



April 7, 2020

To: Workers' Compensation Claims Examiners  
From: Eric Strauss, Administrator, Employment Relations Division  
Re: Claims Examiner Testing and Continuing Education Requirements

A handwritten signature in black ink, appearing to read "Eric Strauss", written over the "From:" line of the header.

The Employment Relations Division (ERD) has received inquiries regarding the requirements for certifying as a workers' compensation claims examiner during the current COVID-19 pandemic. The division understands the unique challenges presented to examiners and employers during this time. As a result, the department has adopted temporary accommodations that will be in place until the end of the Governor's emergency declaration. Below is an outline of the temporary changes.

- 1) The Division typically provides proctored exams at one of our Workforce Service Centers throughout the state. Access to testing has diminished because of those office closures. Testing is now available through remote proctoring. To set up an appointment to take the exam, contact Nikki Hartman at [nhartman@mt.gov](mailto:nhartman@mt.gov). She will walk you through the steps and set up a time for you to take the exam at the location of your choosing.
- 2) For Claims Examiners who are due to renew and are short of continuing education credits, ERD can provide two options:
  - a. Claims Examiners can retake the exam and, by default, waive the need for continuing education credits. Under this circumstance, the Division will waive the normal testing fee and only charge the re-certification fee.
  - b. If a Claims Examiner does not want to retake the exam, they can request a 6-month extension of their certification. They will need to have the balance of their credits completed by the end of the six-month extension and will need to obtain an additional 24 credits during the subsequent renewal period.
- 3) The Department will look to provide additional virtual continuing education opportunities. Please visit [erd.dli.mt.gov](http://erd.dli.mt.gov) under the "Events" section or <http://erd.dli.mt.gov/work-comp-claims/claims-assistance/claims-examiner-certification/upcoming-workshops> for upcoming scheduled opportunities.