



RELEASE - TRANSMISSION OF REVISED MATERIAL TO BE
INCORPORATED INTO THE FEDERAL (EEOICPA) PROCEDURE MANUAL:
CHAPTER 1-0100, Introduction.

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EXPLANATION OF MATERIAL TRANSMITTED:

This material is issued as procedural guidance to update, revise and replace Procedure Manual Chapter 1-0100, Introduction. This version incorporates changes that have arisen since the last publication of Chapter 1-0100, to include:

- Discusses the responsibilities of the Central Mail Room (CMR).
- Provides introduction to the OSCP Imaging System (OIS) and Energy Compensation System (ECS).

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FILING INSTRUCTIONS:

File this transmittal behind Part 1 in the front of the new Unified Federal (EEOICPA) Procedure Manual.

Distribution: List No. 3: All DEEOIC Employees
List No. 6: Regional Directors, District
Directors, Assistant District Directors,
National Office Staff, and Resource Center
Staff.

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SUPERSEDED

1. Purpose and Scope. This part of the Energy Employees Occupational Illness Compensation Program Act (EEOICPA) Procedure Manual (PM) addresses the processing and movement of mail and case files within the Division of Energy Employees Occupational Illness Compensation (DEEOIC) and the handling of documentation within the District Office (DO), the Secondary Claims Examiner (CE2) Unit, the Final Adjudication Branch (FAB), and the National Office (NO). This involves both traditional paper case files, hybrid case files (part paper, part electronic), and fully imaged case files. It also discusses how to create case files, maintain case files, and assign docket numbers to case files referred to FAB.

2. Responsibilities. Effective handling of mail and files is a responsibility for all DEEOIC staff.

a. Central Mail Room (CMR). The CMR is a centralized mail processing facility operated by contractor staff who are responsible for scanning and creating an electronic image of incoming hardcopy documentation. Once the CMR staff has imaged a paper document, he or she classifies the document based on a list of pre-chosen "index" categories. The CMR staff person then uploads the document in to the OWCP Imaging System (OIS) and assigns it to the associated case file record.

b. Mail and File (M&F) Staff. M&F Staff are responsible for maintaining paper case files located at the district office and FAB. They are also responsible for assisting with the physical movement of case files within the district office or FAB, including taking receipt of incoming files or transferring files to other district or FAB offices.

c. Claims Examiners (CE), CE2, FAB Representatives, and NO Representatives. The CE, CE2, FAB Representative, and NO Representative are responsible for claims adjudication activities relevant to cases filed under the EEOICPA. CE, CE2, FAB, and NO staff access physical case file documentation, or electronic records maintained in OIS, to perform duties relating to claim decision-making. Responsibilities also include claim record keeping, such as

location and status change updates, in the Energy Compensation System (ECS). Moreover, staff assigned to case files are responsible for screening unreviewed mail in OIS and for bronzing (uploading electronic image into OIS) documents generated or received by DEEOIC staff during claims adjudication.

3. Contents of Part 1. The chapters and their subjects are:
 - a. Chapter 1-0200, Processing Mail. This chapter describes the review of electronically imaged mail, which the DOs, CE2 Units, FABs, and NO receive via OIS and how to handle each kind, including priority correspondence. It also addresses sorting, recording, and searching for mail, safeguarding Personally Identifiable Information (PII), processing outgoing mail, and the proper handling of returned mail.
 - b. Chapter 1-0300, Case Creation. This chapter describes the process for creating new cases in OIS and ECS including guidance regarding the addition of new claims received during the different stages of the claims process. This chapter also discusses the role of the Resource Centers in assisting the claimant with the filing of a claim.
 - c. Chapter 1-0400, Case Maintenance. This chapter describes how to maintain case files; existing paper files, hybrid files, and fully imaged electronic files. It includes procedures for dividing paper case file material, reconstructing, and repairing damaged folders. It also addresses the FAB docketing process and changes made in ECS, including a change of address. Finally, it addresses OIS claim maintenance including addressing duplicative documentation, deletions, and splitting documentation.
 - d. Chapter 1-0500, Transfers and Loans. This chapter describes how staff is to transfer cases between the various offices within the DEEOIC on either a temporary or a permanent basis. It also addresses issues relating to the transfer of case records to the National Institute for Occupational Safety and Health (NIOSH) or to a medical or scientific specialist in NO.

4. Automated Systems Support. The work of the M&F Staff is closely tied to the automated systems support functions within the DO, CE2 Unit, FAB, and the NO, and some of those functions are referenced in the chapters that follow. Specific instructions for using the automated system are set forth in the Energy Compensation System (ECS) Users Manuals, and related policy will be found in EEOICPA PM 2-2000 and 2-2100.

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