GS-309](#), as appropriate.

EXPLANATORY STATEMENT

In this standard the term "legal" has been occasionally used to describe various aspects of claims clerical work and the knowledge required of incumbents of claims clerk positions. This usage of the term "legal" does not imply that claims clerk possess and utilize the knowledge of law represented by either graduation from a recognized law school or performance of quasi-legal work which requires a depth of knowledge of particular laws. Rather, this usage is intended to signify the legal orientation of the clerical work performed. Claims clerical work is concerned with the processing of legal materials, and this processing is conducted in accordance with the requirements of governing laws and regulations.

The claims clerical occupation is closely related to other occupations in the benefits field. Obviously, there is a definite relationship between claims clerical and quasi-legal claims examining work. Also, there is some degree of connection between claims clerical work in the post-entitlement situation and benefit payment roll work. In situations such as these, occupational lines often tend to become blurred. In order to differentiate claims clerical work from these other types of related work, the following criteria and discussion are provided. These are not all-inclusive but are intended to illustrate the types of distinctions and differences that should be considered in the classification process.

A. *Criteria for distinguishing between claims clerical positions and quasi-legal examining positions*

The following factors represent some of the distinctions between quasi-legal examining and clerical examining positions:

1. *Clerical positions do not need an extensive knowledge of legal requirements, particularly those relating to matters of general law.* -- For example, the claims clerk performing claims development work must know the rules and regulations regarding the acceptability and validity of documents to support proof of such matters as age, marriage, divorce, parenthood, death, etc. The claims clerk performing claims entitlement work must know the laws, rules, and regulations governing entitlement to hospitalization and/or medical treatment in terms of whether the information and documentation presented by the claimant and the review of available records demonstrate specific legal entitlement to benefits. The claims clerk performing post-entitlement claims work must know the laws, rules, and regulations governing the termination, suspension, readjustment, reinstatement, or award of benefits for established beneficiaries. However, the claims clerk is not required to be familiar with the laws of the various States to question such matters as the validity of a marriage; the paternity of children; in disappearance cases, the presumption of death or date of death; and in survivor cases, the descent and distribution of property.
2. *Clerical positions do not require substantive program knowledge relating to occupational, medical, or other special factors.* -- For example, the claims clerk may be required to secure the necessary physical examinations, the reports of diagnosis of prognosis of the physician, hospital reports, or other documentary evidence to support a claim. He is not required, however, to be familiar with the etiology of diseases, to determine whether certain diseases or injuries will prohibit the individual from being gainfully employed, etc.
3. *Clerical positions do not require the ability to analyze facts in depth and make difficult judgmental determinations.* -- For example, the claims clerk performing claims development work may be required to extract and evaluate pertinent information from basic documents, apply directly applicable portions of laws, and apply regulations and precedent decisions of current or prior years. He is not required, however, to apply analytical judgment to determine the scope and direction that the examination should take; to discern issues involved and to develop supporting evidence when records are missing or inadequate; or to evaluate the significance of information secured, resolve conflicting or controversial issues, and explain the reasoning for the decisions made. The claims clerk performing claims entitlement work makes the determination of entitlement or non-entitlement to benefits. However, his analysis is limited to pertinent records and documents which are readily available, and judgment is restricted by the application of specific criteria for entitlement. The claims clerk performing post-entitlement claims work makes determinations regarding changes to the accounts of established beneficiaries. However, this does not require the depth of analysis or judgment involved in the initial determination of entitlement to benefits made by the quasi-legal claims examiner. The claims clerk has specific criteria to apply and established procedures to follow in processing the post-entitlement action.

4. *In clerical positions, the guidelines are generally fully applicable to the issues involved.*
-- For example, the claims clerk may be required to search for and locate precedents upon which to base a decision; or to apply specific criteria directly to information or evidence developed. He is not required, however, to interpret and apply the guidelines as principles; or to analyze information and envision possible alternative interpretations of facts and probable outcome under different applications of pertinent criteria.

B. Relationship between post-entitlement claims clerical work and benefit payment roll work

The principal distinction between these two types of work is that post-entitlement claims clerical work is concerned with the legal requirements for changes to the beneficiary's account, while benefit payment roll work is concerned with maintaining the fiscal side of the account, insuring proper and correct payment to the beneficiary.

The benefit payment roll clerk has responsibility for the preparation, verification, examination, and maintenance of the payment roll. He processes changes of address; computes the amount of the initial payment, the periodic or recurring payment, and the adjusted payment because of changes in status of the beneficiary; traces checks or payees in cases involving non-receipt, loss, destruction, or return of payment checks; and he prepares vouchers for one-time payments. However, the benefit payment roll clerk does not determine entitlement to the benefit or that legal requirements for changes to the account are met.

The claims clerk performing post-entitlement work is concerned with examining records and documentation to decide whether the post-entitlement action can be processed. He must determine that, on the basis of his examination, benefits are to be terminated, suspended, readjusted, reinstated, or awarded under the governing regulatory requirements.

OCCUPATIONAL INFORMATION

In general, claims clerical positions fit into one of two work situations: (a) the performance of a specialized clerical function in the field of claims examining (e.g., entitlement work or post-entitlement work) or (b) the performance of a variety of clerical functions in support of claims examining operations (e.g., development work). The work in situation (a) requires knowledge of a restricted area of claims examining. Functions typically require detailed knowledge of the processing steps for specific types of documents or materials, such as post-entitlement actions, or a thorough knowledge of particular subject matter, such as the legal requirements for entitlement to hospitalization or medical treatment. The work in situation (b) requires knowledge and understanding of the requirements of the claims examining operation

primarily in terms of evidence and other supporting documentation. The work normally is concerned with the compiling of evidence and allied data from various sources in order to develop a claims case for adjudicative action. Also, the work is concerned with maintaining records of claims cases currently being processed.

Claims clerks are found in a wide variety of claims examining activities, depending on their function. Claims clerks performing development work typically are located in field or regional installations which are also staffed with quasi-legal claims examiners. The installation generally processes all claims under its claims examining program for the surrounding geographic area. Claims clerks performing entitlement work typically are found in hospitals or clinics, where they determine legal entitlement to hospitalization or treatment at that particular installation. However, claims clerks concerned with determining entitlement for payment of unauthorized medical expenses often are located in offices having regional jurisdiction over a geographic area. Claims clerks performing post-entitlement work typically are located in a centralized payment center having jurisdiction over a geographic area encompassing several States. Post-adjudicative actions, including both the processing of benefit payments and the processing of post-entitlement actions, are centralized in payment centers for administrative convenience and maximum utilization of automated equipment.

TITLES

The authorized basic title for all positions in this series is Claims Clerk. Whenever positions require the regular performance of [supervisory duties](#) and responsibilities, the positions should be identified by the prefix, "Supervisory."

No specialized titles are provided to cover the specialized clerical functions performed by claims clerks (i.e., development, entitlement, post-entitlement). For convenience in discussing the factors in the grade-level criteria, the material is sometimes broken down by function.

CLASSIFICATION FACTORS

This standard utilizes three classification factors: Nature of Claims Work, Judgment Exercised, and Supervision Received. These factors are definitive for the grade evaluation of claims clerical work. They serve to provide both the framework within which the occupation is structured and specifically applicable criteria for the appraisal of levels of work.

Nature of claims work

This factor as used in this standard is concerned primarily with the specific work situation engaging the claims clerk. It covers the functional work environment of the claims clerk, illustrating work procedures, documents utilized, sources contacted, etc., typical of each level. It

includes a description of the work process characteristic of the level, including how the work is received by the clerk, what determinations are made by the clerk, what actions are taken by the clerk, and what is the end product of the work. At grades GS-4 and GS-5, this factor includes descriptions of each of the three specialized functions. At grades GS-2 and GS-3, this factor is developed in terms characteristic of the total level, rather than by function.

Judgment exercised

This factor is concerned with the determinations the claims clerk has to make and their difficulty, complexity, and effect. It measures the degree to which the claims clerk is responsible for taking action on his own cognizance. It reflects the extent of the clerk's independent utilization of acquired knowledge and abilities. At grades GS-4 and GS-5 this factor describes each of the three specialized functions. Since the use of judgment in GS-2 and GS-3 positions is limited, this factor is not separately described at those levels.

Supervision received

This factor is concerned with the control exercised over the work of the claims clerk in terms of work assignment, supervisory assistance and guidance, and work review. Three types and levels of supervisory control are typical of the series and are described in the standard. To avoid repetitive treatment of this factor, these levels are described below, and the appropriate level applicable to the claims clerical work concerned is identified at the grade levels.

A. Close technical supervision:

The supervisor assigns work with complete and detailed instructions for its completion. Supervisory assistance is readily available to answer any questions that arise in the performance of the work. Work performance on new assignments is closely reviewed in progress to insure proper understanding of instructions and procedures. Completed work products are subject to thorough review for accuracy, adequacy, and conformance with established rules, regulations, and procedures.

B. Technical supervision:

The supervisor discusses changes to applicable guidelines, issues instructions for the performance of work, and answers questions concerning guidelines and procedural matters. Advice and assistance are available from the supervisor on technicalities or problems encountered during the work process, and technical guidance is available to insure proper work performance on new assignments. Work is reviewed for accuracy, compliance with established procedures, and timely accomplishment.

C. *General technical supervision:*

The supervisor makes work assignments and provides instructions on new or changed procedures, policies, regulations, or legislation. Additional supervisory assistance is provided: (1) on unusual or unprecedented claims work problems, (2) on questions where the application of regulations is subject to a wide variety of interpretations, and (3) in situations where regulations or legislation appear to be in conflict. Completed work is reviewed on a spot-check basis to insure timely accomplishment, accuracy, overall effectiveness, and conformance with prescribed rules and regulations. In some cases, work may be reviewed on an after-the-fact basis, utilizing random quality sample techniques.

QUALIFICATIONS REQUIRED

The performance of claims clerical work covered in this standard requires the possession of certain basic qualifications. These knowledge and abilities are sufficiently similar that they can be treated generally in this standard. As a rule, the qualifications required for claims clerical work become greater at the higher grade levels in terms of the depth, breadth, and degree of knowledge and abilities required. Higher level positions would require more extensive command and use of claims knowledge and a higher level of competence in the requisite claims clerical abilities.

1. Knowledge is required of:

- a. Agency regulations, procedures, legislation, precedents, instructions, and directives applicable to the claims clerical work performed.
- b. The types of evidence, documentation, and information required in the claims clerical work performed.
- c. The necessary work processes utilized in the claims clerical work.

2. Ability is required to:

- a. Work under pressure while maintaining a high degree of accuracy.
- b. Apply knowledge of rules, regulations, laws, precedents, decisions, and procedures to the full range of claims clerical work performed.
- c. Adapt quickly to changes in regulations, changes in procedures, and conditions and interruptions which disrupt the workflow temporarily.
- d. Search for and locate required information from a wide variety of sources.

- e. Exercise good judgment in the analysis of evidence, documents, and other information.
- f. Determine accurately the validity of evidence or the existence of entitlement.

USE OF THE STANDARD

Supervisory positions classifiable in this series are evaluated in accordance with the [General Schedule Supervisory Guide](#). The evaluation of any single position requires consideration of all the characteristics of the class as explained in both the introductory and grade-level materials. In general, the presence or absence of any single characteristic does not necessarily exclude a position from a specific grade level provided, on an overall basis, that the position contains the characteristics of the particular class.

Variety of claims or claims material processed is not considered either grade determining or grade enhancing in this standard. Variety is a normal part of the claims clerical assignment. For example, the claims clerk performing development work is required to locate several types of proof material from a number of sources. In this case, a requirement to locate additional proof material or to contact other sources is considered to be an extension of the assignment at the same level of work. Similarly, in entitlement work the determination of entitlement for more than one type of benefit of the same general level of difficulty is not considered as enhancing the position.

This standard does not describe grade levels above the GS-5 level. That does not preclude classification of claims clerical positions to grade levels higher than GS-5, provided such positions include duties, responsibilities, and qualifications requirements that clearly exceed the GS-5 level in all respects. An example would be a clerk concerned primarily, and on a recurring basis, with problem cases too difficult for the GS-5 clerks to handle satisfactorily. He performs a more extensive and detailed examination of the case, he exercises a higher degree of judgment, and is required to possess a more thorough knowledge of a wider range of laws, rules, and regulations than the GS-5 level in this standard describes.

CLAIMS CLERK, GS-0998-02

As a trainee, the claims clerk at this level typically receives formal instruction in the laws, regulations, and procedures governing the claims examining activities of the agency. Assigned tasks provide training, experience and competence in the methods, procedures, and techniques of claims clerical work. Typical assignments include such tasks as initially examining claims forms submitted by claimants for completeness of execution, checking for timely filing of the claim,

checking for proper identification of the claimant, and initially examining, typically under the close guidance of a claims clerk of higher grade, supporting evidence submitted with claims. Assignments at this level tend to be relatively simple and are arranged primarily to provide experience in locating, developing, and evaluating claims information.

The Claims Clerk GS-2 is expected to demonstrate potential for development in, and aptitude for progressing to, more difficult and responsible claims clerical work.

The work is performed under close technical supervision.

CLAIMS CLERK, GS-0998-03

Claims clerical positions at the GS-3 level differ from the trainee positions at the GS-2 level in their increased application of claims knowledge and their greater responsibility for taking initial actions on claim cases.

The claims clerk at this level performs several possible kinds of assignments. These assignments range from limited operational positions to those that are specifically designed to prepare the clerk for more difficult work. Discussed below are Type I, a limited operational position, and Type II and Type III, examples of preparatory assignments.

Type I. -- The claims clerk performs the full range of duties associated with the initial clerical examination of claims cases. Typically, the clerk receives an application for benefits or a completed claims form submitted by the claimant. Although the application may be for several different types of benefits, the claims clerk is concerned primarily with developing the same kind of information on each application. The clerk reviews the submitted documents in order to verify such items as: (1) the identity of the claimant, (2) proper execution of the claims forms, (3) completeness of factual information in the forms or application, and (4) timely filing of the claim. The clerk establishes that the applicant is a member of a class of possible beneficiaries by either comparing the information in the application with official records submitted by the applicant or requesting verification of the information in the application from official records located at a records center. Available records are checked for files or information related to the claimant, and materials are attached to the current claim. Generally, if the claimant does not have a claims file with the agency, the clerk prepares a claim folder and assigns a claim number.

In cases where applications are incomplete or improperly filed, the clerk initiates action to return the application to the claimant, enclosing additional forms and instructions. After the clerical review and examination of applications or claims forms is completed, the clerk routes the claim to the appropriate person or organizational unit for adjudicative action. The claims clerk is

required to have an understanding of the various information and execution requirements in the claims forms and applications for all types of claims adjudicated by the agency. In addition, the clerk is required to perform other duties, such as consolidating duplicate claims files, tracing non-record mail, and processing Notices of Death.

The work is performed under general technical supervision.

Type II. -- The claims clerk performs duties associated with the development of claims cases for adjudication by a claims examiner. At this level, the clerk is concerned with the more routine aspects of claims development, and is typically assigned specified tasks with respect to individual claims cases. Work assignments normally include such duties as sending form letters to claimants requesting that required proofs be submitted; developing information when discrepancies in evidence are readily apparent, such as inconsistent birth dates in the claims file; and maintaining the claims file pending the submission of supporting documents. At this level, little or no exercise of judgment is expected because of the definitive criteria which are available for ready reference.

The work is performed under technical supervision.

Type III. -- The claims clerk performs duties associated with either the clerical examination of claims to determine entitlement or the clerical execution of post-entitlement actions regarding established beneficiaries. At this level, the clerk does not make entitlement or post-entitlement determinations. He is concerned with the development of evidence for entitlement or post-entitlement determinations. Work assignments typically include such duties as obtaining preliminary background information from claimants, checking installation records for prior information relating to the claimant, requesting submission of required evidence from claimants or other sources, and reviewing evidence for obvious discrepancies such as differences in names, places, and dates. As the clerk is concerned primarily with gathering and reviewing evidence, the exercise of judgment is limited.

The work is performed under technical supervision.

CLAIMS CLERK, GS-0998-04

Claims clerical positions at the GS-4 level differ from the limited operational positions at the GS-3 level in their performance of the full range of duties associated with the clerical processing of claims cases, requiring a greater scope of knowledge, greater exercise of judgment, and increased responsibility for action.

Nature of claims work

1. *Development work.* -- At this level, the claims clerk performs the full range of duties associated with the clerical development of claims cases for adjudication by a claims examiner. Typically, the clerk receives the case for development either after an initial interview of the claimant by the claims examiner or after initial clerical examination by claims clerks of lower grade. The claims clerk, with appropriate guidance from a claims examiner when required, determines what supporting "proofs" or evidence are required by the case. If the claimant was requested to submit evidence, he sets a follow up date for action on these materials. In other cases, the clerk contacts a variety of sources to gather the evidence for the case. Sources contacted include the claimant, military record centers, hospitals, and doctors, State and local government offices, employers, and funeral directors. The evidence and documentation which the clerk requests from these sources are considered as "proof" material: proof of birth, proof of age, proof of death, proof of marriage or divorce, proof of children, proof of service, proof of discharge, proof of medical information, etc. As the "proof" material is received, the clerk analyzes it to establish that it is accurate, valid, and acceptable under the governing legal requirements. When all necessary supporting documents are submitted, the claims clerk submits the claims file and supporting documentation to an examiner for adjudicative action. The work is performed under general technical supervision.

2. *Entitlement work.* -- The claims clerk performs the full range of duties associated with the clerical examination of applications for benefits by claimants to determine entitlement. Usually clerks performing entitlement work are concerned with applications for hospitalization or medical treatment. In entitlement work there are two dominant work situations: (a) the clerk is concerned with a large number of classes of possible beneficiaries requiring a routine examination to determine entitlement, or (b) the clerk is concerned with a minimal number of classes of possible beneficiaries requiring a more detailed examination to determine entitlement. Normally, the entitlement examination begins with the clerk either interviewing the claimant or reviewing the claimant's application.

The clerk in work situation (a), (see above), typically interviews the claimant to establish: (1) that the claimant is, in fact, a member of one of the eligible classes of beneficiaries and (2) that the claimant has the proper documentation to verify this entitlement.

The clerk in work situation (b), (see above), typically reviews the claimant's application and may or may not interview the claimant. He is required to establish the claimant's period of military service, the type of discharge received, and the existence of a service connected disability. Typically, information received from the claimant is verified against existing agency records, requiring the clerk to transmit an information request to the office of jurisdiction over the records. Based on the evidence of entitlement developed, the clerk makes the final legal determination of eligibility or noneligibility for benefits.

The work is performed under general technical supervision.

3. *Post-entitlement work.* -- The claims clerk performs the less difficult duties associated with the execution of post-entitlement actions regarding established beneficiaries. Upon notification from the beneficiary, another jurisdiction of the agency, or other appropriate sources of the need for post-entitlement action, this correspondence is associated with the claims file for the beneficiary and sent to the claims clerk. The clerk determines from the correspondence what post-entitlement action is requested. Possible post-entitlement actions include termination, suspension, readjustment, reinstatement, or award of benefits. The clerk examines the background information in the beneficiary's file and any documents submitted with the correspondence and takes the appropriate steps to implement the post-entitlement action.

The clerk is concerned with such matters as: terminations when a beneficiary dies, a beneficiary (other than a wage earner) marries, or a nondisabled child beneficiary reaches the age of 18; suspensions when beneficiary's income exceeds that specified in retirement provisions; reinstatements when a beneficiary suspended for income reasons stops working or a child beneficiary is in a student status until age 22; readjustments to account for lag periods in placing suspended beneficiaries back on the rolls; or awards such as when a child previously ineligible by being over age 18 becomes eligible in a student status until age 22. Typically, the completed post-entitlement action goes from the claims clerk to the benefit payment roll section for the adjustment to the beneficiary's account records and payments.

The work is performed under general technical supervision.

Judgment exercised

1. *Development work.* -- The claims clerk performing development work is required to make several important determinations. These determinations include: what evidence is required by the case, what sources of information to contact, and whether the submitted documentation is valid and acceptable. In determining what evidence is required, the clerk must consider the type of claim involved and the evidence required to adjudicate that type of claim. In considering which sources of information to contact, the clerk must be cognizant of information available from all sources and which secondary sources to use where information is not available from primary sources. In determining the validity and acceptability of evidence submitted, the clerk, utilizing knowledge of governing laws and regulations, decides if, in fact, the submitted material is the required "proof" needed for adjudicative action. In exercising judgment, the claims clerk must have a good working knowledge of the laws, rules, and regulations governing the acceptability of claims evidence.

2. *Entitlement work.* -- The claims clerk performing entitlement work is required to make one primary determination: entitlement or nonentitlement of the claimant to benefits. This determination is based upon information elicited from the claimant and information available in agency records and files. The legal requirements for eligibility are clear and specific, typically requiring that the claimant submit certain documents demonstrating entitlement. The clerk

makes the final determination of eligibility based upon these documents. In exercising judgment, the claims clerk must have a good working knowledge of the laws, rules, and regulations governing entitlement to benefits and of the types of documentation necessary to demonstrate eligibility.

3. *Post-entitlement work.* -- The claims clerk performing post-entitlement work is required to make several important determinations. These determinations include: what post-entitlement action is requested, what information and documents are necessary to process the action, and how should the action be processed. In determining what action is requested, the clerk must interpret initiating correspondence from the claimant or another office of the agency. In determining the necessary documentation or information for action, the clerk must bear in mind the requirements of the agency for taking post-entitlement actions. In determining how to process the action, the clerk must consider the governing legal requirements and the effect of the action on the status of the beneficiary. In exercising judgment, the claims clerk must have a good working knowledge of the types of post-entitlement actions and the legal and regulatory requirements for each type of action.

CLAIMS CLERK, GS-0998-05

Claims clerical positions at the GS-5 level differ from positions at the GS-4 level in their greater concern with the more difficult claims clerical work, with greater responsibility for making difficult judgmental determinations requiring further development of claims materials and increased application of a broader scope of claims knowledge.

Nature of claims work

1. *Development work.* -- The claims clerk at this level performs either the more difficult duties associated with claims development or other duties requiring additional knowledge, skills, and abilities.

Positions concerned with the more difficult claims development assignments are found in a claims examining program where cases are segregated by difficulty. For example, an employee at this level typically is assigned cases involving confused or missing records, cases involving duplicate claimants, or cases which contain an excessive amount of detail. Normally, the clerk processing the more difficult development work also has responsibility for developing and making the final determination of award for certain one-payment awards with fixed monetary limits, such as payment of burial allowance.

Clerks concerned with other duties at this level include both those performing clearance unit assignments and those performing service representative assignments. The clerk in the clearance unit assignment typically is concerned with a clerical review of prior claims development work, the development of wage record information for the claimant, and the preparation of the award

form for adjudicative action. The clerk in the service representative assignment is concerned with providing information on the claims program and procedures to claimants and beneficiaries, answering general inquiries on the claims program, and conducting personal interviews of limited scope and difficulty, as required. He also develops information, when required, on the beneficiary's work status, on completion of representative payee reports, and on non-receipt of check cases.

The work is performed under general technical supervision.

2. Entitlement work. -- The claims clerk at this level performs duties associated with the clerical examination of claims to determine entitlement for payment of expenses for unauthorized treatment. Usually, clerks performing this entitlement work are concerned with claims for payment of hospital bills, doctors' fees, drug costs, etc. In addition to determining basic entitlement to benefits, the clerk must determine that the claimant meets the criteria for payment of unauthorized expenses. These criteria include: (a) Is the disease or injury requiring treatment service-connected? (b) Were expenses incurred or treatment rendered in an emergency? Would delay necessary to secure Government authority have been hazardous to the claimant? and (d) Were Government facilities available? Claims may be received from the claimant or from doctors, hospitals, or third parties who have paid the medical expenses. The clerk develops information from a wide variety of sources to determine entitlement or non-entitlement under the governing criteria. Normally, doctors are available to provide information and analysis of the medical aspects of the case. Fee schedules are used to determine reasonable cost of treatment and facilities furnished. Based on the evidence developed, the clerk makes the determination of eligibility or non-eligibility for payment.

The work is performed under general technical supervision.

3. Post-entitlement work. -- The claims clerk at this level performs the more difficult duties associated with the execution of post-entitlement benefit actions regarding established beneficiaries. In general, the work is received and processed in the same manner as at the GS-4 level. However, the post-entitlement actions processed are more complex and require more detailed information. For example, the claims clerk is concerned with subsequent awards, such as conversion of awards from wife to widow or husband to widower; cases involving overpayments or underpayments; maximum benefit cases, where payments to beneficiaries are limited or reduced by the family rate limit; and cases where a beneficiary frequently changes his status through periods of work and non-work. The completed post-entitlement action goes to the benefit payment roll section for appropriate adjustment to the beneficiary's account records and payments.

The work is performed under general technical supervision.

Judgment exercised

1. *Development work.* -- The claims clerk at this level is required to exercise judgment in making a variety of determinations. For the clerk concerned with the more difficult development work, these determinations are similar to those made at the GS-4 level; however, they require more judgment because of such factors as missing records, extensive details, or duplicate claimants. Determinations of eligibility for awards, such as payment of burial allowance, require the clerk to develop specific evidence of entitlement. The clerk in the clearance unit assignment determines that sufficient evidence is available to request wage record information and evaluates the wage record for the preparation of the award form. The clerk in the service representative assignment determines the exact information required by the claimant or beneficiary and provides such information or refers the inquiry to someone having knowledge of the required information. The clerk exercises tact, judgment, and consideration in both providing and getting information. In exercising judgment, the claims clerk must have a good working knowledge of the laws, rules, and regulations governing the duties performed.

2. *Entitlement work.* -- The claims clerk at this level is required to make the primary determination of entitlement or non-entitlement to payment for unauthorized treatment. He must determine basic entitlement to benefits, and, in addition, determine that the claimant meets the criteria for the payment of unauthorized expenses. The determination is based upon information elicited from the claimant and documentation submitted. Documents submitted include doctor's bills, hospital bills, statements of treatment or services rendered, etc. Often, the clerk must request that additional evidence be submitted. In exercising judgment, the claims clerk must have a good working knowledge of the laws, rules, and regulations governing entitlement and of the types of documentation necessary to demonstrate eligibility.

3. *Post-entitlement work.* -- The claims clerk at this level is required to make the more difficult determinations associated with post-entitlement work. In addition to the determinations made at the GS-4 level, the clerk must process the complex actions requiring the development of more documentation and information. For example, to make a subsequent award such as the conversion of a wife to widow status, the clerk must develop proof of marriage, and proof of death material, terminate the wage earner's (husband's) benefits, terminate the wife's benefits, and initiate the widow benefits. The clerk determines that these actions are allowable, considering the information developed. In exercising judgment, the claims clerk must have a good working knowledge of the more difficult types of post-entitlement actions and the legal and regulatory requirements for each type of action.