

DIVISION OF ENERGY EMPLOYEES OCCUPATIONAL ILLNESS COMPENSATION

Customer Journey Map — Ancillary Medical Benefits

Customer Stages



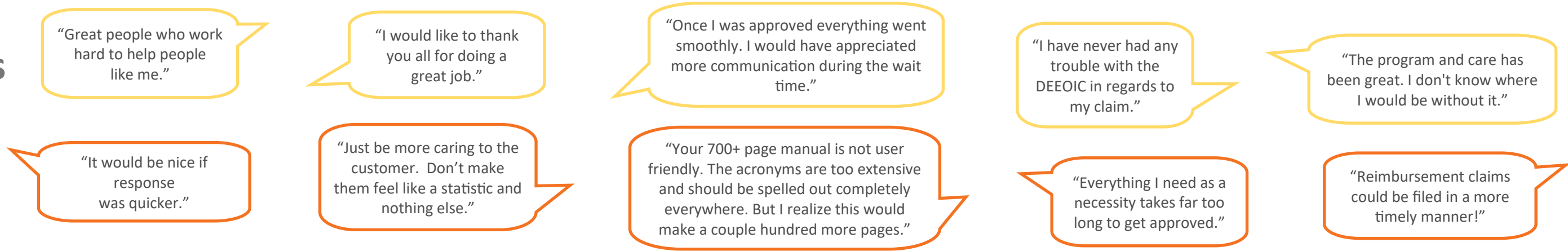
Customer Steps



Customer Touchpoints

- Obtain literature from various community groups
- Contacted by Authorized Representative or advocacy group
- Phone interaction with Resource Center
- In-person visit to Resource Center
- Attend DEEOIC outreach event
- Access tools and information on DEEOIC website
- Receive correspondence from DEEOIC by mail
- Phone interaction with CE/FAB Representative
- Access Energy Document Portal (EDP)
- Access Employees' Compensation Operations & Management Portal (ECOMP)

Bright Spots & Pain Points



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DIVISION OF ENERGY EMPLOYEES OCCUPATIONAL ILLNESS COMPENSATION [HTTPS://WWW.DOL.GOV/AGENCIES/OWCP/ENERGY](https://www.dol.gov/agencies/owcp/energy)

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Frequently Asked Questions

What are Ancillary Medical Benefits (AMB)?	Ancillary Medical Benefits (AMB) include services and medical equipment or accessories that DEEOIC does not consider as routine or usually necessary for the treatment of an accepted medical condition, and requires the submission of additional evidence before DEEOIC can pre-authorize or authorize reimbursement.
What services and/or medical equipment require AMB authorization?	Home and Residential Health Care, Durable Medical Equipment, Rehab, Home/Vehicle Modifications, Medical travel over 200 miles.
How are AMB bills paid?	If your medical service provider has enrolled in the program, we will pay them directly based upon our fee schedule. If your medical service provider has not enrolled in the program, you can obtain reimbursement for your out-of-pocket expenses for covered medical care by completing Form OWCP-915, Claim for Medical Reimbursement.
How long does the AMB authorization process take?	The majority of claims are adjudicated within 60 days of receipt. If the MBE is unable to approve the claim for HRHC, the claimant will receive a RD for denial. For all other claim type denials, the claimant will receive a decision letter explaining the reason for

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