

## Claims Examiner Certification; Frequently Asked Questions

### **Q: Is there a Grandfather clause?**

A: No, there is a grace period from July 1, 2019 to June 30, 2020 for all individuals who were examining claims as of January 1, 2019.

### **Q: Can currently certified examiners stay certified with the rollout of the mandatory program?**

A: Yes, Claims Examiners who are currently certified will maintain their certification in the same way as before, by completing 24 credit hours during the two-year certification period and submitting the appropriate information regarding these credits to the ERD Claims Examiner Certification Program for certification renewal.

### **Q: I'm changing employers and my former employer paid for my certification. Am I still certified?**

A: Yes. The certification is held by the individual examiner, regardless of who paid for it. It is the responsibility of the individual examiner to notify the ERD Claims Examiner Certification Program of a change in employment and current contact information via the Employment Change form (currently in development) located on the ERD website at <http://erd.dli.mt.gov/work-comp-claims/claims-assistance/claims-examiner-certification> .

### **Q: I am a licensed adjuster. What do I need to do to maintain my adjuster's license and a Claims Examiner Certification?**

A: Claims Examiner Certifications can be maintained by completing 24 credit hours during the two-year certification period and submitting the appropriate information regarding these credits to the ERD Claims Examiner Certification Program for certification renewal. Adjuster Licenses must be maintained by following the process prescribed by the Insurance Commissioner. Although some Claims Examiner credits may also count towards your adjuster's license, there is no direct correlation between credits. Information regarding each course must be submitted separately to ERD and the Insurance Commissioner for consideration and application of credits towards the respective certifications.

### **Q: Where can I find a list of currently certified Claims Examiners?**

A: A list of currently certified Claims Examiners can be found on the ERD website at <http://erd.dli.mt.gov/work-comp-claims/claims-assistance/claims-examiner-certification>

### **Q: What is the difference between a trainee and a new hire?**

A: "New hire" means a person who has: not been previously employed by the insurer or third-party administrator as a Claims Examiner; been separated from employment with the insurer or third party administrator for at least 60 days and is required to complete new hire paperwork such as Form I-9, Form W-4.; or received an internal promotion or transfer to a claims examiner position. "Trainee" means an employee who has no prior claims examiner experience and is participating in a program by which the employer prepares the trainee to carry out the essential functions of a certified claims examiner.

### **Q: I have changed employers and want to maintain my Claims Examiner Certification. How do I go about doing that?**

A: Claims Examiner Certifications can be maintained by completing 24 credit hours during the two-year certification period and submitting the appropriate information regarding these credits to the ERD Claims Examiner Certification Program for certification renewal. It is the responsibility of the individual examiner to notify the ERD Claims Examiner Certification Program of a change in employment and current contact information by submitting an Employment Change form (currently in development) located on the ERD website at <http://erd.dli.mt.gov/work-comp-claims/claims-assistance/claims-examiner-certification> .

**Q: I am not currently employed as a Claims Examiner but would like to maintain my certification. How do I go about doing that?**

A: Claims Examiner Certifications can be maintained by completing 24 credit hours during the two-year certification period and submitting the appropriate information regarding these credits to the ERD Claims Examiner Certification Program for certification renewal.

**Q: How can I find information about opportunities to earn ongoing Claims Examiner Certification Credits?**

A: You may review the ERD website (<http://erd.dli.mt.gov/work-comp-claims/claims-assistance/claims-examiner-certification> ) for upcoming credit opportunities.

**Q: Is there still a 12-month grace period after the renewal date?**

A: No. Claims Examiners whose certification has expired may not examine claims in the state of Montana until they have successfully renewed their certification. Within 24 months of the certification expiration, Claims Examiners may supply the required credit information to the ERD Claims Examiner Certification Program to qualify for certification renewal without retesting. Should the Claims examiners fail to submit credits for renewal within this 24-month period, they will be required to retake the certification test.

**Q: I know I am responsible for notifying the ERD Claims Examiner Certification program of any changes in employment but are there any reporting requirements for my employer?**

A: Yes, an insurer or third-party administrator must notify the ERD Claims Examiner Certification program within 20 days of the hire date for new hires and trainees.