U.S. Department of Labor
Employment Standards Administration
Office of Workers' Compensation Programs

Energy Employee Occupational Illness Compensation Program

ECMS User's Reference Guide For Resource Center Staff

August 2005

1. Introduction

This document is an updated version of the instruction material distributed at the training session held in Las Vegas, Nevada, from July 19-21, 2005. It includes instructions for ECMS Login, entering and updating Notes and Callups, and entering and updating Telephone Messages.

The document includes the following sections:

- Citrix ECMS Workstation Login
- Logging into the ECMS system
- Searching for Existing Cases
- Adding Case Notes
    - Add Note Screen
    - Add Note Form View
    - Fields to be completed
- Displaying and Updating Case Notes
- Adding Telephone Messages
    - Add Telephone Message
    - Add Telephone Message Form View
    - Fields to be completed
- Displaying and Updating Telephone Messages

2. Citrix ECMS Workstation Login

This section contains the information that you need to **log into ECMS (**Energy Case Management System) via **Citrix**.

Important - You should have two sets of User IDs and Passwords:

- one set for network login
- one set for application login

Note: Passwords are Case Sensitive

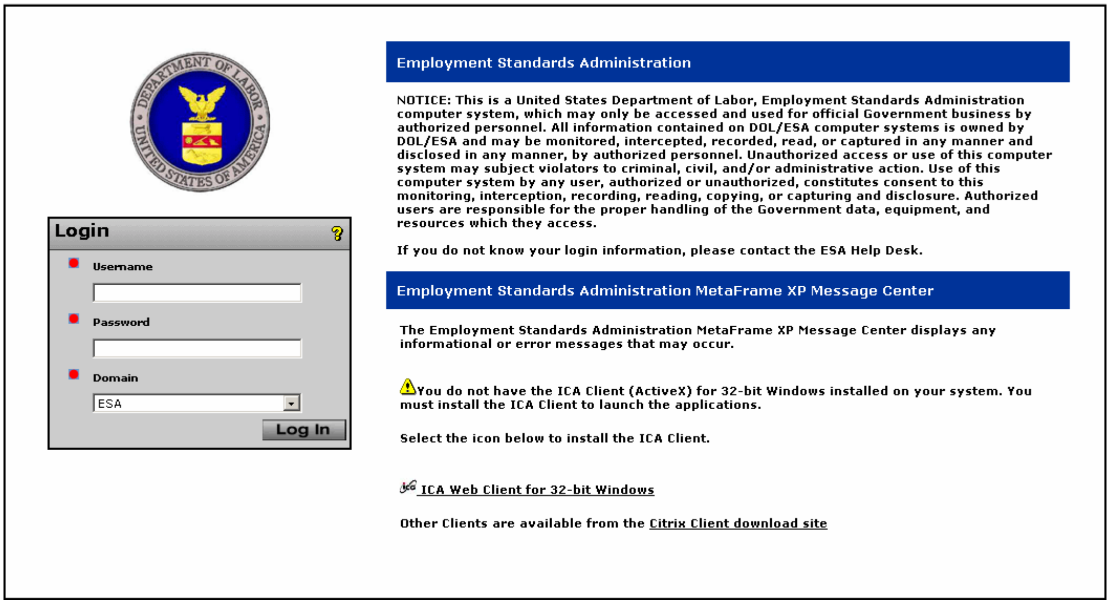
In this section you use the network Username and Password to perform the Citrix login as indicated below.

Your application Username and Password are referenced later in this document.

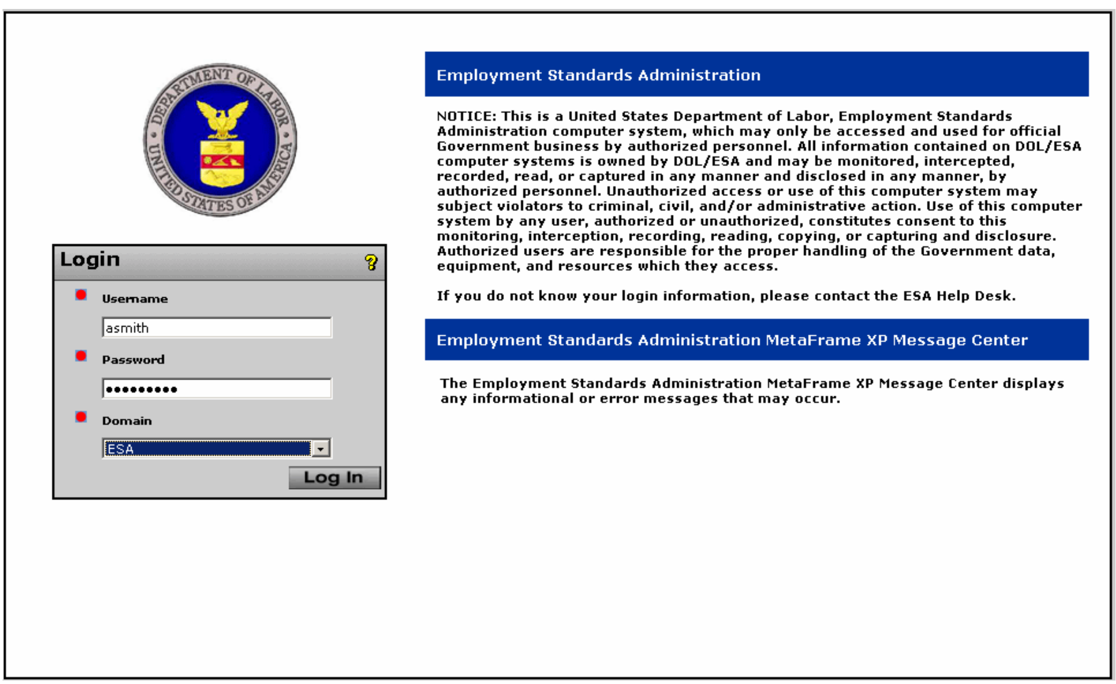
If you have any questions about User Ids or Passwords, call the ESA Help Desk at 1(877) ESA-HELP (372-4357)

- Go to https://seatsweb.dol-esa.gov

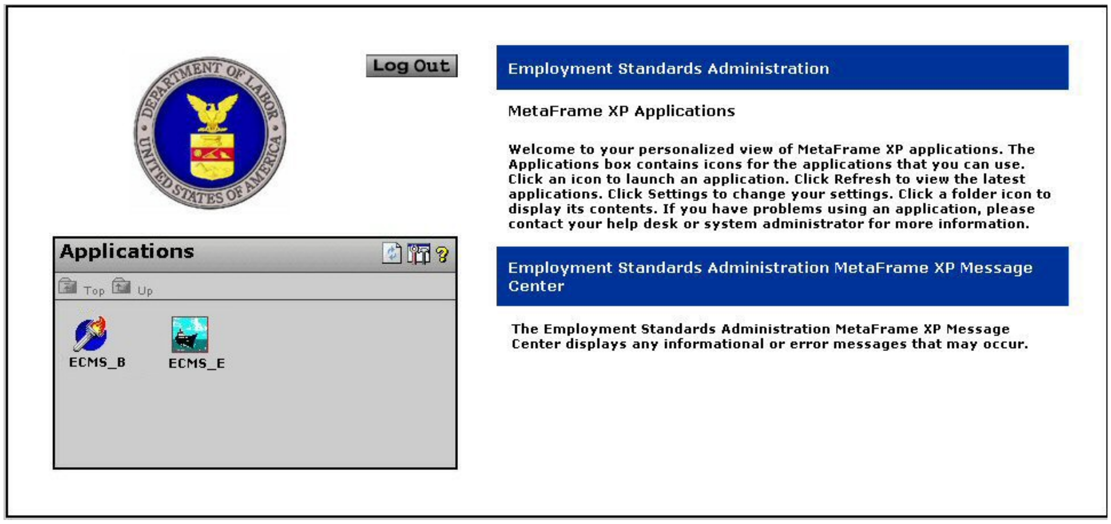
- The ICA Web Client
    - Must be installed to access CITRIX
    - Is a one-time installation procedure

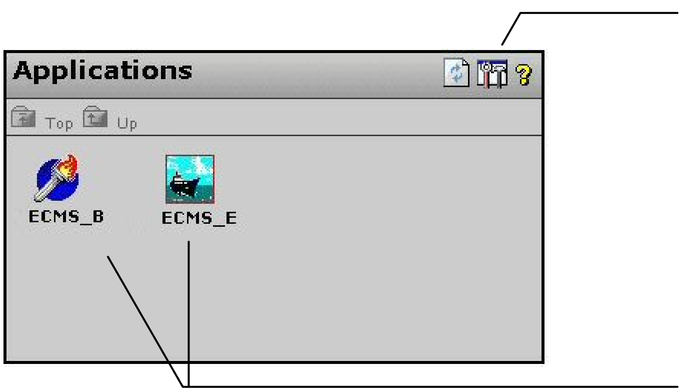


- In the **Citrix Login** window:
    - Enter your existing **ESA/Windows Domain User Name**
    - First time users: Enter the password Xpin####
        - #### represents the last 4 digits of your social security #
    - Click the **Login** button



- The **Citrix Login** Applications window opens containing two ECMS icons.





There are **three Citrix icons** on the applications toolbar:

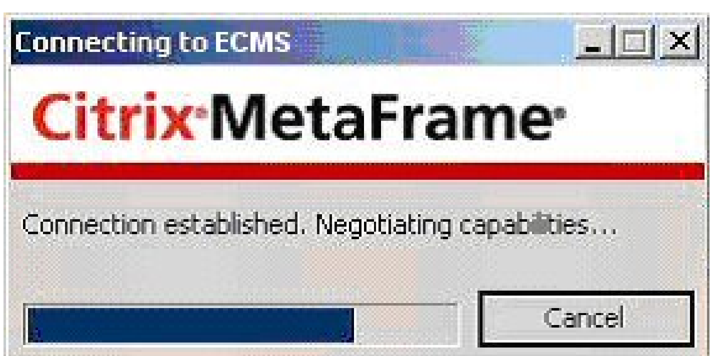
- The Refresh icon
- The Tool icon
- The Help icon

Note – Some of these icons or information in the Help file may not apply to our configuration of Citrix.

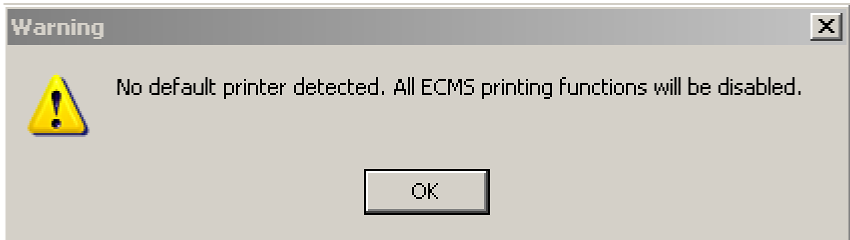
ECMS icons – See Section 3 for information on choosing system

- Click the **ECMS_B** icon (See Section 3)

This initiates the Citrix login process and you see the Citrix MetaFrame window.



- There are no print functions available on the ECMS system. A warning banner will appear to indicate that no printer is attached to the system. When it does appear, Click the **OK** button.

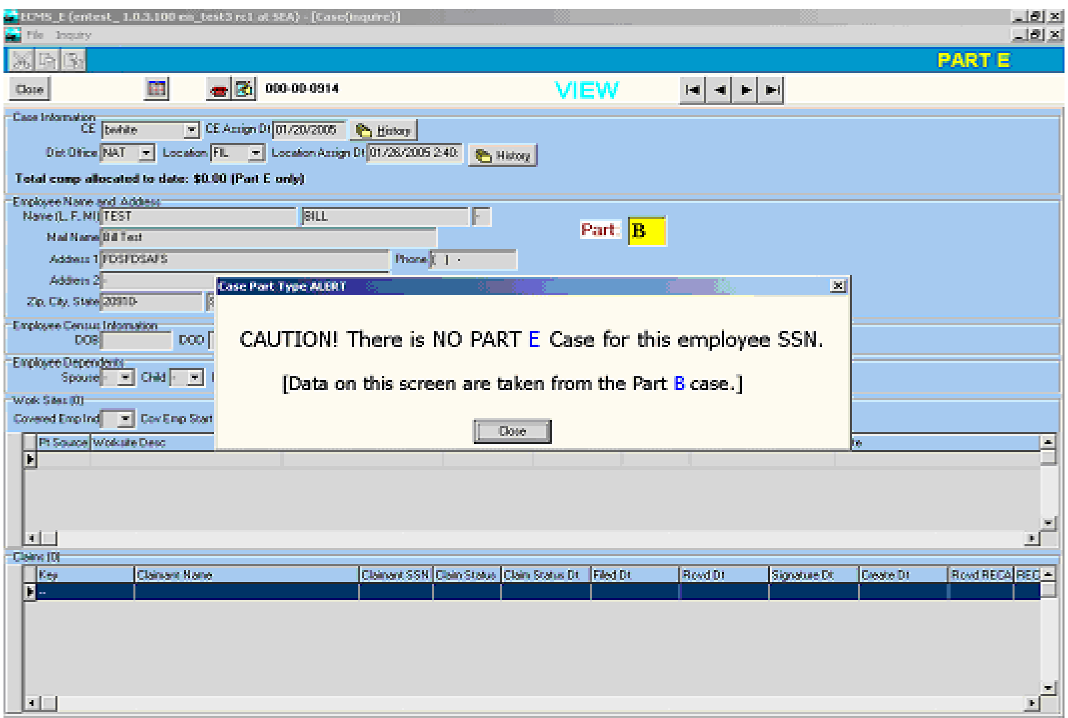


3. CHOOSING THE APPROPRIATE ECMS SYSTEM

Currently there are two applications of the Energy Case Management System: ECMS_B and ECMS_E. Each of these systems is used to manage and process energy worker compensation claims associated with different parts (subtitles) of the Energy Employees Occupational Illness Compensation Program Act (EEOICPA) passed in 2001 and amended in 2004. ECMS_B is used to process claims submitted under Part B of the legislation. ECMS_E is used to process claims submitted under Part E. The two systems function in the same manner and you will see the same screens and controls using either system. As a result, cases are identified by their ‘part type’, i.e., ‘part’ of the legislation) based on what kinds of claims are being handled. While all cases can be viewed in either system, the Part E claims data on those cases can be viewed only in ECMS_E, while the Part B claims data can be viewed only in ECMS_B.

There are actually three “Part Types” in the ECMS system: Part B (cases that have only ‘B’ claims), Part E (cases that have only ‘E’ claims) and Part EB (cases in which the claimant has submitted both an E claim and a B claim). For Part B-only cases and Part E-only cases, telephone messages and notes/callups should be entered into the appropriate version of ECMS. When entering calls and notes for EB claims, both systems are applicable and the information only needs to be entered once, in either ECMS_B or ECMS_E. However, the notes and telephone messages are viewable from either system. Therefore, when you are looking for all the calls and notes for an EB case, you can look in either system to see the notes and telephone messages in their entirety for any given case.

A final note on part types, if you attempt to open a Part B case in ECMS_E you will receive this warning sign below displayed as a popup over the main Case screen. This message indicates that you are viewing a case that was entered from the other system.



You will receive a similar warning if you try to open a Part E case in ECMS_B. When you get this message, leave this version of the application and enter the appropriate one.

Logging into the ECMS system

- When the ECMS Login window appears
    - Enter your **ECMS Application User Name and Password**
    - Click the **OK** button

Your application window appears and you are now logged into the application. When you exit the application, the Citrix session closes automatically and you are returned to your desktop.

If the login is successful you will see the following window on your screen. The title bar may be slightly different, as the (entest_) item below is the name of the database that was used when creating this document. Yours will differ since you will be connected to a different database. The ECMS title though, will be the same.

Energy Case Management System (ECMS) Title Bar

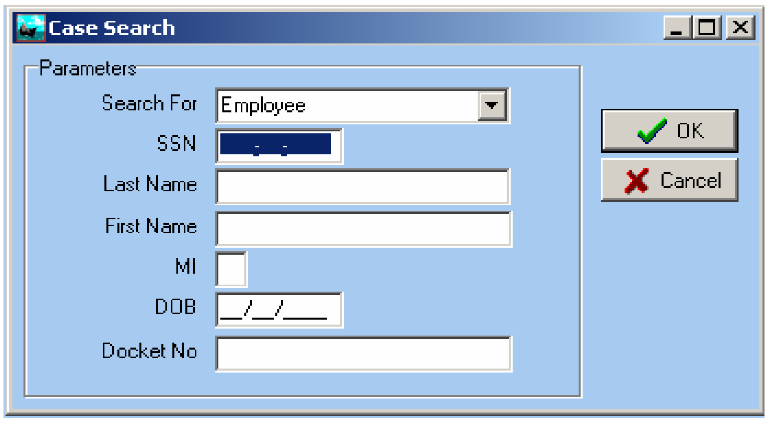
Inquiry Selection List
View Case

4. SEARCHING FOR EXISTING CASES

Case Search Screen

T**o view, add or update notes** you must first select a case in order to open the notes function.

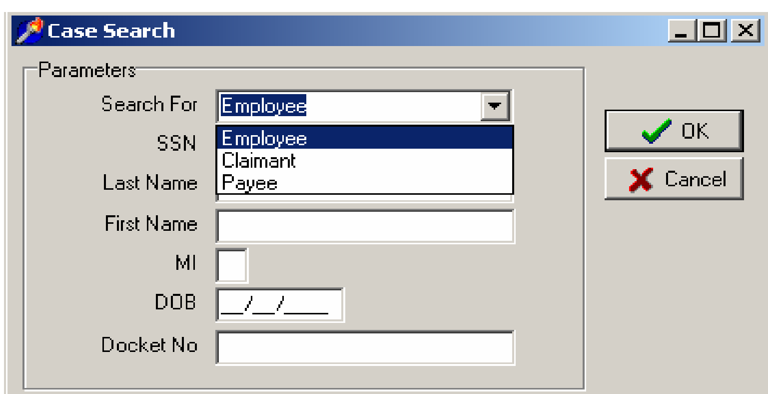
To search for a Case: Select *Inquiry* from Energy Case Management System menu and choose *View Case*. This displays the Case Search popup window[1]. Enter search criteria[2] in any of the combinations shown on the search screen. From the Case Search screen, if your selection criteria match only one case, the system displays the data on the Case Screen immediately. Otherwise, ECMS presents a list of cases (grid view) matching the selection criteria (as shown on page 8). You then select an individual case from the grid view.



To do an Employee Search:

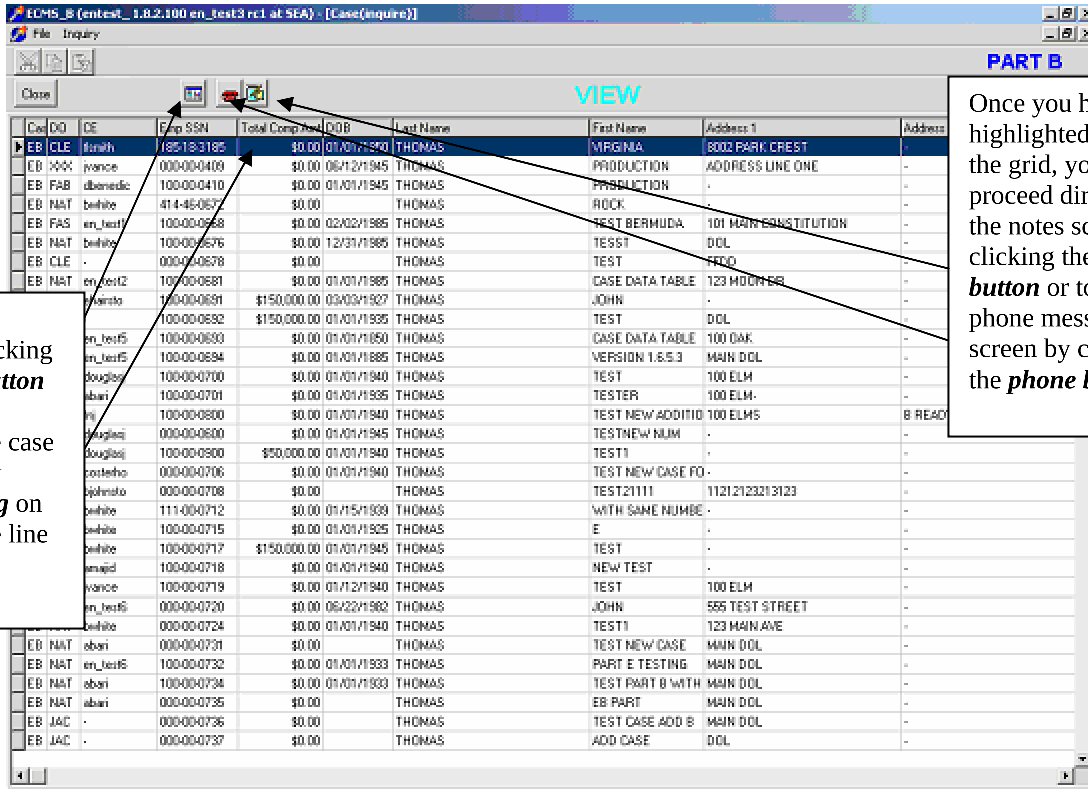
1. Select Employee from list box
2. Enter Employee Social Security Number OR
3. All or part of Employee Last Name without or without all or part of First Name with or without Middle Initial OR
4. Employee Date of Birth

The above search can also be conducted using **Claimant and Payee** from the list box.



1 Note: The ECMS_B application has screens which have a gray background. The ECMS_E application has screens which have a blue background. This is shown in the two Case Search Windows above. It's an easy way to know which system you are in. For more on which system to select, see Section 3.

2 Searches are more effective when entering at least 3 characters of the last name for the search criteria. If a search is not specific enough, the findings may be too large to use.

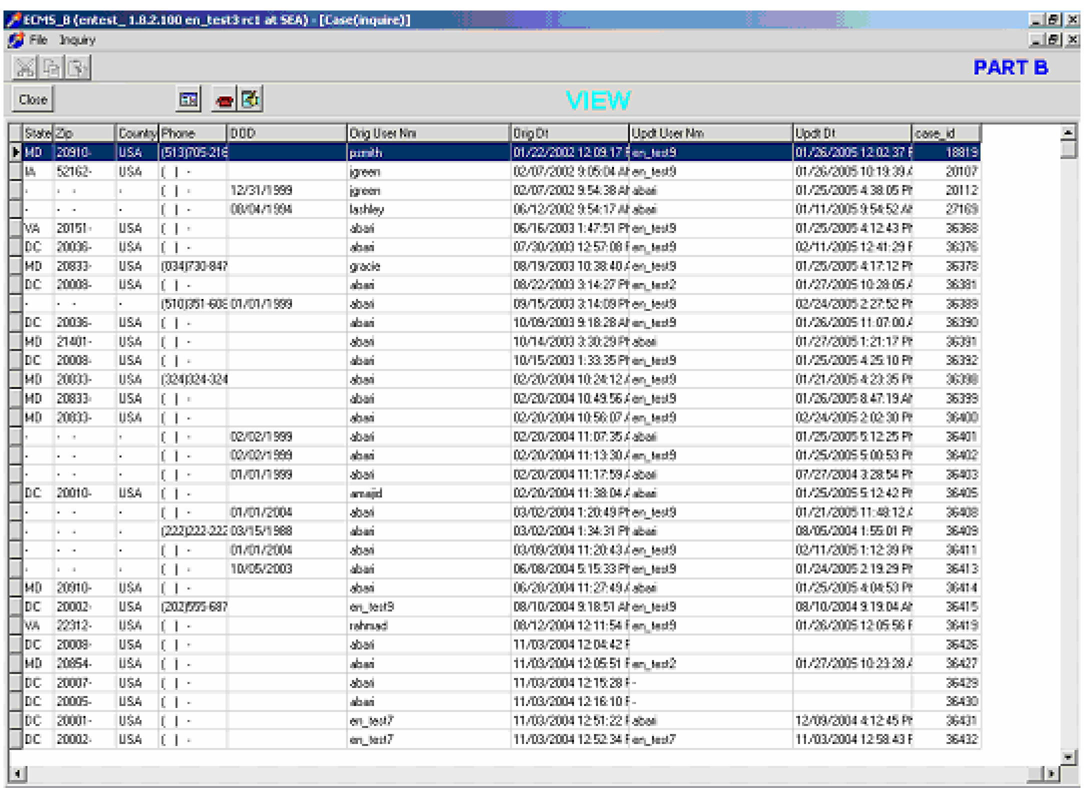


A case can be selected by clicking on the ***form button*** once you have highlighted the case you want or by ***double clicking*** on the appropriate line for the desired claimant

Once you have highlighted a case in the grid, you can proceed directly to the notes screen by clicking the ***notes button*** or to the phone message screen by clicking the ***phone button***.

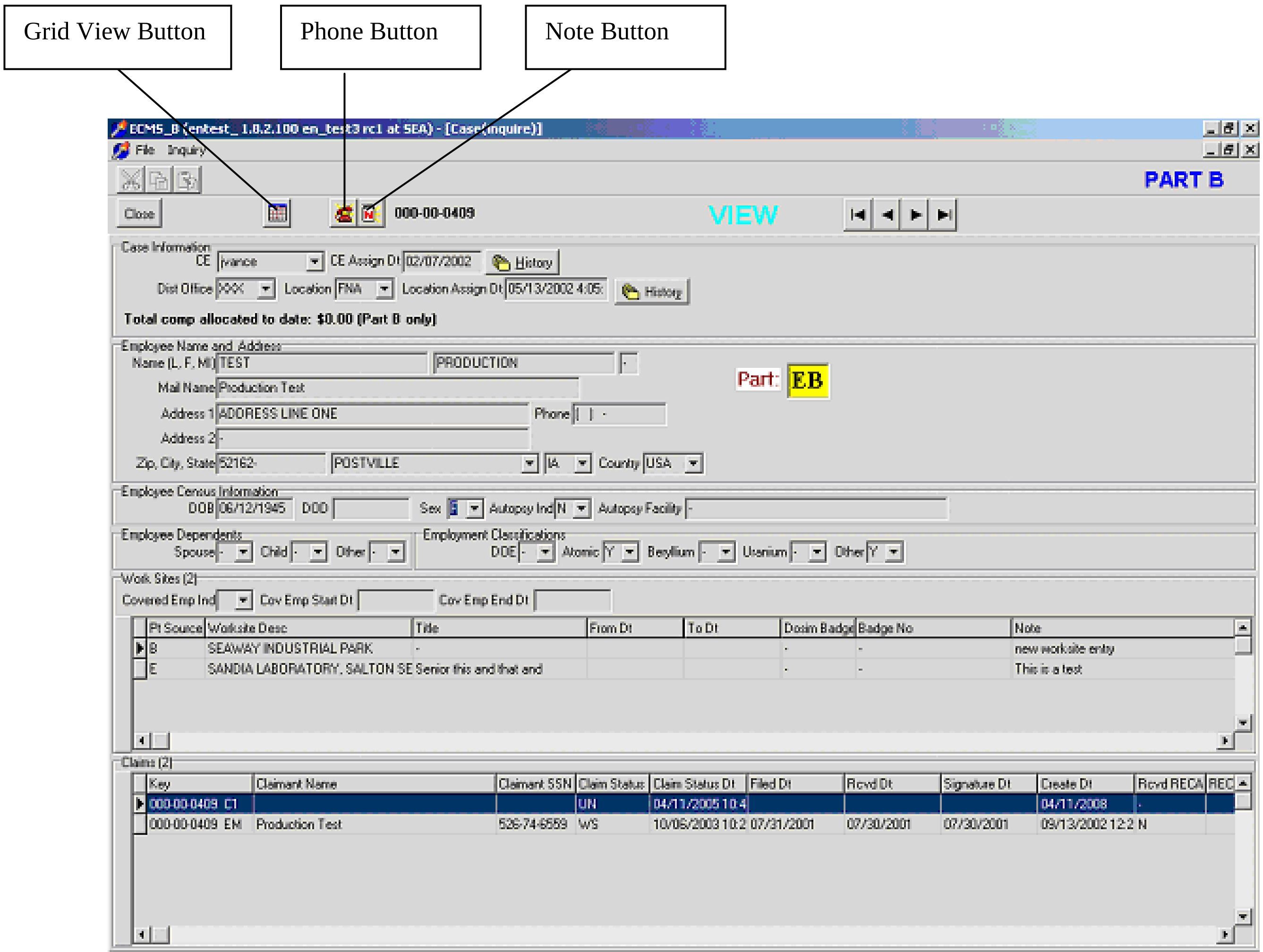
Grid view of cases from the previous page case search selection criteria

User right arrow to see the remaining grid view



View after the right arrow.

When you navigate to the *Case Screen* you will see the following:



The Case screen displays core employee-related information from the EE-1 and/or EE-2 claim form. Also included on this screen are the current CE assignment and case and district office locations. Access to historical assignments and locations is not available in this view.

The case screen lists the basic details of each case. From here you can:

(a) Navigate to the notes screen by clicking the Case Notes button
(b) Navigate to the phone message screen by clicking the Phone Button
(c) Return to the grid view you just came from by clicking the Grid button

When accessing ECMS to update existing Notes and Phone Messages, you will only be able to update records you created. You cannot edit records created by someone else.

Following are descriptions of all the fields shown on the illustration included on the preceding page:

1. Employee (Case) SSN: Cases are created and numbered using the employee's nine (9) digit SSN as the file number
2. Case Information
    a. CE (Claims Examiner): CE responsible for handling the case
    b. Location: Case location within current District Office
    c. CE assign Date: Date responsible CE was assigned the case
    d. District Office : Office the case is currently located (District Office or FAB offices)
    e. Location Assignment Date: Date case assigned to the current location
3. Employee Name and Address
    f. Name (Last, First. MI): Employee's name as it appears on the EE-1 or EE-2 claim form
    g. Mail Name & Address : Employee's Name and Mailing Address

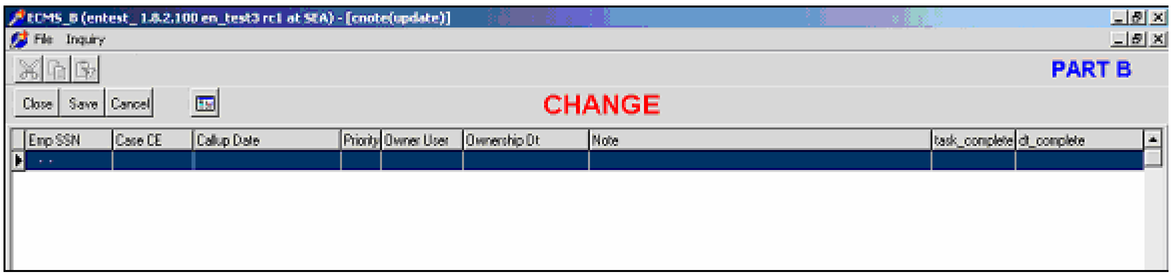
       This field will be blank if the employee is deceased.
4. Employee Census Information
    h. DOB: Employee's Date of Birth
    i. DOD: Employee's Date of Death (if applicable)
    j. Sex
    k. Autopsy Ind
    l. Autopsy Facility
5. Employee Dependents: Spouse, Child, Parent, Grandparent, or Grandchild of the Deceased Covered Employee
    a. Spouse: Wife or husband of that covered employee who was married to him or her for at least one year immediately before the death
    b. Child: A 'child' includes a recognized natural child, a stepchild who lived with a covered employee in a regular parent-child relationship, and an adopted child
    c. Other:
        i. Parent: Father and/or mother including parent through adoption
        ii. Grandparent: Parent of a parent of the covered employee
        iii. Grandchild: Child of a child of the covered employee

6. Employee Classifications	DOE, Atomic, Beryllium, Uranium, Other - As Reported on the EE-1 or EE-2 form
7. Work Site:	All relevant worksite information taken directly from the claimant's EE-3 form or updated through employment verification process
a. Covered Emp Ind:	'Y' or 'N', as determined by the CE
b. Worksite Desc:	Worksite facility claimed for the employee
c. Title:	Employee title as it appears on the EE-3 or verification document received
d. Work Start Dt:	The date the employee started working at the specified worksite as reported and/or verified in claims processing
e. Work End Dt:	The date the employee stopped working at the specified worksite as reported and/or verified in claims processing
f. Note:	As needed including contractor/subcontractor name if applicable
8. Claims	Lists the name of each claimant on the case, and other related information on the claim.

5. Adding a Case Note

A note will be entered for every 'walk-in' customer at the Resource Center related to an existing case at DOL.

To Add a Note: After selecting a Case and having the Case screen displayed (see previous section), **click the Case Notes button**. ECMS responds differently based on the number of case notes which exist on the case. If there are no notes OR if there are two or more notes, ECMS displays the notes in a list (grid view). The sample below shows a case with no notes.



Next, press the *Insert* key on your keyboard. ECMS responds by displaying the Notes Form View screen (shown below). This is the screen where the Notes and associated data are entered.

Add Note Form View

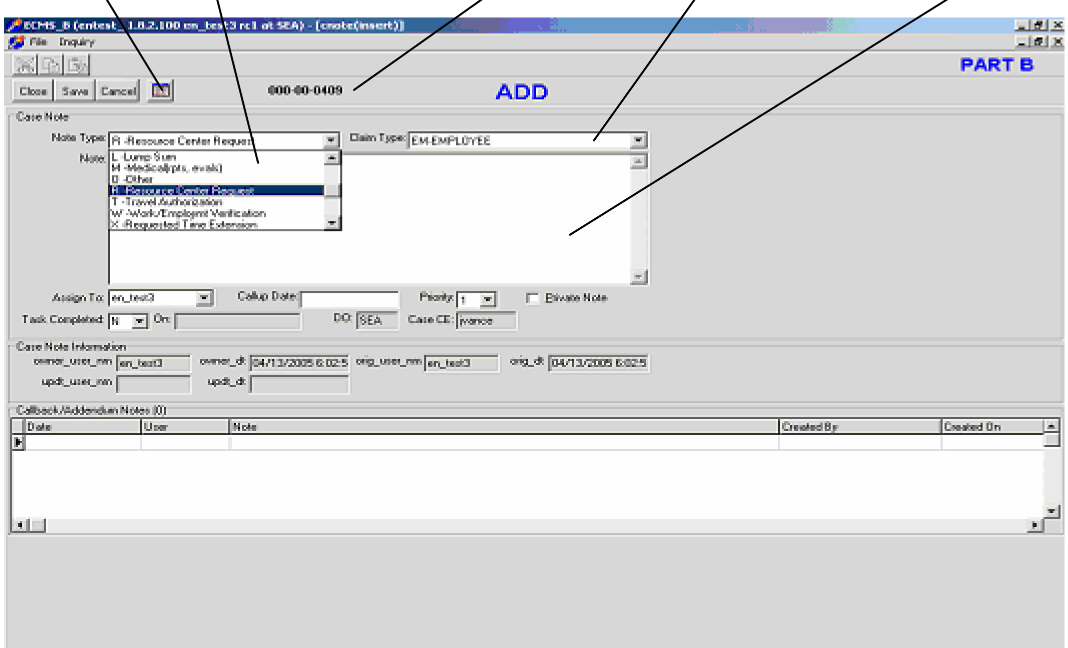
Button to go to the Grid View

Reason for Message selection box

Case Number

Listing of Claim Types selection box

Note field allows for free form text of up to 2000 characters



Enter the note making sure to complete the following fields:

(a) Note type - select "R" - FOR RESOURCE CENTER USE ONLY. (Note that there are other options here to select, but these are for district office use only.)

(b) Claim Type - select from list the appropriate claim type: either EM-Employee, WI-Widow or C1-Child.

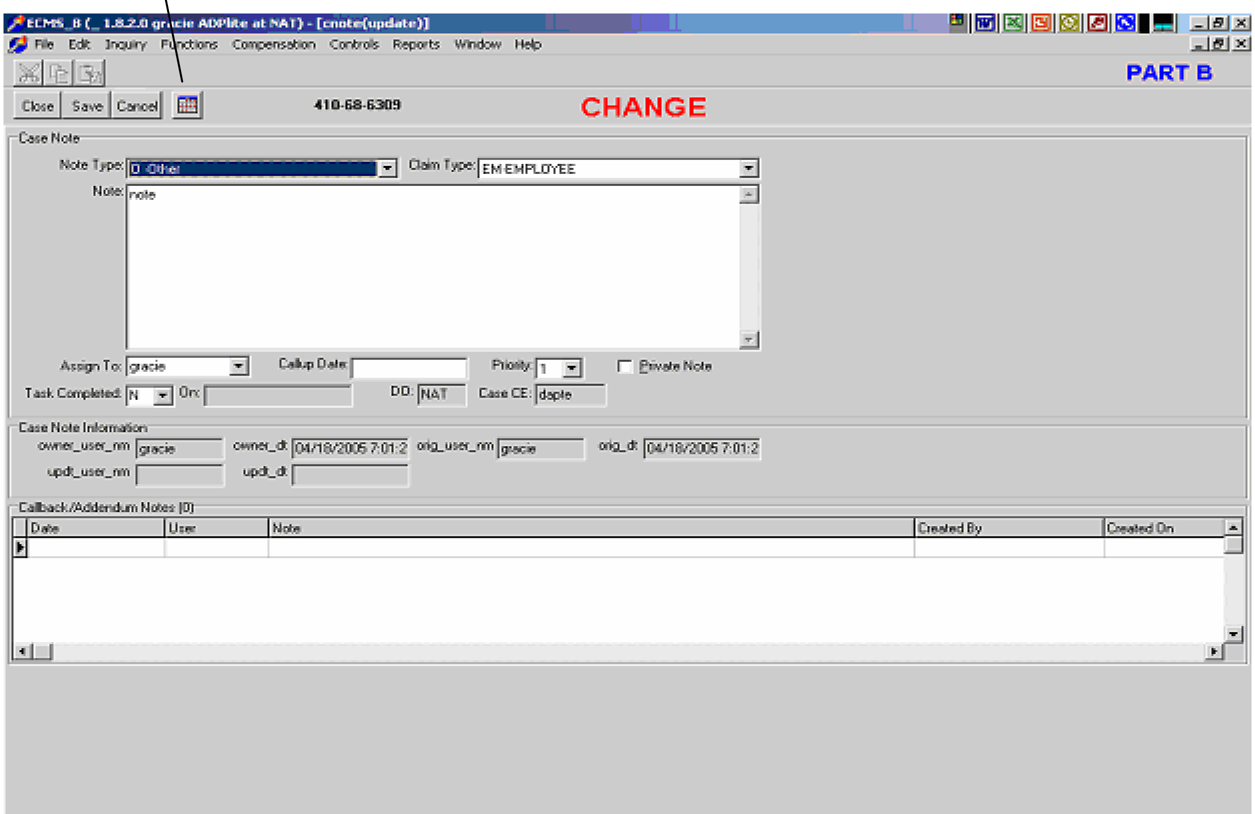
(c) Note - Record the nature of the inquiry on the claim (up to 2000 characters).

After entering all required information on the notes, click **SAVE**, then click **CLOSE**.

When you select a case which has exactly one note, ECMS displays the note in detail Note Form View in 'CHANGE' mode – rather than displaying several notes in grid view. This allows you to update the note or go to add a note.

To Add a Note when a case note is already displayed in Form View: Click the Grid View button as shown below.

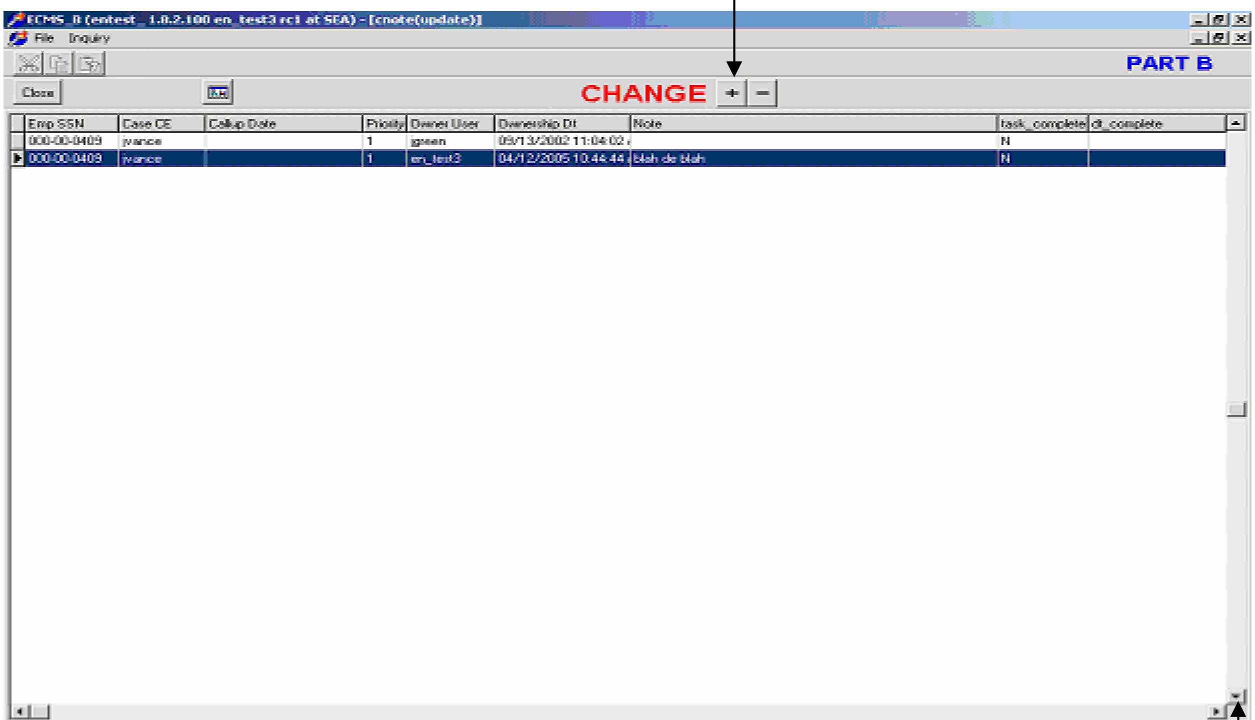
Button to go to the Grid View



Next, click the Add (+) button as shown below.

This displays the Add Note Form View as noted earlier. This is where you enter your note, then click SAVE, then click CLOSE.

Add Button



You can view all items on the notes and callups by scrolling in the grid view.

<u>SUMMARY STEP-BY-STEP ADDING A CASE NOTE</u>

1. Select a Case as detailed in Section 4.
2. *With Case screen displaying selected case*, click the Note Button. *This displays the Case Notes grid view or form view depending on number of notes..*
3. If the Case Notes Grid View is displayed, press the ***Insert*** key on the keyboard. *This opens the Form View for Adding a Case Note.*
   OR
   If the Case Notes Form View is diplayed in CHANGE mode, click the Grid View button on the screen. *This displays the grid view.*
   Then press ***Insert*** key on the keyboard. *This opens the Form View for Adding a Case Note.*
4. Enter the Note along with required fields.
5. Click **SAVE** on the screen.
6. Click **CLOSE** on the screen

6. Displaying and Updating a Case Note

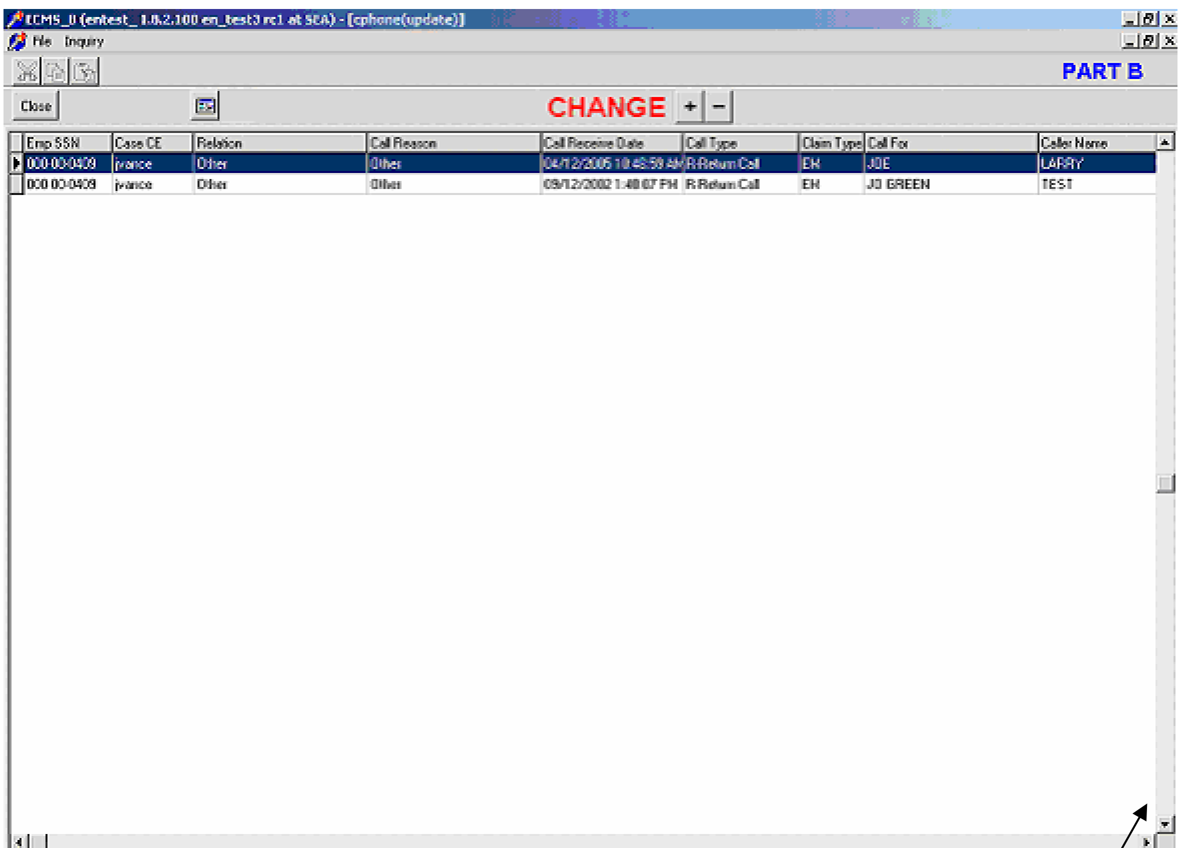
To view or update notes you must first select a case in order to open the notes function.

To Update a Note: After selecting a Case and having the Case screen displayed (see previous section), **click the Case Notes button**. ECMS responds differently based on the number of case notes which exist on the case. If there are no notes OR if there are two or more notes, ECMS displays the notes in a list (grid view). The sample below shows a case with two notes.

To view and update a specific note: Doubleclick on the note line OR highlight the line with the mouse and press the ***Enter*** key on the keyboard. Make the appropriate changes to the note, click ***SAVE,*** then click ***CLOSE***.

Note: You will only be able to update your own notes, although you can view all notes on the case.

If there is only one case note on the case, the Case Note Form View will be displayed, showing the note details. In this case, you will not need to select from the grid view as shown below. Simply enter your update, click ***SAVE***, then click ***CLOSE.***

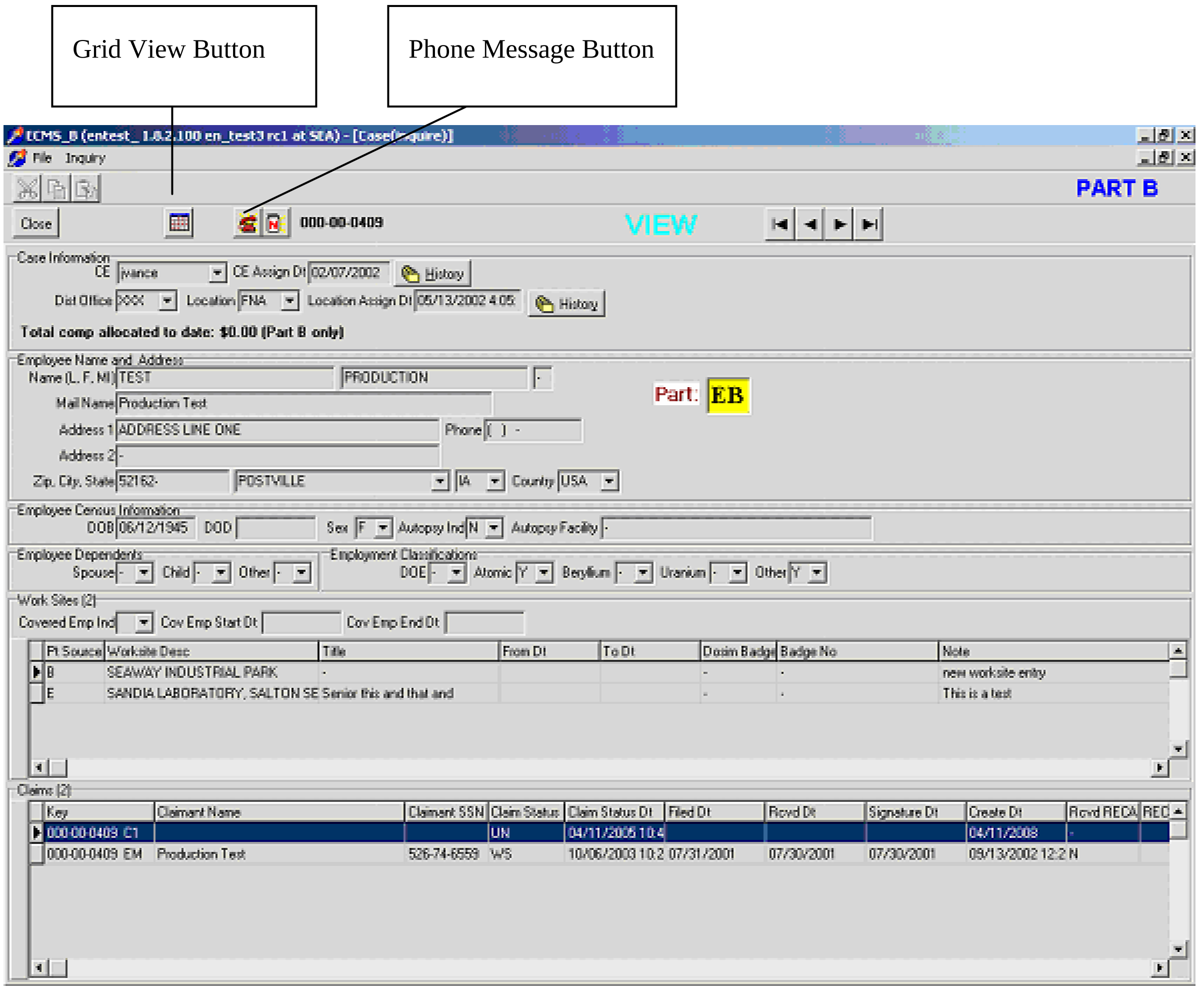


Users can view all items on the phone message by scrolling in the grid view.

7. ADDING A TELEPHONE MESSAGE

A telephone call will be entered for every incoming or outgoing telephone call at the Resource Center related to an existing case at DOL.

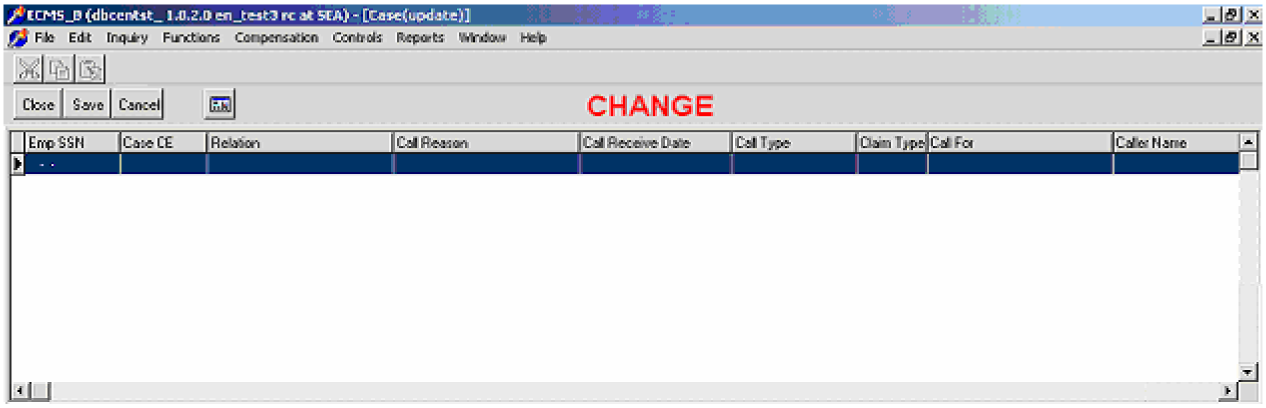
T**o view, add or update phone messages** you must first select a case in order to open the phone message function. (See Section 4 for case selection instructions). This displays the Case screen with employee-related data as shown below.



The case screen lists the basic details of each case. From here you can:

(a) Navigate to the phone message screen by clicking the Phone Message button
(b) Return to the grid view you just came from by clicking the Grid View button

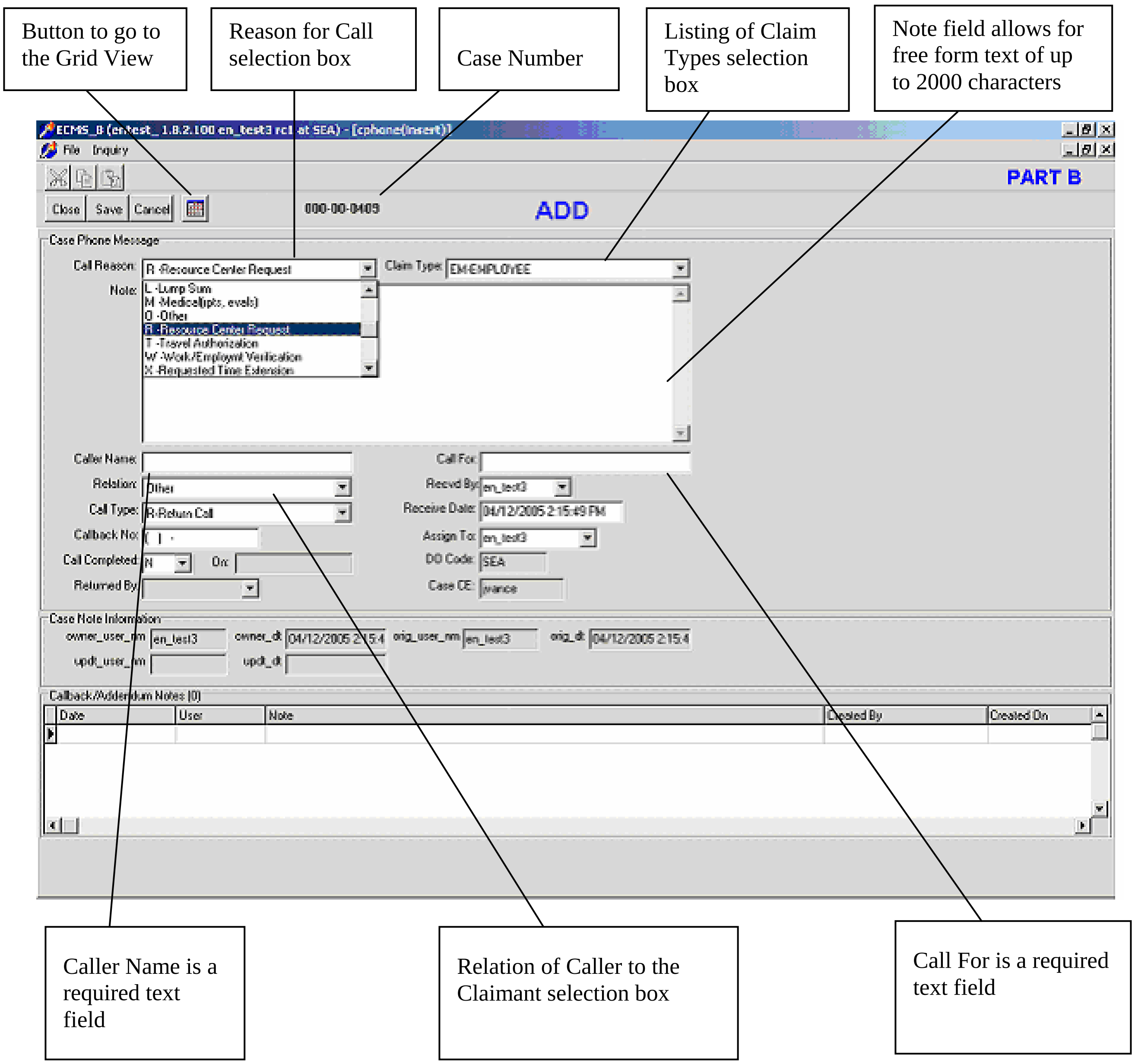
To Add a Phone Message: After selecting a Case and having the Case screen displayed, **click the Phone Message button**. ECMS responds differently based on the number of messages which exist on the case. If there are no messages OR if there are two or more messages, ECMS displays the messages in a list (grid view). The sample below shows a case with no phone messages.



Next, press the "***Insert***" key on the keyboard. This displays the Phone Message Form View as shown in the next page.

Enter your phone message and complete the required fields as detailed on the following page. Then click ***SAVE***, <u>then click ***CLOSE.***</u>

Add Telephone Message Form View



For every telephone call to be recorded in ECMS, **<u>complete the following fields</u>**:

(a) Call Reason - *select "R" - FOR RESOURCE CENTER USE ONLY.*

(Note: There are other options here to select, but these are for district office use only.)

(b) Claim Type - select from list the appropriate claim type, either EM-Employee, WI-Widow or C1-Child..

(c) Note - Record the nature of the inquiry on the claim (up to 2000 characters),

(d) Caller Name - enter name of caller

(e) Call For - enter name and/or title/position of person that caller asked to speak with; use "N/A" if specific person was not requested

(f) Relation - select from list - caller's relationship to the claimant identified in *Claim Type* field.

(g) Received by - system will default to logged-in user id.

(h) Call Type - select from list: "D-Direct Call", when a telephone call is received. "O-Outgoing Call", when the RC staff initiates the telephone call. (Message the "R-Returned Call" option is for district office use only.)

(i) Receive date - system will default to current date

(j) Callback No. - enter caller's phone number, if provided by caller.

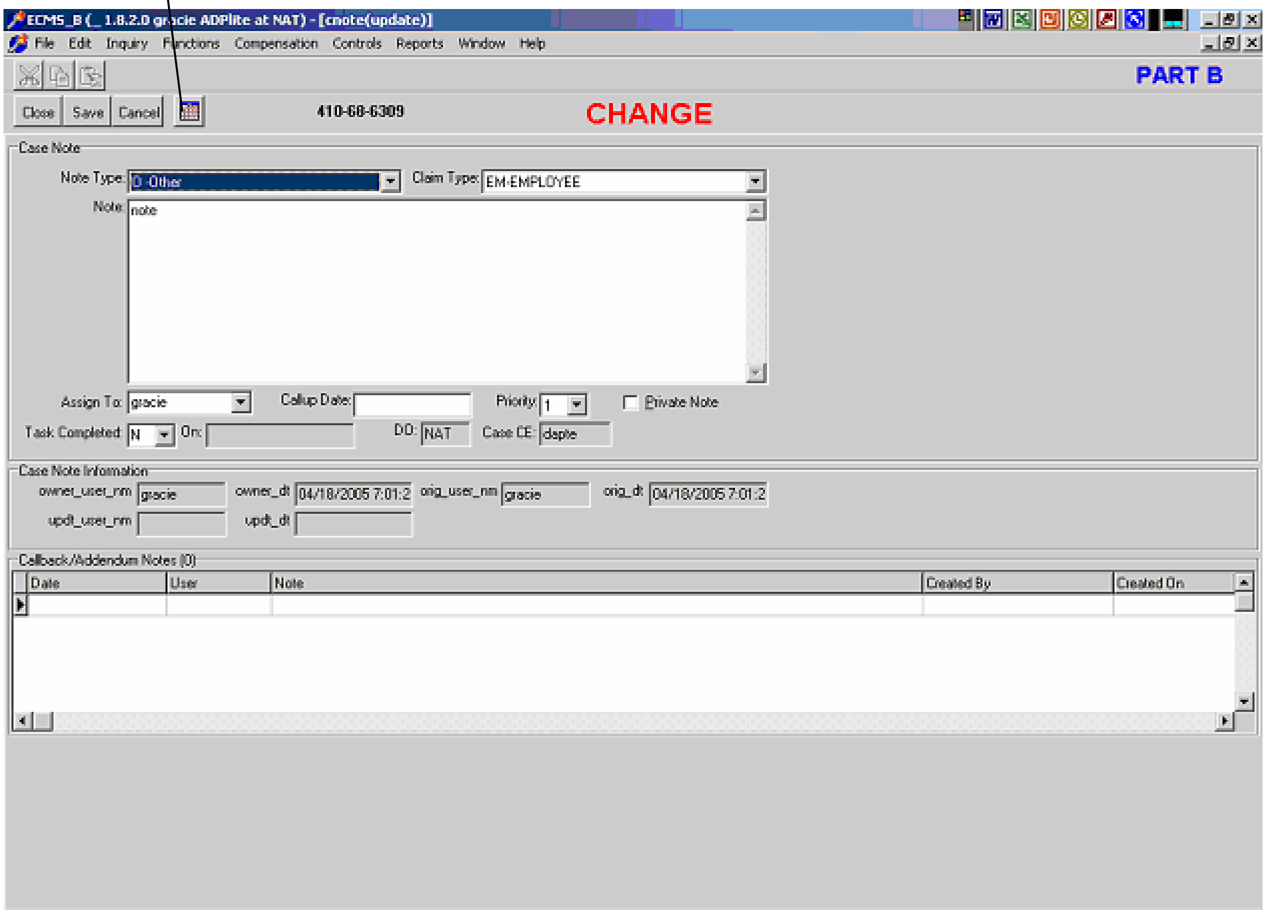
(k) Assign to - select your user name/id.

(l) Call Completed - ***all of the RC calls should be "Y"***, since you will complete the call. If a callback is required, you would initiate a new telephone call message. (Do NOT use the "N" option; this is for district office use only.)

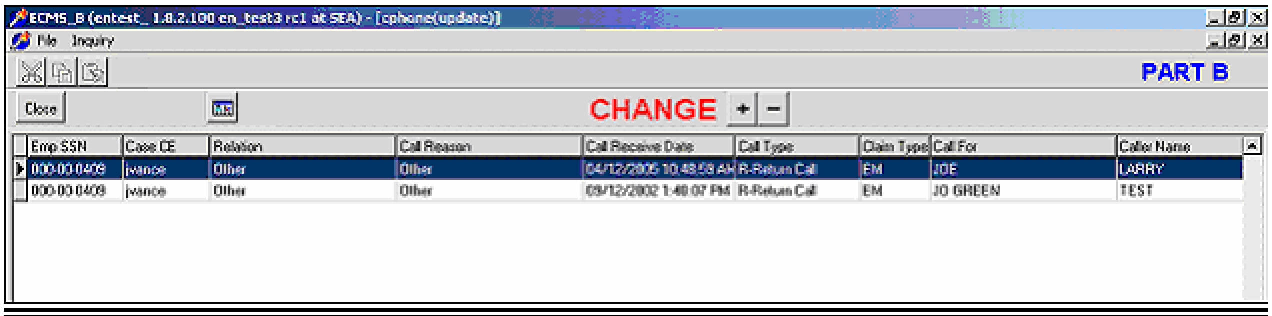
Remember: After entering all required information on the messages, click **SAVE**, then click **CLOSE**.

As with the case messages, if there is only one phone message on the case on which you want to add a phone message, the message will be displayed in the Phone Message Form View in CHANGE mode. To add a message from this screen, click the Grid View button.

Button to go to the Grid View



ECMS will display the grid view of messages with the Add (+) and Delete (-) buttons. Click on the Add (+) button to open the Add Phone Message Form View. Enter the message with required fields, then click ***SAVE***, and then click ***CLOSE.***



SUMMARY STEP-BY-STEP ADDING A PHONE MESSAGE

1. Select Case as detailed in Section 4.
2. *With Case screen displaying selected case*, click the Phone Button. *This displays the Phone Messages grid view or form view depending on number of notes.*
3. If the Phone Messages Grid View is displayed, press the ***Insert*** key on the keyboard. *This opens the Form View for Adding a Phone Message.*
   OR
   If the Phone Messages Form View is diplayed in CHANGE mode, click the Grid View button on the screen. *This displays the grid view.*
   Then press ***Insert*** key on the keyboard. *This opens the Form View for Adding a Phone Message.*
4. Enter the Message along with required fields as noted in this section.
5. Click **SAVE** on the screen.
6. Click **CLOSE** on the screen.

8. DISPLAYING AND UPDATING A TELEPHONE MESSAGE

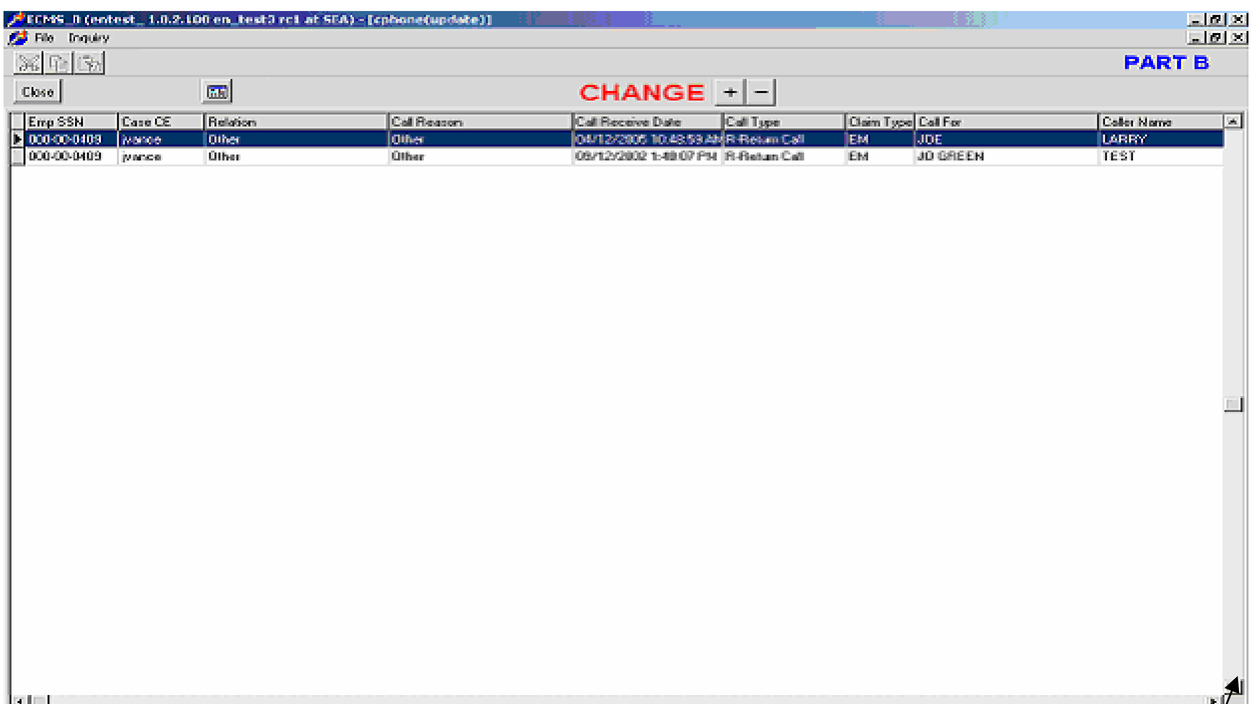
To view or update phone messages: You must first select a case in order to open the messages function.

To Update a Message: After selecting a Case and having the Case screen displayed (see previous section), **click the Case Messages button**. ECMS responds differently based on the number of phone messages which exist on the case. If there are no messages OR if there are two or more, ECMS displays the messages in a list (grid view). The sample below shows a case with two messages.

To view and update a specific message: Doubleclick on the message line OR highlight the line with the mouse and press the ***Enter*** key on the keyboard. Make the appropriate changes to the message, click ***SAVE,*** then click ***CLOSE***.

Note: You will only be able to update your own messages, although you can view all messages on the case.

If there is only one case message on the case, the Case Message Form View will be displayed, showing the message details. In this case, you will not need to select from the grid view as shown below. Simply enter your update, click ***SAVE***, then click ***CLOSE.***



Users can view all items on the phone message by scrolling in the grid view.