

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION



**Certification of Claims Examiners
Oregon Administrative Rules
Chapter 436, Division 055**

Effective Jan. 1, 2017

TABLE OF CONTENTS

RULE		PAGE
436-055-0001	Authority for Rules [Repealed]	1
436-055-0002	Purpose of Rules [Repealed]	1
436-055-0003	Applicability and Purpose	1
436-055-0005	Definitions	2
436-055-0008	Administrative Review and Contested Cases	3
436-055-0070	Certification of Claims Examiners	4
436-055-0085	Training for Interactions with Independent Medical Examination Providers	5
436-055-0100	Insurer Duties	7
436-055-0110	Assessment of Civil Penalties	9
ORDER OF ADOPTION		10
Certificate and Order for Filing Permanent Administrative Rules		12

NOTE: Revisions are marked as follows:

Deleted text has a "strike-through" style, as in ~~Deleted~~

Added text is underlined, as in Added

Historical rules are available for each division of chapter 436 – see:
<http://wcd.oregon.gov/laws/Pages/current-rules.aspx>.

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**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

**OREGON ADMINISTRATIVE RULES
CHAPTER 436, DIVISION 055**

436-055-0001 Authority for Rules [Repealed]

~~These rules are promulgated under the director's authority pursuant to ORS 656.726 and 656.780.~~

Statutory authority: ~~ORS 656.726(3)(a); and ORS 656.780(1)~~
Hist: Amended 7/14/94 as WCD Admin. Order 94-054, eff. 9/1/94
[Repealed 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17](#)

436-055-0002 Purpose of Rules [Repealed]

~~The purpose of these rules is to establish standards for the certification of workers' compensation claims examiners pursuant to ORS Chapter 656.~~

Statutory authority: ORS 656.780(1)
Hist: Amended 12/21/99 As WCD Admin. Order 99-063, eff. 01/01/00
[Repealed 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17](#)

436-055-0003 Applicability and Purpose of Rules**(1) Applicability.**

These rules apply to the certification of all workers' compensation claims examiners on or after the effective date of these rules.

(2) Purpose.

[The purpose of these rules is to establish standards for the certification of workers' compensation claims examiners under ORS chapter 656.](#)

~~(2) The certification of any workers' compensation claims examiner valid on December 31, 1999 shall continue without expiration until December 31, 2000. However, this provision does not shorten any two year certification period.~~

~~(3) Any claims examiner certified on October 22, 1999, with a renewal date between October 23, 1999 and December 31, 1999, may present records to the insurer for renewal. The claims examiner's certification period shall be renewed for two years upon verification that the certified claims examiner met the continuing education requirements under the rules in effect on the date renewal was due, however no course taken after October 22, 1999 needs to be certified.~~

(4) Director's discretion.

~~Applicable to this chapter, t~~[The director may waive any procedural rule as justice requires, unless otherwise obligated by statute, in the director's discretion waive any procedural rules as justice so requires.](#)

Statutory authority: [ORS 656.726](#); ORS 656.780
[Statutes implemented: ORS 656.780](#)
Hist: Amended 12/21/99 As WCD Admin. Order 99-063, eff. 01/01/00
[Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17](#)

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

436-055-0005 Definitions

Except where the context requires otherwise, ~~these rules are governed by the following definitions~~ under ORS 656.005 and the following apply to OAR 436-055-0008 to 436-055-0110:

(1) **“Claims examiner”** means anyone who has primary responsibility for decision making or benefit determination in a claim.

~~This includes those who decide compensability of new claims or aggravations, calculate benefits, authorize payments, or who represent employers by direct contact with the department or Board. This definition does not include attorneys representing employers before the department or Board, or those who primarily perform clerical functions.~~

(2) **“Claims Examiner Trainee”** means a person hired by an insurance company, self-insured employer or third party administrator to decide compensability of new claims or aggravations, calculate benefits, or authorize payments, who works under the direct supervision of a certified claims examiner.

(3) **“Director”** means the director of the Department of Consumer and Business Services or the director’s designee.

(4) **“Hearings Division”** means the Hearings Division of the Workers’ Compensation Board.

(5) **“Insurer”** means the State Accident Insurance Fund Corporation; an insurer authorized under ORS chapter 731 to transact workers’ compensation insurance in this state ; an assigned claims agent selected by the director under ORS 656.054; an employer certified under ORS 656.430 that meets the qualifications of a self-insured employer under ORS 656.407; or a third party administrator service company that processes claims for an insurer or self-insured employer under the conditions prescribed in ORS 731.475(3) and ORS 656.455(1).

(6) **“Party”** means a claimant for compensation, the employer of the worker at the time of injury, the insurer of the employer, or the insurer’s service company, if any. ~~includes anyone listed in ORS 656.005(21) and a third party administrator.~~

(7) **“Process cClaims”** means the determination of compensability and management of workers’ compensation claims. ~~receipt, review and payment of compensation for workers’ claims.~~

(8) **“Temporary Claims Examiner”** means a person with at least two years of prior claims processing experience hired by an insurance company, self-insured employer or service company to decide compensability of new claims or aggravations, calculate benefits, or authorize payments in Oregon workers’ compensation claims, who works under the direct supervision of a certified claims examiner.

(9) **“Third party administrator”** means a service company who processes claims for an insurer or self-insurer under the conditions prescribed in ORS 731.475(3) and ORS 656.455(1).

Statutory authority: ORS 656.726(3)(a)

Statutes implemented: [ORS 656.780](#)

Hist: Amended 12/21/99 As WCD Admin. Order 99-063, eff. 01/01/00

[Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17](#)

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

436-055-0008 Administrative Review and Contested Cases

(1) Requests for hearings on sanctions and civil penalties.

Any party that disagrees with a proposed order, or proposed assessment of civil penalty ~~of~~ issued by the director issued under ORS 656.745 these rules, may request a hearing by the Hearings Division of the Workers' Compensation Board in accordance with under ORS 656.740. To request a hearing, the party must:

(a) Mail or deliver a written request to ~~The request for hearing must be mailed or delivered to the Administrator of the Workers' Compensation Division by the aggrieved person within 60 days after~~ of the mailing date of the proposed order or assessment; and

(b) S~~The request must specify, in the request, the grounds upon which~~ reasons why the party disagrees with the proposed order or assessment ~~is contested.~~

~~(2) Under ORS 656.704(2), any party that disagrees with an action or order of the director under these rules, other than as described in section (1), may request a hearing by filing a hearing request as provided in OAR 436-001-0019 within 60 days of the mailing date of the order or notice of action. OAR 436-001 applies to the hearing.~~

(2) Requests for administrative review.

~~Any person~~ party that disagrees that disagrees with an action taken under these rules by another person, except as described in sections (1) and (2), may request an administrative review of the action by the director. To request administrative review, the party must: as follows:

~~(a) The request for administrative review must be m~~ Mailed or deliver a written request for review to the Administrator of the Workers' Compensation Division within 90 days of the action; and ~~The request must s~~

(b) Specify, in the request, the grounds upon which reasons why the party disagrees with the action is ~~is~~ contested.

~~(b) The review will be conducted by the director.~~

~~(c) The director will review the relevant information submitted by all parties.~~

~~(d) The director will issue an administrative order that specifies whether the determination constitutes a final order or whether an aggrieved party may request a hearing under section (2).~~

(3) Requests for hearing on any other action or order of the director.

Any party that disagrees with an action or order of the director, except as described in section (1) of this rule, may request a hearing by filing a hearing request as provided in OAR 436-001-0019 within 60 days of the mailing date of the order or notice of action. OAR 436-001 applies to the hearing.

Statutory authority: ~~ORS 656.735(5) through (7); ORS 656.704; ORS 656.745(4); ORS 656.726; 656.745 (4)~~
Statutes implemented: ~~ORS 656.704; ORS 656.740; ORS 656.726~~
History: Amended 6/15/06 as WCD Admin. Order 06-055, eff. 7/1/06
Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

436-055-0070 Certification of Claims Examiners**(1) Claims examiner test.**

To become an Oregon certified claims examiner, an individual must complete Claims examiners shall be certified by the insurer upon satisfactory completion of a test examination that demonstrates the individual's competency in claims processing activities, subject to the following:

(a) The test must include questions that which demonstrate the individual's; the individual's:

(aA) Familiarity Familiarity with the workers' compensation statutes ORS chapter 656;

(bB) Ability Ability to navigate the administrative rules found in this chapter OAR chapter 436;

(cC) Ability to Capability to perform claims processing activities; and

(dD) Understanding of all of the components Understanding of activities related to interactions with independent medical examination providers that includes all the components in in OAR 436-055-0085(12-); and

(b) (2) Any The person individual taking an examination may use a copy of ORS Chapter 656 and the Oregon Administrative Rules OAR chapter 436 during the examination testing period.

(3) A passing score on an examination shall be 80 percent or greater.

(4) Any examination completed through dishonest or fraudulent means shall be considered invalid.

(2) Initial certification.

An insurer may certify an individual as an Oregon certified claims examiner upon verification of the individual's satisfactory completion of the test under section (1) of this rule. (5) The Ccertification ion will be for a three year period. The certification date shall be remain in effect for three years from the date of the test examination. As used in this section, "satisfactory completion" means:

(a) The individual received a score of at least 80 percent on the test; and

(b) The test was not completed through dishonest or fraudulent means.

(63) Renewal of certification.

An insurer may renew a claims examiner's Ccertification upon verification that the claims examiner has completed 24 hours of training within the past three years. The 24 hours of trainings shall be renewed at any time during the certification period by providing verification of completion of 24 hours of training during the current certification period must include:

(a) At least , to include at least:

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

(a) ~~Four hours~~ six hours of training on the workers' compensation statutes ORS chapter 656, administrative rules OAR chapter 436, and relevant case law ~~since the last certification~~; and

(b) At least ~~For renewals on or after January 1, 2007, three~~ one hours of training related to interactions with independent medical examination providers that has been approved that under covers all the components in OAR 436-055-0085(1)(2); and-

(c) Additional training that covers any of the following subjects: ~~The three hours of training may be completed in increments.~~

(7) Training may be provided in the form of a seminar, workshop, association meeting, forum, correspondence, video or similar course. It may include any of the following subjects:

(a) Medical case management including, but not be limited to, medical terminology, basic human anatomy and the interpreting interpretation of medical reports;-

(b) Communication skills including, but not be limited to, courses in ethics, mediation, negotiation and ~~dealing with angry people~~ conflict management; or-

(c) Instruction dealing specifically with the processing of Oregon workers' compensation claims ~~processing skills relevant to Oregon workers' compensation claims~~.

(4) Expired certification.

An insurer may renew a claims examiner's certification that expired within the past 12 months if the individual meets the requirements of section (3) of this rule. An insurer may recertify a claims examiner who has not held current certification in the past 12 months under section (2) of this rule.

(5) Acknowledgement of certification issued by another insurer.

If an individual provides an insurer with documentation of current certification issued by another insurer, the insurer receiving the documentation may:

(a) Issue an acknowledgement of the certification stating that the individual has met the requirements for initial certification or renewal, if the documentation is sufficient to verify that the individual has met the requirements for initial certification or renewal; or

(b) Require the individual to recertify under section (2) of this rule, if the documentation is not sufficient to verify that the individual has met the certification requirements.

Statutory authority: ORS 656.726, 656.780

Statutes implemented: ORS 656.780(+)

History: Amended 6/15/06 as WCD Admin. Order 06-055, eff. 7/1/06

Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17

436-055-0085 Training for Interactions with Independent Medical Examination Providers

(1) Director approval of training curricula.

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

Any training provided under ~~OAR 436-055-0070 or OAR 436-055-0100(4)~~ relating to interactions with independent medical examination (IME) providers ~~interaction must first follow a curriculum that has been~~ be approved by the director.

~~(2) To be approved, a training eCurriculum a~~ for initial certification must include at least some of ~~or~~ incorporate the following components:

- (a) Appropriate and ethical communication with ~~independent medical examination~~ IME providers;
- (b) Insurers' rights and responsibilities;
- (c) Injured workers' rights and responsibilities;
- (d) ~~Independent medical examination~~ IME providers' standards of conduct requirement;
- (e) IME complaint process and investigations by ~~WCD~~ the Workers' Compensation Division; ~~and or~~
- (f) ~~Training specific to t~~ The requirements of ORS 656.325 and OAR 436-010.

~~(3) To be approved, a training curriculum for renewal of certification must incorporate some or all of the components in (2).~~

(42) Request for approval.

Any person may develop a training curriculum and receive request approval by from the director under this section ~~by submitting an application in a format prescribed by the director.~~

(a) The application request for approval must:

(A) Be made in writing;

(B) Describe the how the training content that meets the criteria relates to the components in section (12) of this rule; and

(C) Specify the total number of training hours to be provided for that topic.

(b) The director will approve or deny the request and notify the person of the decision within 30 days of receipt of the request.

(A) If the request is approved,

~~(5) T~~the director's approval curriculum will remain in effect be valid until the content or number of hours of training change, at which time. ~~At that time, the person a new request for approval must be submitted~~ will be required to resubmit an application that meets the requirements of sections (2) and (4) or (3) and (4) of this rule.

~~(6) The division will review an application and notify the applicant of the results within 30 days of receipt of the application. The division will reject incomplete applications.~~

~~(7B) If the request~~ If an application is rejected or disapproved denied, the director will notify the applicant person will be notified of the reasons for denial. The person

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

~~may~~ application may be resubmit ~~the request~~ted when the reasons for the rejection or disapproval ~~denial~~ have been corrected ~~addressed~~.

(83) Registry of approved curricula.

The director will maintain a registry of approved training curricula.

Statutory authority: ORS 656.726

Statutes Implemented: ORS 656.780(4)

History: Amended 6/15/06 as WCD Admin. Order 06-055, eff. 7/1/06

Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17

436-055-0100 Insurer Duties

(1) Insurer's responsibility to employ certified or qualified examiners.

~~An insurer shall~~ may -only employ Oregon certified claims examiners to process claims.
An Oregon certified claims examiner must have primary responsibility for all activities related to the determination of compensability and management of a claim including, but not limited to, calculating benefits and authorizing payments to workers. ~~who are certified or that qualify as a claims examiner trainee or a temporary claims examiner~~

(2) Claims examiner trainees and temporary claims examiners.

Notwithstanding section (1), an insurer may employ a claims examiner trainee or a temporary claims examiner who is not certified to assist with claims processing activities, subject to the following:

(a) A "claims examiner trainee" is an individual hired by an insurer to assist with claims processing activities who has no previous experience as an Oregon certified claims examiner, or who did not have current Oregon claims examiner certification in the 12 months before the date of hire. An individual may only work as a claims examiner trainee for up to 12 months in any five-year period; must work under the direct supervision of a certified claims examiner, and may work for up to 12 months in this status. An individual is limited to one 12-month period as a claims examiner trainee.

(b) A "temporary claims examiner" is an individual hired by an insurer to assist with claims processing activities who has at least two years of prior experience as an Oregon certified claims examiner. A temporary claims examiner must have at least two years prior claims processing experience and work under the direct supervision of a certified claims examiner. An individual may only work as a temporary claims examiner for up to 90 days in any 12-month period; as a temporary claims examiner.

(c) The claims examiner trainee or temporary claims examiner must work under the direct supervision of a certified claims examiner; and

(d) The claims examiner trainee or temporary claims examiner may not represent the insurer in communications with the director or the Workers' Compensation Board.

(3) Responsibility for training.

An insurer must ensure that training required under these rules, including training related to interactions with independent medical examination providers, is provided for any claims

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

examiners it employs. No provision of these rules is intended to prevent an insurer from providing training to its employees beyond the requirements of these rules.

(24) Records.

An insurer must keep records sufficient to verify the certification and training of ~~Insurers shall maintain a list of~~ all certified claims examiners, temporary claims examiners, and claims examiner trainees ~~who are~~ employed by the insurer or who ~~to process claims for the insurer.~~

(a) The records must include:

(A) The names of ~~all certified claims examiners,~~ claims examiner trainees and temporary claims examiners, and keep records sufficient to verify their certification and training ~~currently employed by the insurer;~~ currently employed by the insurer; ~~The list and records shall be subject to inspection by the director.~~

(B) The names of the certified claims examiners supervising any claims examiner trainee or temporary claims examiner currently employed by the insurer;

(C) The date of certification and date of expiration of certification for each certified claims examiner;

(D) The dates of employment of any temporary claims examiner who has been employed by the insurer within the past 24 months;

(E) The dates of employment of any claims examiner trainee who has been employed by the insurer within the past five years;

(F) Documentation of any qualified trainings completed by each certified claims examiner during the most recent period of certification, including:

(i) The names of the instructors providing the training;

(ii) The syllabi;

(iii) The dates of training; and

(iv) The number of training hours completed for each component under OAR 436-055-0070(3); and

(G) Documentation provided to the insurer to support any acknowledgment of an initial certification or renewal issued by another insurer.

(b) Upon the director's request, the insurer must make the records available for inspection or review. ~~The director may require submission of such lists and records in lieu of on-site inspection.~~

~~(3) Insurers may issue an initial certification or renewal for any individual pursuant to the standards set in OAR 436-055-0070.~~

~~(4) Insurers must ensure that training related to interactions with independent medical examination providers is provided for certified claims examiners in their employ.~~

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
CERTIFICATION OF CLAIMS EXAMINERS**

~~(5) Insurers shall not misrepresent any information to a worker, employer or the director related to the certifications of its employees.~~

~~(c) (6) The insurer must provide a claims examiner with a complete copy of all records verifying the most recent certification and any subsequent training completed by the claims examiner. Within within 14 days of the termination of the claims examiner's employment, or upon receipt of a written request,~~

~~of a certified claims examiner, an insurer shall provide the certified claims examiner a complete copy of all records verifying the most recent acknowledgement of certification and any subsequent training.~~

~~(d) (7) The insurers shall must retain records used to verifying the certification and renewal of any certified claims examiners it employs who are employed by the insurer or who process claims for the insurer for six years from its the date of the most recent acknowledgement of current certification or renewal.~~

(5) Civil penalties.

An insurer that fails to comply with the requirements of this rule, or misrepresents information related to the certification of any of its employees to a worker, employer, or the director may be subject to a civil penalty under OAR 436-055-0110.

Statutory authority: ORS 656.726, 656.780

Statutes implemented: ORS 656.780(1) and (2)

History: Amended 12/5/05 as WCD Admin. Order 05-076, eff. 1/1/06

Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17

436-055-0110 Assessment of Civil Penalties

(1) Penalties for failure to comply with statutes, rules and orders.

~~Under ORS 656.745 the~~ The director may assess a civil penalty against an insurer which that fails to comply with these rules under ORS 656.745.

(2) Penalties for failure to comply with ORS 656.780.

~~Under ORS 656.780 the~~ The director may assess a civil penalty against an insurer that fails to maintain or produce certification and training records as required by these rules, or that employs anyone other than an Oregon certified workers' compensation-claims examiner to process workers' compensation claims.

(3) Penalty amounts.

~~The No insurer shall be~~ civil penalty will exceed subject to a penalty of not more than \$2,000 per for each violation, or \$10,000 in aggregate for all violations within a three-month period. Each violation, or each day a violation continues, shall will be considered a separate violation.

Statutory authority: ORS 656.726; 656.780

Statutes implemented: ~~ORS 656.447(1)(a);~~ ORS 656.745(2)(b); ORS 656.780(3)

History: Amended 6/15/06 as WCD Admin. Order 06-055, eff. 7/1/06

Amended 11/8/16 as WCD Admin. Order 16-052, eff. 1/1/17

**BEFORE THE DIRECTOR
DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION**

In the Matter of the Amendment of Oregon Administrative)	
Rules (OAR):)	ORDER OF
436-055, Certification of Claims Examiners)	ADOPTION
)	No. 16-052

The Director of the Department of Consumer and Business Services, under the general rulemaking authority in ORS 656.726(4), and in accordance with the procedures in ORS 183.335, amends OAR chapter 436, division 055.

On July 13, 2016, the Workers' Compensation Division filed with the Secretary of State a *Notice of Proposed Rulemaking Hearing* and *Statement of Need and Fiscal Impact*. The division mailed copies of the *Notice* and *Statement* to interested persons and legislators in accordance with ORS 183.335 and OAR 436-001-0009, and posted copies to its website. The Secretary of State included notice of the public hearing in its August, 2016 *Oregon Bulletin*. On Aug. 23, 2016, a public hearing was held as announced. The record remained open for written testimony through Aug. 29, 2016.

SUMMARY OF RULE AMENDMENTS

The agency has amended OAR 436-055, "Certification of Claims Examiners" to:

- Repeal obsolete or redundant rules, and to delete obsolete, redundant, or erroneous rule text;
- Revise, reorganize, and consolidate rules to enhance clarity, ease of reading, and consistency;
- Revise definitions, including the definition of "process claims";
- Clarify the insurer's responsibilities related to renewal of claims examiner certification;
- Reduce the required number of training hours related to interactions with independent medical examination providers for renewal of claims examiner certification from three hours to one hour;
- Increase the required number of training hours related to rules, statutes, and case law for renewal of claims examiner certification from four hours to six hours;
- Include some record-keeping requirements currently published on an agency website;
- Insert rule wording inadvertently deleted during previous rulemaking, while removing obsolete elements;
- Clarify an insurer's responsibility to issue certificates, acknowledge certifications from other insurers, and verify documentation that requirements have been met;
- Clarify the roles and qualifications of a claims examiner trainee and a temporary claims examiner;
- Allow a person who has not been certified for more than one year to be hired as a trainee;

Order of Adoption
OAR chapter 436, division 055

- Allow a person whose certification has lapsed for one year or less to renew certification if training requirements have been met; and
- Clarify that nothing in the rules precludes an insurer from providing additional training.

FINDINGS

Having reviewed and considered the record and being fully informed, I make the following findings:

- a) The applicable rulemaking procedures have been followed.
- b) These rules are within the director's authority.
- c) The rules being adopted are a reasonable administrative interpretation of the statutes and are required to carry out statutory responsibilities.

IT IS THEREFORE ORDERED THAT

- 1) Amendments to OAR chapter 436, division 055 are adopted as administrative order No. 16-052 on this **8th day of November, 2016, to be effective Jan. 1, 2017.**
- 2) A certified copy of the adopted rules will be filed with the Secretary of State.
- 3) A copy of the adopted rules with revision marks will be filed with the Legislative Counsel under ORS 183.715 within ten days after filing with the Secretary of State.

DATED this 8th day of November, 2016.

/s/ Louis Savage

Louis Savage, Administrator
Workers' Compensation Division

Under the Americans with Disabilities Act guidelines, alternative format copies of the rules will be made available to qualified individuals upon request.

If you have questions about these rules or need them in an alternate format, contact the Workers' Compensation Division, 503-947-7810.

Distribution: Workers' Compensation Division e-mail distribution lists, including advisory committee members and testers

Secretary of State
Certificate and Order for Filing
PERMANENT ADMINISTRATIVE RULES

FILED
11-9-16 9:12 AM
ARCHIVES DIVISION
SECRETARY OF STATE

I certify that the attached copies are true, full and correct copies of the PERMANENT Rule(s) adopted on Upon filing, by the
Department of Consumer and Business Services, Workers' Compensation Division 436
Agency and Division Administrative Rules Chapter Number
Fred Bruyns (503) 947-7717
Rules Coordinator Telephone
PO Box 14480, Salem, OR 97309-0405
Address

To become effective 01/01/2017 Rulemaking Notice was published in the August 2016 Oregon Bulletin.

RULE CAPTION

Training, certification, and employment of claims examiners

Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.

RULEMAKING ACTION

Secure approval of new rule numbers with the Administrative Rules Unit prior to filing.

ADOPT:

AMEND:

436-055-0003, 436-055-0005, 436-055-0008, 436-055-0070, 436-055-0085, 436-055-0100, 436-055-0110

REPEAL:

436-055-0001, 436-055-0002

RENUMBER:

AMEND AND RENUMBER:

Statutory Authority:

656.726, 656.780

Other Authority:

Statutes Implemented:

656.780

RULE SUMMARY

The agency has amended OAR 436-055, "Certification of Claims Examiners" to:

- Repeal obsolete or redundant rules, and to delete obsolete, redundant, or erroneous rule text;
- Revise, reorganize, and consolidate rules to enhance clarity, ease of reading, and consistency;
- Revise definitions, including the definition of "process claims";
- Clarify the insurer's responsibilities related to renewal of claims examiner certification;
- Reduce the required number of training hours related to interactions with independent medical examination providers for renewal of claims examiner certification from three hours to one hour;
- Increase the required number of training hours related to rules, statutes, and case law for renewal of claims examiner certification from four hours to six hours;
- Include some record-keeping requirements currently published on an agency website;
- Insert rule wording inadvertently deleted during previous rulemaking, while removing obsolete elements;
- Clarify an insurer's responsibility to issue certificates, acknowledge certifications from other insurers, and verify documentation that requirements have been met;
- Clarify the roles and qualifications of a claims examiner trainee and a temporary claims examiner;
- Allow a person who has not been certified for more than one year to be hired as a trainee;
- Allow a person whose certification has lapsed for one year or less to renew certification if training requirements have been met; and
- Clarify that nothing in the rules precludes an insurer from providing additional training.

Fred Bruyns

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Rules Coordinator Name

Email Address