

Your Exam Content Outline

The following outline describes the content of one of the Texas insurance examinations. The outlines are the basis of the examinations. The examination will contain questions on the subjects contained in the outline. The percentages indicate the relative weights assigned to each part of the examination. For example, 10 percent means that 6 questions will be drawn from the section on a 60-question exam, 10 will be drawn on a 100-question exam and 15 will be drawn on a 150-question exam.

Series 14-65

Texas Exam for Workers Compensation Adjuster

60 questions – One-hour time limit

1.0 Insurance Regulation 14%

1.1 Licensing requirements (Ins. 4101.051; TAC 19.602)

Process (Ins. 4101.052, .054, .057; TAC 19.601)
Qualifications (Ins. 4101.053)
Catastrophe or emergency adjusters (Ins. 4101.101)

1.2 Maintenance and duration

Place of business (Ins. 4101.151)
Renewal (Ins. 4101.057, .061)

1.3 Disciplinary actions

Suspension, revocation or refusal to renew (Ins. 4101.201)
Penalties (Ins. 4101.203)

1.4 Continuing education (Ins. 4101.059; TAC 19.1001–19.1021)

1.5 Claim settlement laws and regulations

Unfair Claim Settlement Practices Act and Rules (Ins. 542.001–.014; TAC 21.201–.205)
Deceptive Trade Practices Act (Busi. 17.50)
Prompt payment of claims (Ins. 542.051–.061)
Notice of settlement of casualty claims (Ins. 542.151–.154)

1.6 Federal regulation

Fraud and false statements (18 USC 1033(e))

2.0 Workers Compensation Insurance 40%

2.1 Workers compensation laws

Type of law
Monopolistic versus competitive
Compulsory versus elective
Texas workers' compensation law (Labor Code Title 5)
Definitions (Lab. 401.011–.013)
Occupational disease (Lab. 401.011(34))
Subsequent injury fund (Lab. 403.006–.007)
Employment covered (Lab. 401.012)
Compensable injuries (Lab. 401.011(10), (26))
Employer election (Lab. 406.002)
Employee election (Lab. 406.034)
Exclusive remedy (Lab. 408.001)

Waiting period (Lab. 408.082)
Statute of limitations (Lab. 409.001–.004)
Bars to recovery (Lab. 406.032)
Exceptions to liability (Lab. 406.032)
Subrogation (Lab. 417.002)
Benefits (Lab. Ch. 408)
General provisions (Lab. 408.001–.008)
Medical benefits (Lab. 408.021–.030)
Average weekly wage (Lab. 408.041–.047)
Computation of benefits (Lab. 408.061–.064)
Income benefits (Lab. 408.081–.086)
Temporary income benefits (Lab. 408.101–.105)
Impairment income benefits (Lab. 408.121–.129)
Supplemental income benefits (Lab. 408.141–.151)
Vocational rehabilitation (Lab. 408.150)
Lifetime income benefits (Lab. 408.161–.162)
Death and burial benefits (Lab. 408.181–.187)
Voluntary and informal networks (Lab. 413.0115)
Review of certain medical disputes and contested case hearings (Lab. 413.0311)
Compensation procedures (Lab. Ch. 409)
Injury reports, claims and records (Lab. 409.001–.013)
Payment of benefits (Lab. 409.021–.024)
Prohibited acts (Lab. 415.001–.010)
Federal workers' compensation laws
U.S. Longshore and Harbor Workers' Compensation Act (33 USC 901–950)
Outer Continental Shelf Lands Act (43 USC 1331–1356a)
Federal Employers Liability Act (FELA) (45 USC 51–60)
The Jones Act (46 USC 688)

2.2 Workers compensation and employers liability insurance policy

General section
Part One — Workers compensation insurance

- Part Two — Employers liability insurance
- Part Three — Other states insurance
- Part Four — Your duties if injury occurs
- Part Five — Premium
- Part Six — Conditions
- Part Seven — Our duty to you for claim notification
 - Selected endorsements
 - Voluntary compensation
 - Waiver of subrogation

3.0 Workers Compensation Claim Principles 36%

3.1 Role of the adjuster

- Duties and responsibilities
 - Good faith
 - Immediate contact rule
- Staff and independent versus public adjuster
- Relationship to legal profession

3.2 Negligence

- Elements of a negligent act
- Defenses against negligence
- Absolute liability
- Strict liability

3.3 Controlling medical costs

- Managed care
- Utilization review
 - Inpatient services
 - Outpatient services
- Hospital bill auditing
- Designated provider

3.4 Investigation and evaluation

- Compensability
 - Employee/non-employee
 - Arising out of employment
 - Arising in the course of employment
- Documentation
 - First report of injury
 - Claimant statement
 - Insured's records
 - Witness statements
 - Current activity reports
- Medical determination
 - Medical authorization
 - Diagnosis
 - Prognosis

3.5 Claim reserves

- Components
 - Indemnity
 - Medical
 - Expense
- Factors affecting reserves
- Reserving techniques
 - Individual case method
 - Formula method
 - Round-table technique

3.6 Claims management

- Analysis
 - On-site inspections
 - Selecting an evaluating physician
 - Physician evaluation
- Disposition
- Litigation management
- Settlement negotiation

4.0 Understanding the Language of Medical Reports 10%

4.1 Medical terminology and abbreviations

- Location terms
- Movement terms
- Prefixes, suffixes and root words
- Abbreviations used in medical reports
- Medical specialties

4.2 Basic human anatomy

- Skeletal structure
- Nervous system
- Respiratory system
- Cardiovascular system
- Abdominal organs

4.3 Common occupational injuries and diseases

- Strains and sprains
- Dislocations
- Fractures
- Soft tissue injuries
- Brain injuries
- Burn classifications
- Cumulative trauma
- Repetitive motion injuries
- Lung diseases

4.4 Medical tests

- Laboratory
- Radiography (X-ray)
- Magnetic resonance imaging (MRI)
- Computerized tomography (CT or CAT)
- Electromyography (EMG)
- Nerve conduction studies
- Myelography
- Arthroscopy
- Electrocardiogram (EKG or ECG)
- Electroencephalography (EEG)