TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written examination for the **Disability Claims Adjudicator Trainee** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. READING & ANALYTICAL SKILLS   (34 Questions)

A critical component of the Disability Claims Adjudicator Trainee job involves reading, comprehending and interpreting information from the Social Security Act, pertinent laws, rules and regulations, medical terminology and vocational reference materials. This section of the exam tests your ability to read and comprehend various written material by presenting passages to read and asking questions that require the interpretation and extraction of pertinent information.

II. WRITTEN COMMUNICATION   (10 Questions)

Employees in this job must prepare clear and comprehensible case documentation, disability claim decisions, and effective communications to claimants and various health care professionals. An employee must have the ability to use correct grammar in speech and in writing in order to obtain information and to present information in a clear and accurate manner. This section assesses your ability to determine sentence structure and phraseology that most clearly and effectively expresses the meaning of business communications.

III. INTERPERSONAL RELATIONS   (10 Questions)

Employees in this job must be able to maintain satisfactory working relationships with the public, coworkers and supervisory staff. This involves the ability to convey necessary information in a tactful and diplomatic manner under difficult situations. This section assesses your skill in handling situations by maintaining a proper working relationship with both the public and staff members. Test question topics include:

- How to effectively respond to questions posed by the public;
- Methods used to promote a positive relationship with a supervisor;
- Techniques used to enhance working relationships with other staff;
- Methods used to promote a favorable impression of the agency and state employees among the general public.

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IV. PERSONAL COMPUTER USAGE (10 Questions)

Employees in this job must be able to use personal computers, various computer applications, word processing software and electronic communication software in order to process disability claims. They must also have the ability to use electronic and communication software in receiving, transmitting and maintaining work assignments and instructions. Test question topics include:

- Computer file features and terminology;
- Computer data features and terminology;
- Internet tools and terminology;
- Electronic mail and communication software.