

Veterans of Foreign Wars of the United States

Job Title: Claims Examiner Claims Service Office

Classification: Administrative/Professional

Immediate Supervisor: Claims Office Supervisor

A. Purpose:

Performs the initial and final examination of all claims for veterans' benefits by checking for completion, accuracy, and compliance with regulations to ensure that claims are submitted and calculated correctly.

B. Distinguishing Feature:

The Veterans' Services Claims Examiner examines veterans' benefits claims for accuracy and completeness, examines award letters, provides assistance in preparation of claims, and compiles statistical information.

The Veterans' Benefits Representative provides counseling and research assistance, explains available veterans' benefits and programs, prepares and/or explains how to prepare claims, and reviews determinations made by the Department of Veterans Affairs (VA).

C. Functions:

(These are examples only; the position may not include all of the listed examples nor do only the listed examples included/excluded by all functions which may be found in this position.)

1. Reviews veterans' benefits claims prior to submission to ensure information is authentic, complete, and accurate.

- a. Determines if proper and correct documents are attached.
- b. Ensures that attached narratives are clear and informative.
- c. Ensures the claims are submitted to the proper section in the VA.

2. Reviews and completes requests for burial benefits, home loans, service record requests, service medical records requests and VA healthcare enrollment.

3. Requests additional information from claimants or individual(s) originating the claim to complete claims before presentation to the VA.
4. Reviews claims after adjudication by the VA rating board to confirm the accuracy of monetary or non-monetary awards.
 - a. Reviews award letters for accuracy and ensures that the VA has complied with all laws, regulations, and policies.
 - b. Notifies the VA of errors or exceptions.
5. Drafts correspondence to veterans, their dependents, Veterans' Benefits Representatives, or County and Tribal Veteran Service Officers to request additional information and to provide information on claims.
6. Updates and distributes manuals and copies of office policies and procedures to ensure all have complete and accurate information to use in accepting and processing veterans' claims.
7. Provides instruction to State Service Officers and County and Tribal Service Officers (C/TVSOs) in a formal classroom setting.
 - a. Prepares and presents formal instruction on VA rules and regulations, forms completion, VA computer programs, and administrative requirements.
 - b. Provides frequent instruction on proper claims preparation for County Veteran Service Officers and claimants.
8. Creates and maintains a database of client information, claims, and benefits to ensure all claims are tracked and processed.
 - a. Compiles data and composes monthly statistical reports.
 - b. Maintains the VIMS database to ensure all essential data regarding changes in awards, grants, and denials for claims is kept up to date.
9. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Claims Office Supervisor. May provide work direction as it relates to claims processing to office staff and County Veteran Service Officers.

E. Challenges and Problems:

Challenged to handle the increased volume and complexity of claims and to verify the calculation of monetary awards. This is difficult because of the time, accuracy, and knowledge that is required in the submission of VA claims. Other typical problems include ensuring consistency with awards, having complete and accurate information, having knowledge of the various veterans benefit programs, various time limits associated with claims, knowing who or where to go for information, being knowledgeable of various disability rates and how to calculate awards, and ensuring timelines are adhered to in filing claims.

F. Decision-making Authority:

Decisions made include necessary changes in the format or wording of narratives, who to contact for more information, if awards are correct and why, and preparation changes to claims. Decisions referred include whether awards need to be referred to the VA for correction and requesting re-considerations, privacy or confidentiality conflicts, final approval of claims to be submitted for adjudication, budget/supply related issues, and approval of changes in reporting procedures.

G. Contact with Others:

Daily contact with veterans and/or their dependents, Minnesota County Veterans Service Officers, and personnel from the VA to give and receive information.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- regulations that govern the award of veterans' benefits;
- military and medical documents;
- proper office practices;
- Department of Veterans' Affairs rules, policies, and procedures.

Ability to:

- deal tactfully with others;
- establish rapport with claimants;
- interpret military and medical documents and statements;
- align information in a logical sequence;
- use a computer;
- meet deadlines;
- make decisions;
- work independently;
- prioritize multiple tasks, projects, and assignments;
- communicate information clearly and concisely.