

***DEEOIC Claims Examiner Training Course***

**Overview of  
Energy Employees Occupational  
Illness Compensation Program**

**Program Background, Structure and Philosophy**



***PARTICIPANT GUIDE***

*US Department of Labor  
Office of Workers Compensation Programs  
Division of Energy Employees Occupational Illness Compensation  
200 Constitution Avenue, NW  
Washington, DC 20210*

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## Session Description

This session provides the context of the Energy Employees Occupational Illness Compensation Program Act (EEOICPA). It begins with a very brief review of the origins of the program and its overarching mission. A high level view of the Division of Energy Employees Occupational Illness Compensation (DEEOIC) National Office(NO) organization is presented followed by a discussion of the structures, locations, roles and primary functions of the district office (DO), Claims Examiner Secondary (or co-located) Unit (CE2 Unit) and Final Adjudication Branch (FAB). General information regarding the Resource Centers is also presented. The session concludes with a discussion of DEEOIC's customer service philosophy and claimant-friendly approach.

## Instructional Objectives

Upon completion of this session, you will be able to:

- Define the mission of the DEEOIC
- Identify the roles and primary functions of the DEEOIC National Office, Final Adjudication Branch, District Offices, CE2 Units, and Resource Centers
- Articulate DEEOIC's customer service philosophy and claimant-friendly approach

## EEOICPA Background and Timeline

During the early 1940's, the United States began exploring atomic energy sources to be used in weaponry. In the early days, the government was unaware of the extent of the effects of radiation and other toxic substances upon persons who were exposed. As a result, some employees became sick.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### EEOICPA Background & Timeline

Origin/reason for the program

- Early 1940s – US government exploration of atomic energy sources for use in weaponry
- Unaware of extent of effects of radiation and other toxic substances upon workers exposed to atomic energy sources

Timeline

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Timeline

The timeline of significant events surrounding the development of atomic energy and weaponry and the inception of the EEOICPA is illustrated on the next several pages.

Employees covered under our program are often referred to as “Cold War Warriors”. They have been given this title because, although they were not on the front lines of battle, they were in the front lines of creating atomic weapons. It is important to remember that for Part E of the EEOICPA it is important to determine if an employee is a federal employee or contractor/subcontractor employee.

		Cold War Years (late 40's - early 90's)	
1890's - 1940's	August 13, 1942	1942 - 1946	1947
Early studies of the atom and nuclear fission	Manhattan Project a.k.a. Manhattan Engineer District (MED) creation date	Manhattan Project	Transfer of MED functions to Atomic Energy Commission (AEC)
			
Pierre & Marie Curie discover Polonium & Radium	This is the first day that employment can qualify under the EEOICPA	Leslie Groves & Robert Oppenheimer	Harry Truman signing the Act

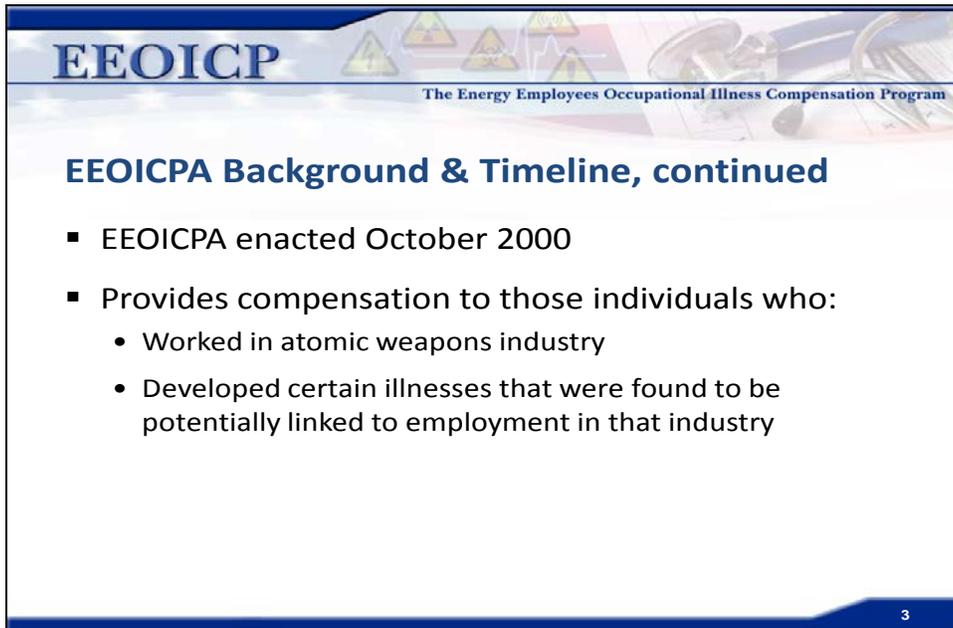
Cold War Years (late 40's - early 90's)			
1950 - 1960's	1974	1975-1977	1977 - present
<p>The Height of the Atomic Arms race with the Russians during the Cold War Nuclear Testing:</p> 	<p>AEC abolished. Energy Research &amp; Development Administration (ERDA) created to replace AEC</p>	<p>ERDA began in January 1975 responsible for management of the energy research and development, nuclear weapons, and naval reactors programs</p>	<p>ERDA BECOMES DEPARTMENT OF ENERGY (DOE).</p>

Cold War Years (late 40's - early 90's)			
1990	October 2000	July 31, 2001	October 28, 2004
<p>RECA ENACTED ADMINISTERED BY DOJ</p>	<p>EEOICPA enacted</p>	<p>DOL BEGINS PROCESSING CLAIMS</p>	<p>AMENDMENT TO EEOICPA ABOLISHING PART D AND CREATING E FOR DOL'S ADMINISTRATION</p>
 <p>Uranium Miner</p>	<p>Created Part B &amp; D, Part B to be administered by DOL, Part D to be administered by DOE</p>	<p>Earliest date claims are accepted by DOL. First payment made in August 2001.</p>	<p>DOE TRANSFERRED OVER 25,000 CASES TO DOL FOR ADJUDICATION. DOL WORKED QUICKLY TO CREATE REGULATIONS AND PROCEDURES AND MADE THE BACKLOG OF THESE CASES TOP PRIORITY.</p>

## EEOICPA Background

As shown in the timeline, in October of 2000, Congress passed the Energy Employees Occupational Illness Compensation Program Act (EEOICPA), signed into law by President Clinton on October 30, 2000.

The Act focuses on employees, contractors and subcontractors who worked in the Federal government nuclear industrial weapons process who later developed illnesses that were found potentially linked to their employment in the nuclear weapons industry.

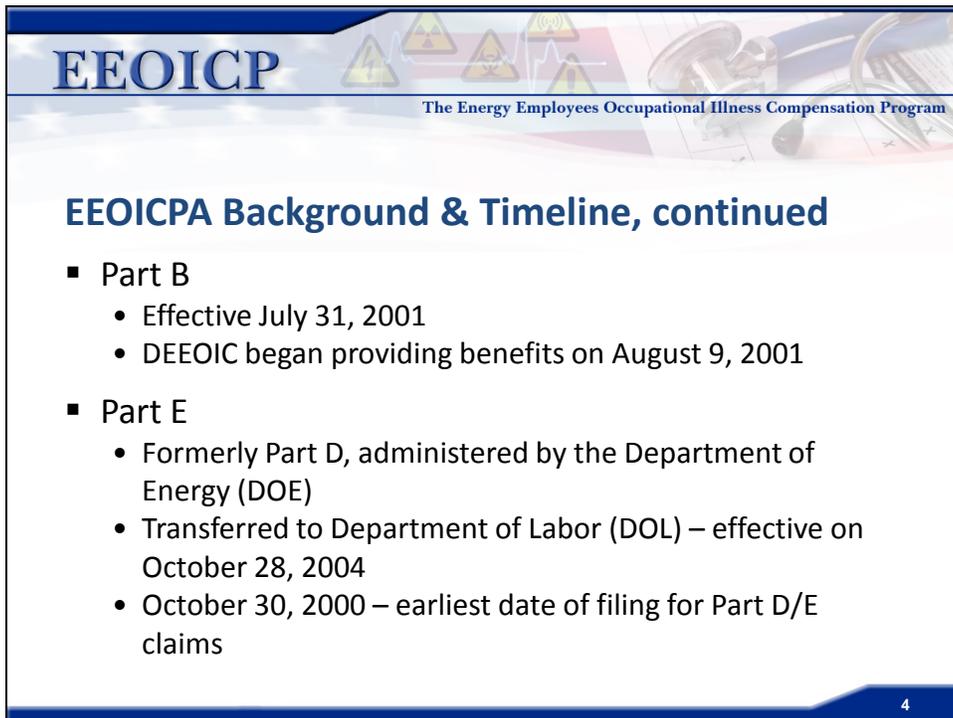
A presentation slide with a blue header containing the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'EEOICPA Background & Timeline, continued'. It features a bulleted list of key facts about the program's enactment and eligibility criteria.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### EEOICPA Background & Timeline, continued

- EEOICPA enacted October 2000
- Provides compensation to those individuals who:
  - Worked in atomic weapons industry
  - Developed certain illnesses that were found to be potentially linked to employment in that industry

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A presentation slide with a blue header containing the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'EEOICPA Background & Timeline, continued'. It features a bulleted list detailing the implementation of Part B and Part E of the program.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

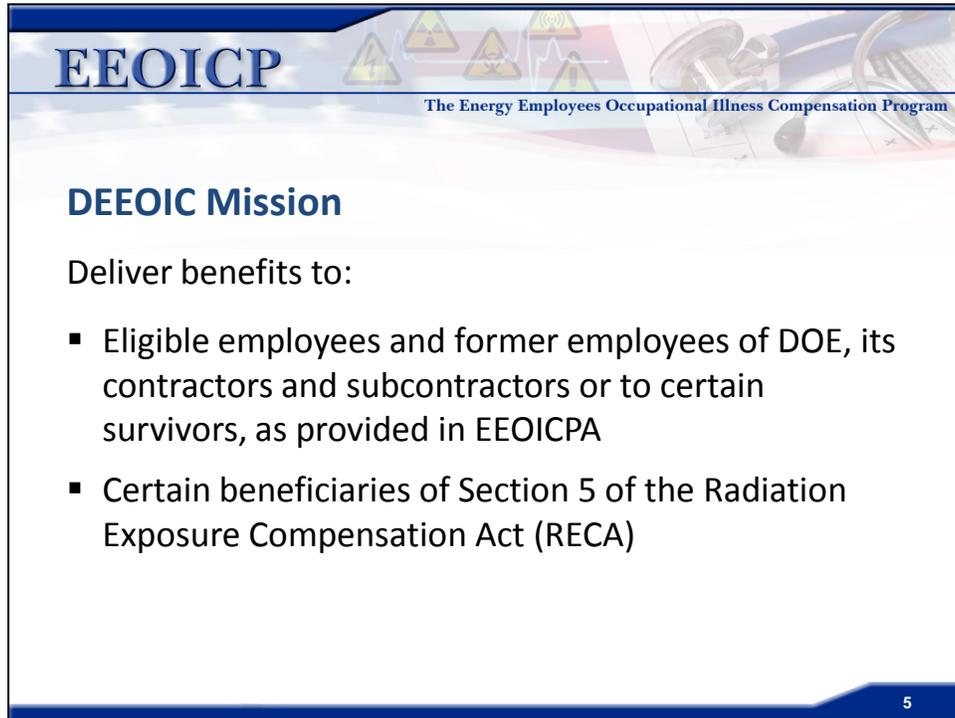
### EEOICPA Background & Timeline, continued

- Part B
  - Effective July 31, 2001
  - DEEOIC began providing benefits on August 9, 2001
- Part E
  - Formerly Part D, administered by the Department of Energy (DOE)
  - Transferred to Department of Labor (DOL) – effective on October 28, 2004
  - October 30, 2000 – earliest date of filing for Part D/E claims

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## DEEOIC's Mission



The slide features a header with the acronym "EEOICP" in large blue letters, followed by the full name "The Energy Employees Occupational Illness Compensation Program" in smaller blue text. The background includes icons for radiation, a stethoscope, and a microscope. The main content is titled "DEEOIC Mission" and lists the beneficiaries of the program.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

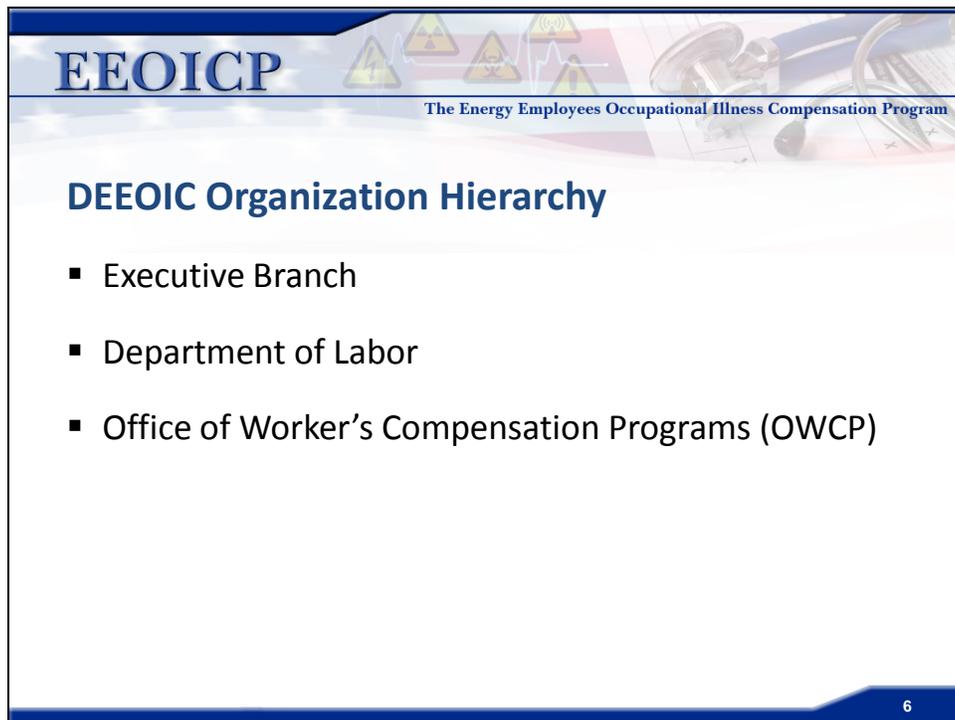
**DEEOIC Mission**

Deliver benefits to:

- Eligible employees and former employees of DOE, its contractors and subcontractors or to certain survivors, as provided in EEOICPA
- Certain beneficiaries of Section 5 of the Radiation Exposure Compensation Act (RECA)

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## DEEOIC Organization Hierarchy



The slide features a header with the acronym "EEOICP" in large blue letters, followed by the full name "The Energy Employees Occupational Illness Compensation Program" in smaller blue text. The background includes icons for radiation, a stethoscope, and a microscope. The main content is titled "DEEOIC Organization Hierarchy" and lists the organizational structure.

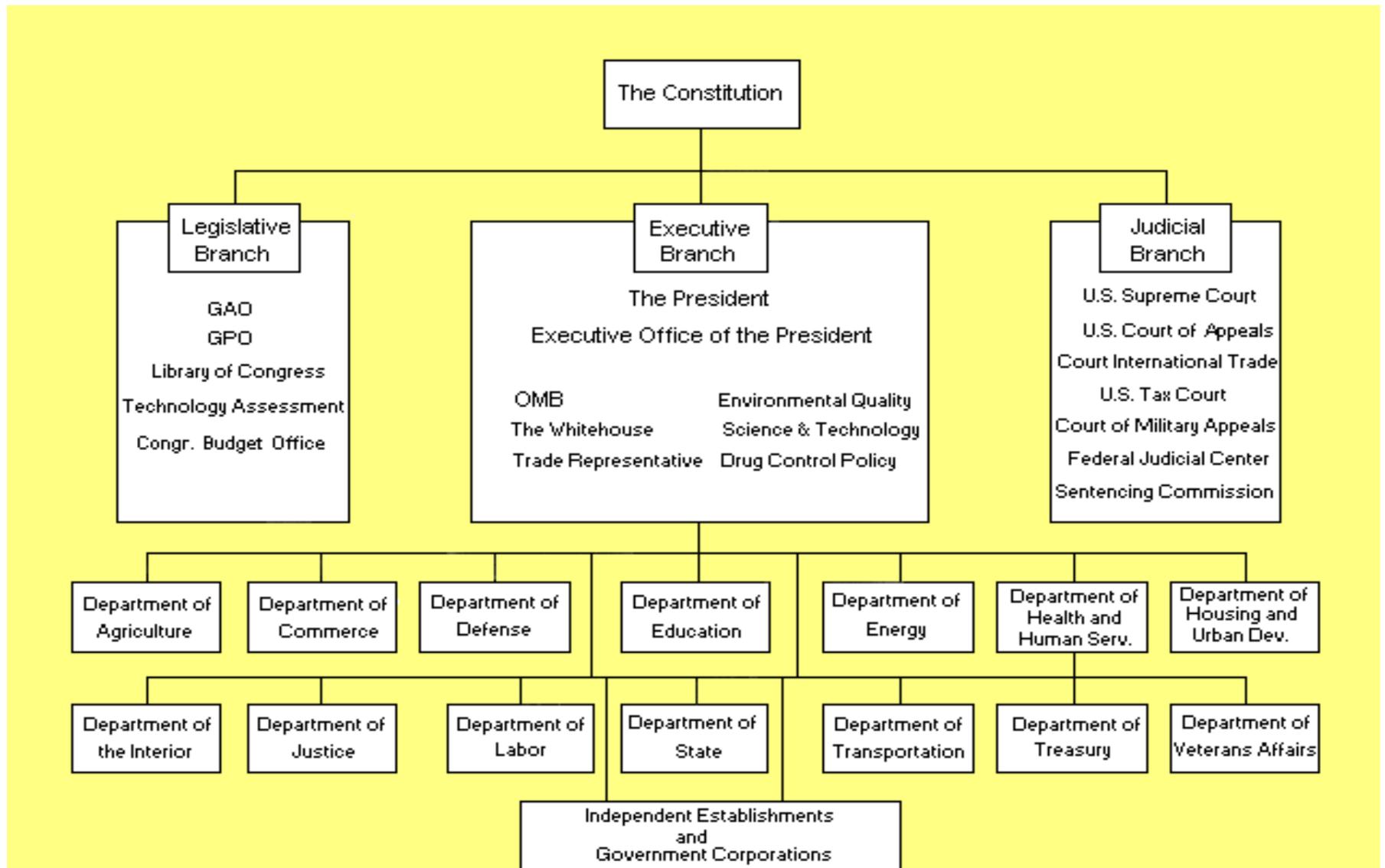
**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**DEEOIC Organization Hierarchy**

- Executive Branch
- Department of Labor
- Office of Worker's Compensation Programs (OWCP)

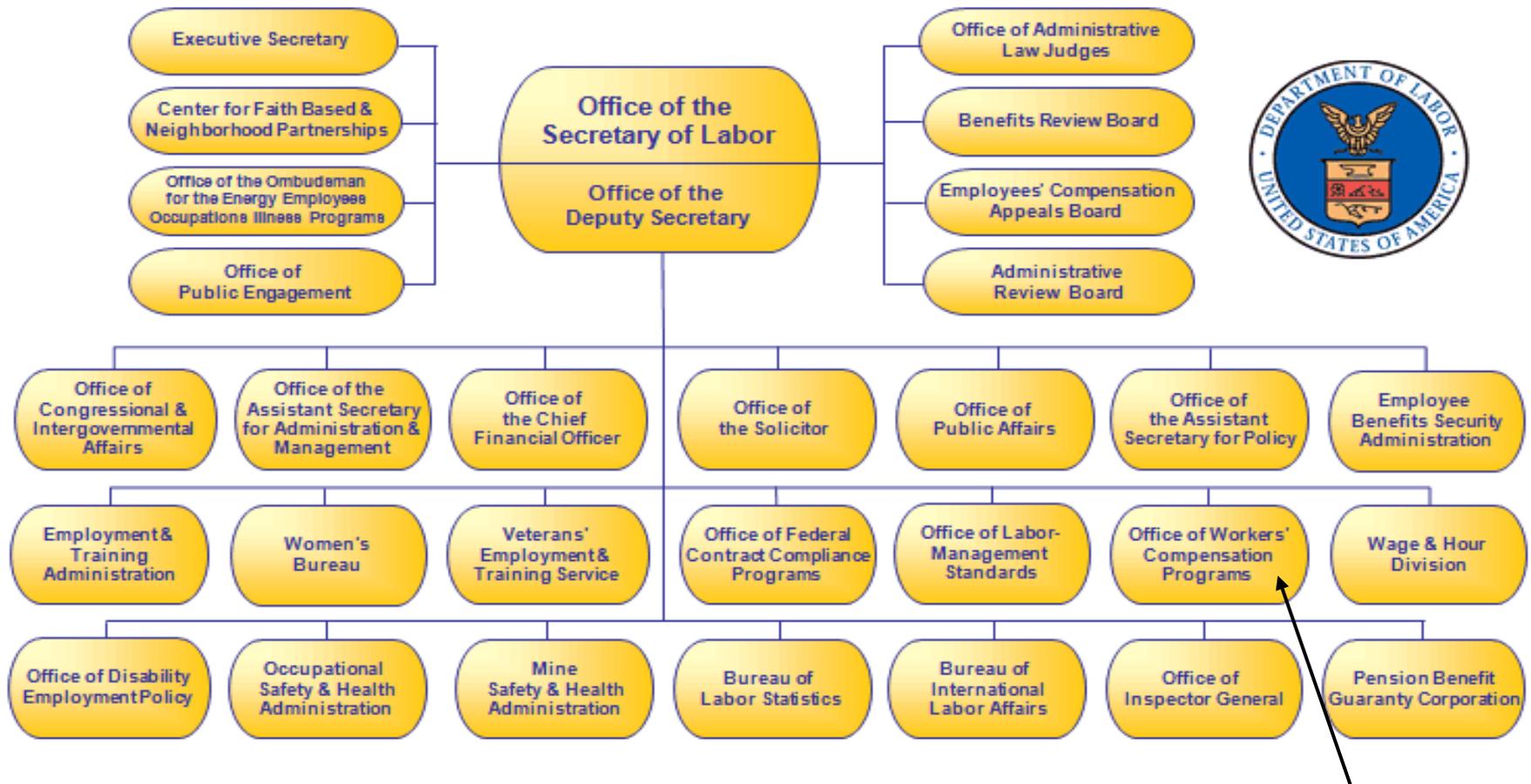
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Federal Government Organization Chart



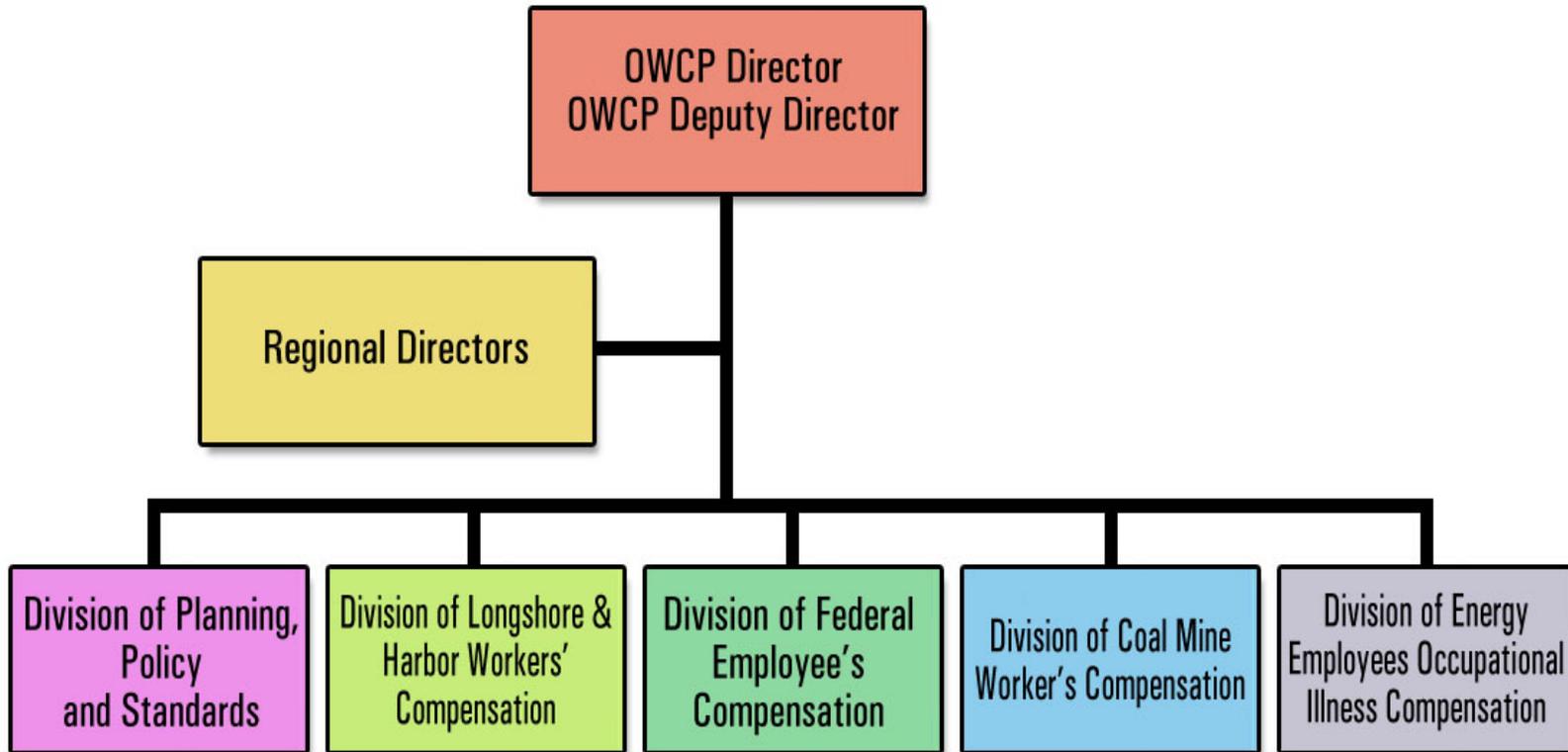
DOL Organization Chart

As shown in this organization chart, the Office of Workers' Compensation Programs (OWCP) reports directly to the Secretary of Labor.



OWCP Organization Chart

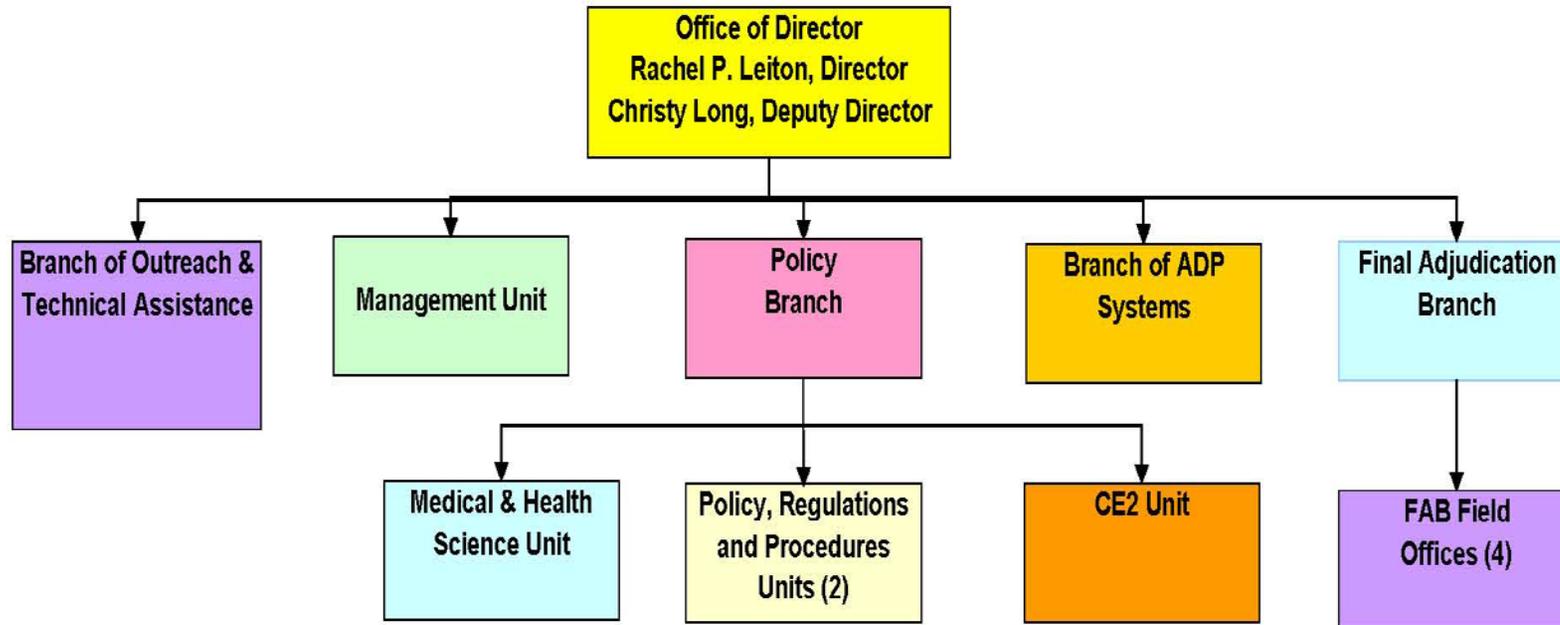
Gary Steinberg is the Acting OWCP Director and the OWCP Deputy Director is currently vacant. DEEOIC is one of the five OWCP divisions.



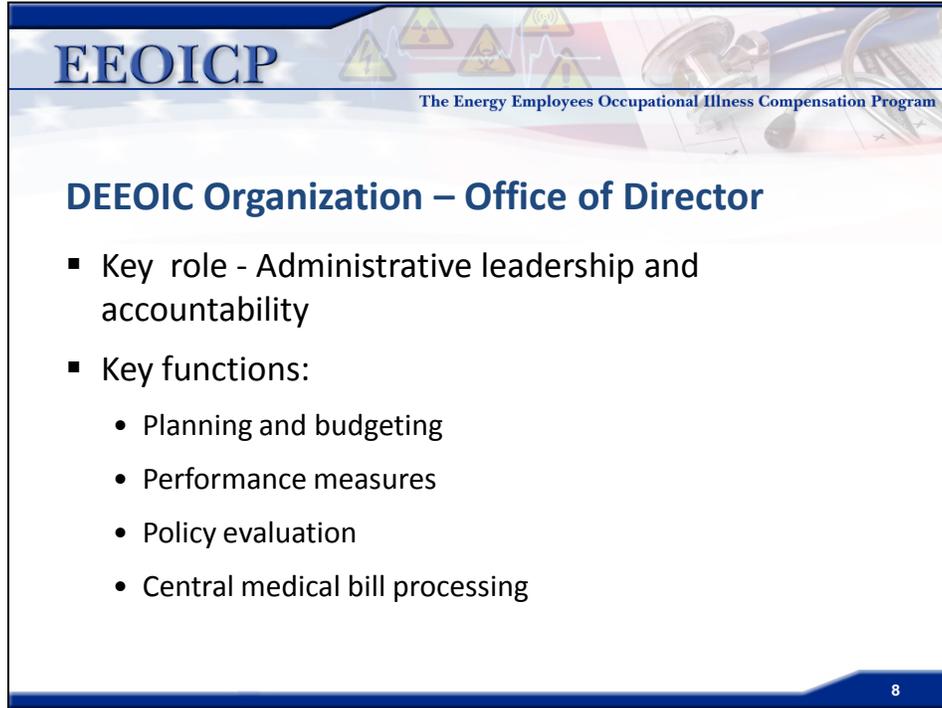


## DEEOIC – National Office

### DEEOIC Organization Chart



Office of the Director



**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**DEEOIC Organization – Office of Director**

- Key role - Administrative leadership and accountability
- Key functions:
  - Planning and budgeting
  - Performance measures
  - Policy evaluation
  - Central medical bill processing

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*Your Notes*

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Branch of Automated Data Processing Systems (BAS)

This branch provides automated data processing support and coordination and policy direction for all DEEOIC systems activities.

This branch also coordinates with DITMS GSS IT group for all information technology issues.

Finally, this branch is responsible for the maintenance of the Energy Compensation System (ECS) as well as the generation/creation of ECS reports..

**EEOICP**  
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**DEEOIC Organization - Branch of Automated Data Processing Systems (BAS)**

- Automated Data Processing support
- Coordination & policy direction for systems activities
- Coordinates with DITMS GSS IT for all IT issues
- Maintains ECS (unified system) and generates reports
- Central Medical Bill Processing

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*Your Notes*

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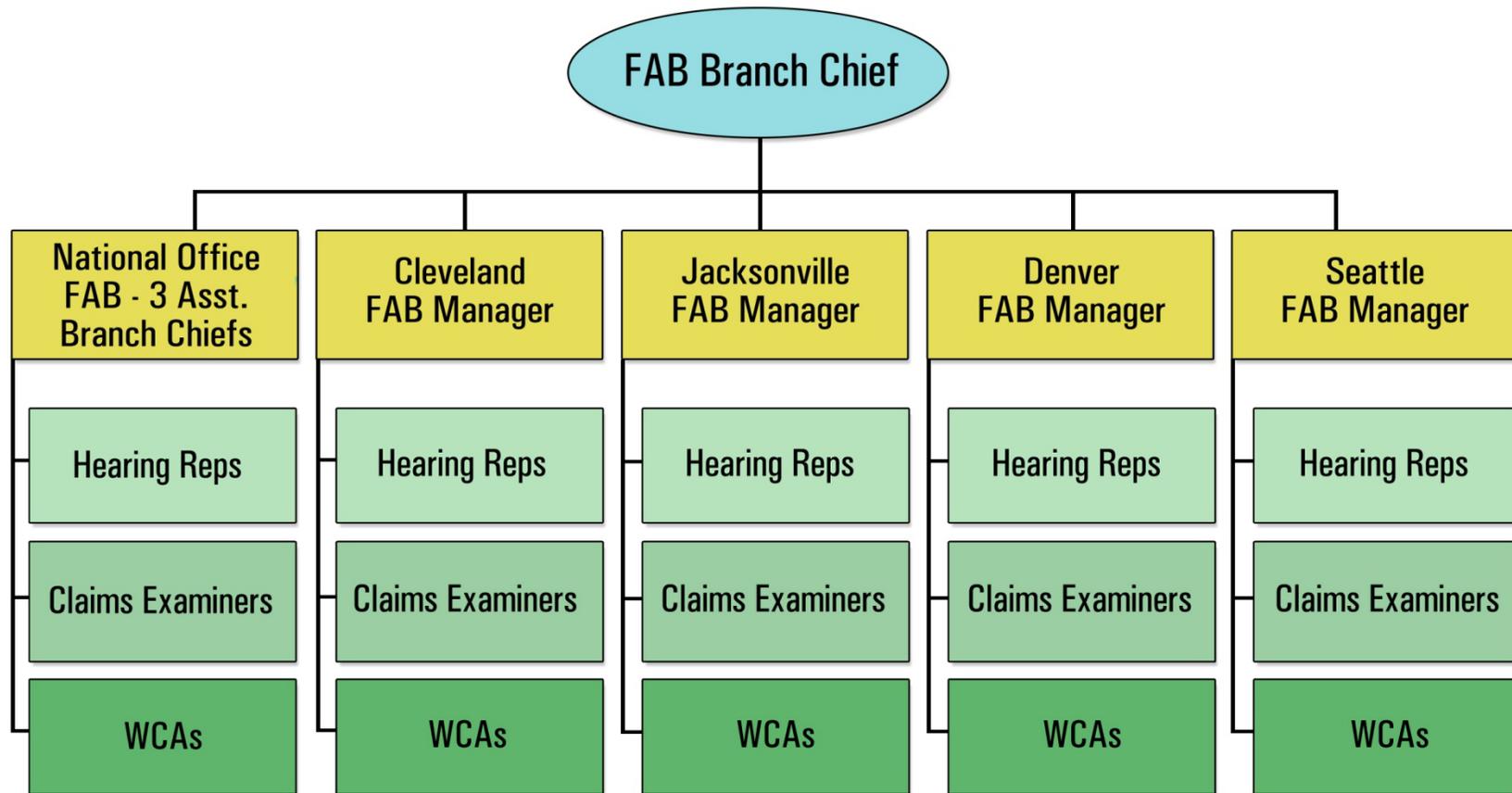
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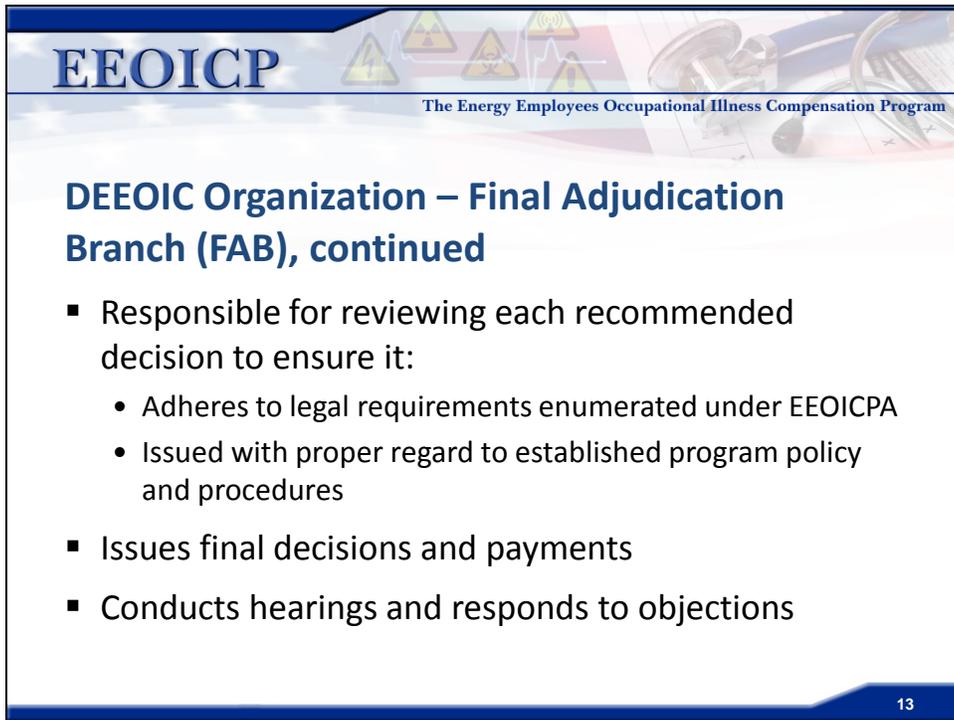
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## Final Adjudication Branch (FAB)

The FAB maintains a central office in Washington D.C., as well as separate offices at each of the four district office locations.





**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### DEEOIC Organization – Final Adjudication Branch (FAB), continued

- Responsible for reviewing each recommended decision to ensure it:
  - Adheres to legal requirements enumerated under EEOICPA
  - Issued with proper regard to established program policy and procedures
- Issues final decisions and payments
- Conducts hearings and responds to objections

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*Your Notes*

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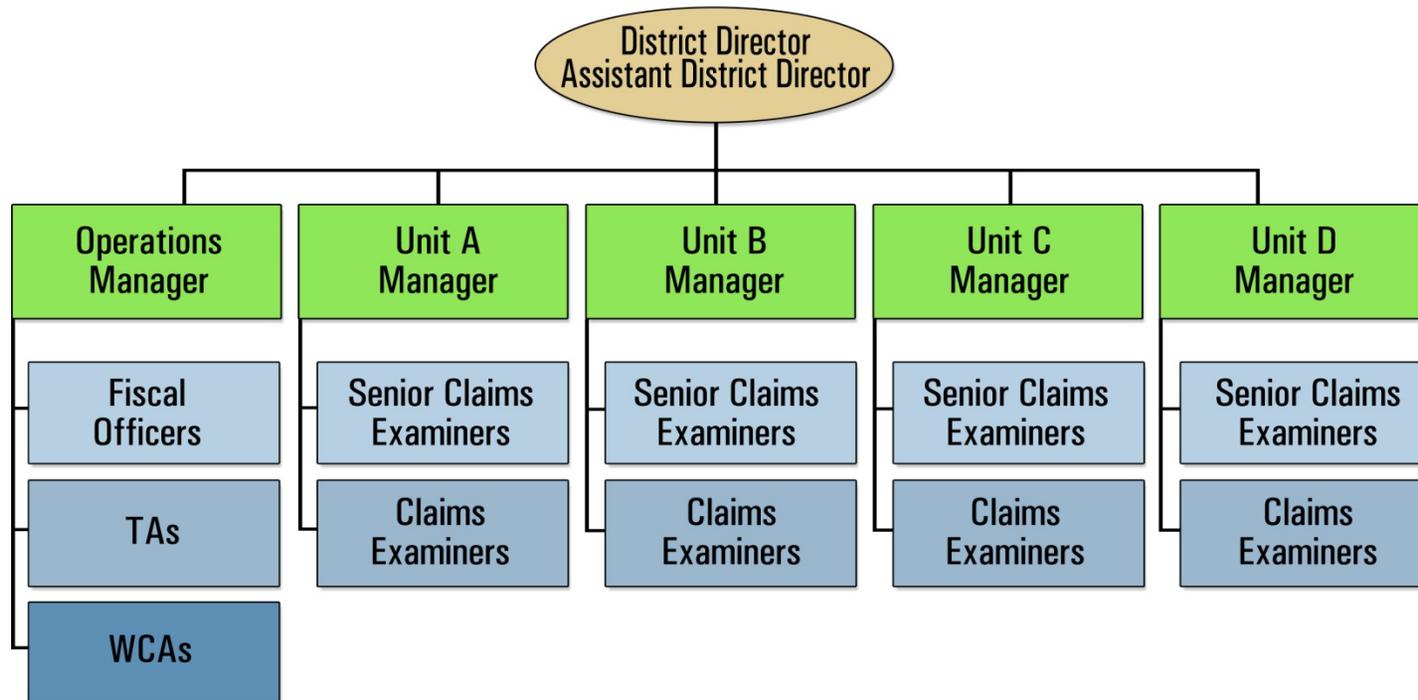
## District Offices (DO)

There are four DOs that process incoming claims. They are located in:

- Cleveland, Ohio,
- Denver, Colorado,
- Jacksonville, Florida, and
- Seattle, Washington.

While some minor variations may occur from DO to DO, each is organized as shown in the above organization chart.

Note: At each DO, as well as at the National Office FAB, there is a co-located DO unit (referred to as the CE2 unit). The CE2 units consist of claims examiners who conduct DO development for those claims under review by the FAB, or issues other than those pending with the FAB.



The primary role of the DO is to develop and review claims to determine eligibility for EEOICPA benefits. Specifically, the core activities carried by each DO include:

- Review each claim to determine eligibility for benefits,
- Perform all necessary development,
- Issue a Recommended Decision,
- Forward the case file to the National Institute for Occupational Safety and Health (NIOSH) for dose reconstruction (if applicable), and
- Handle all medical bill issues for claimants.

While every DO serves the same role, each DO is responsible for a different jurisdiction/geographical region of the country. The location of the **employee's last covered worked place/location** determines which DO handles/develops the claim.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**DEEOIC Organization – District Office (DO), continued**

- Main role - develop and review claims to determine eligibility for benefits
- Jurisdiction based upon the location of employee's last covered employment

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*Your Notes*

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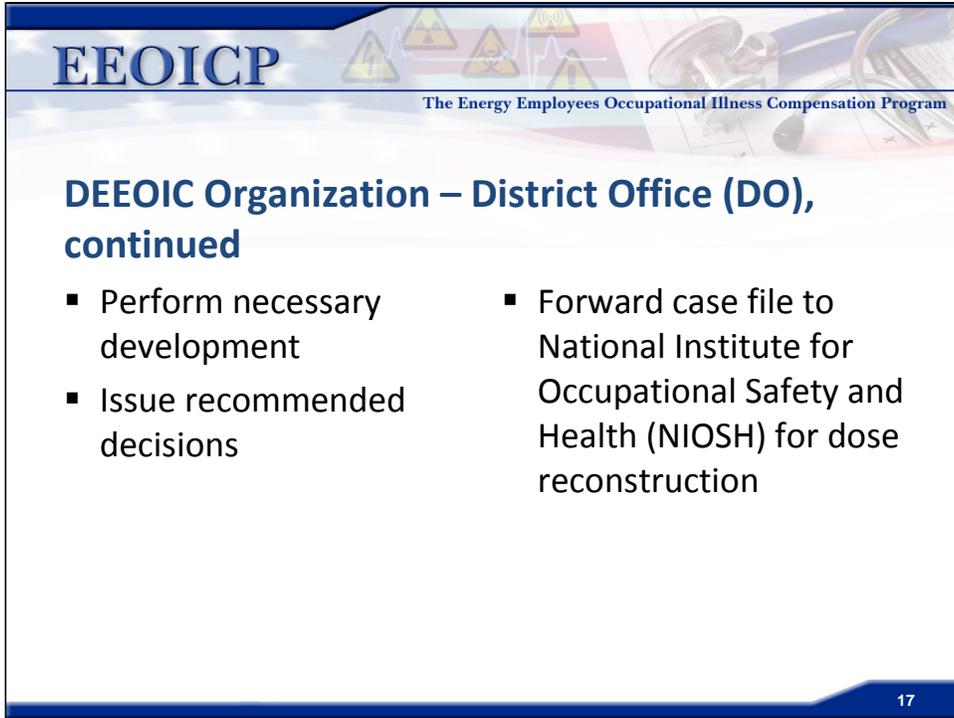
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The specific region of the country serviced by each of the four DOs is illustrated on the map shown below.

DO Jurisdictions Map





**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**DEEOIC Organization – District Office (DO), continued**

- Perform necessary development
- Issue recommended decisions
- Forward case file to National Institute for Occupational Safety and Health (NIOSH) for dose reconstruction

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*Your Notes*

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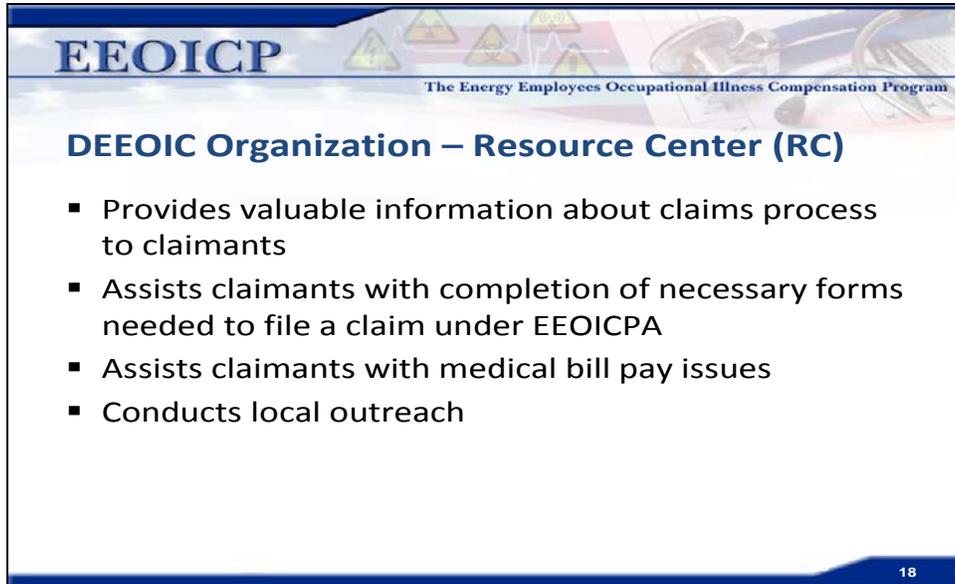
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## Resource Centers (RC)

The Resource Centers (RCs) are strategically located in 11 geographic areas nationwide to allow face-to-face **customer service** to claimants.



The slide features a blue header with the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. Below the header, the title 'DEEOIC Organization – Resource Center (RC)' is displayed in bold blue text. A bulleted list follows, detailing the services provided by the Resource Centers. The slide number '18' is located in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**DEEOIC Organization – Resource Center (RC)**

- Provides valuable information about claims process to claimants
- Assists claimants with completion of necessary forms needed to file a claim under EEOICPA
- Assists claimants with medical bill pay issues
- Conducts local outreach

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### *Your Notes*

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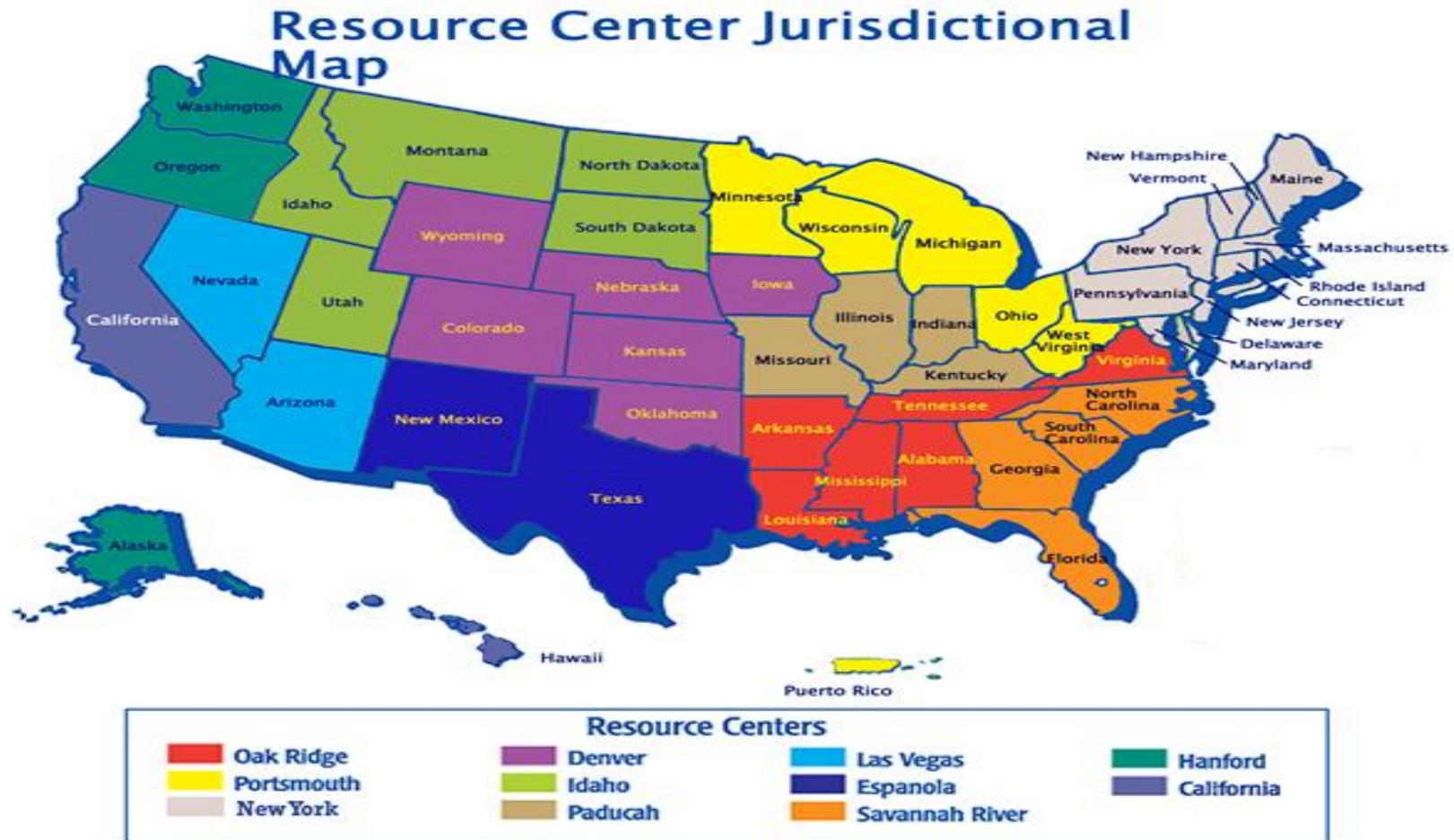
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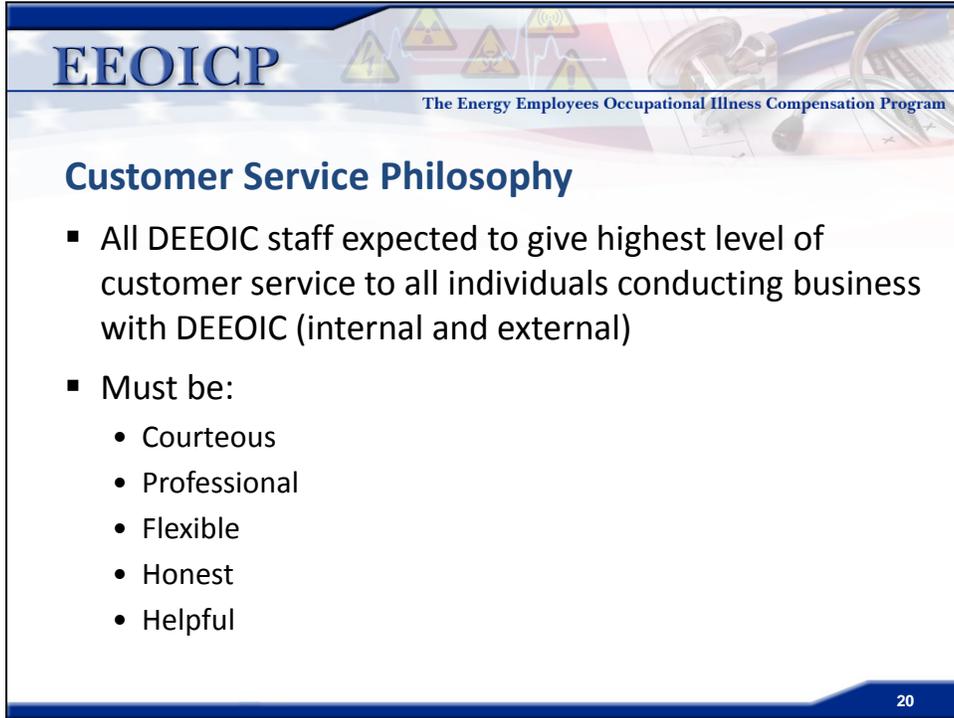
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RC Jurisdictional Map

The 11 RCs and the states served by each are indicated on the map shown below.



## Customer Service



**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Customer Service Philosophy

- All DEEOIC staff expected to give highest level of customer service to all individuals conducting business with DEEOIC (internal and external)
- Must be:
  - Courteous
  - Professional
  - Flexible
  - Honest
  - Helpful

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### *Your Notes*

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Customer Service Philosophy

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**Customer Service Philosophy, continued**

*Employees, claimants, advocates and others should know that the **intent** of DEEOIC claims staff is to **approve** benefits for all employees and survivors who qualify*

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It is the goal of DEEOIC to process claims in the fairest, most expeditious way possible, keeping in mind that we build our reputation as a national program one claim at a time.

It is essential that as you execute your job as a Claims Examiner you keep in mind the population that this program serves.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**Customer Service Philosophy, continued**

- Employee claimants are primarily elderly and quite ill
- They must be treated with utmost dignity and respect
- Survivor claimants are often dealing with grief and loss at same time they navigate EEOICPA claims system, which can appear daunting

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### Customer Service Telephone Skills

One of the key ways in which accurate, courteous, and timely information is provided to claimants is via the telephone. Calls must be returned within 24 hours or as stated in your office standards.

We talk to claimants, nurses, doctors, health care providers, employer organizations, governmental organizations, and others on a daily basis. Make sure that you handle all inquiries in a professional and pleasant (non-defensive) manner.

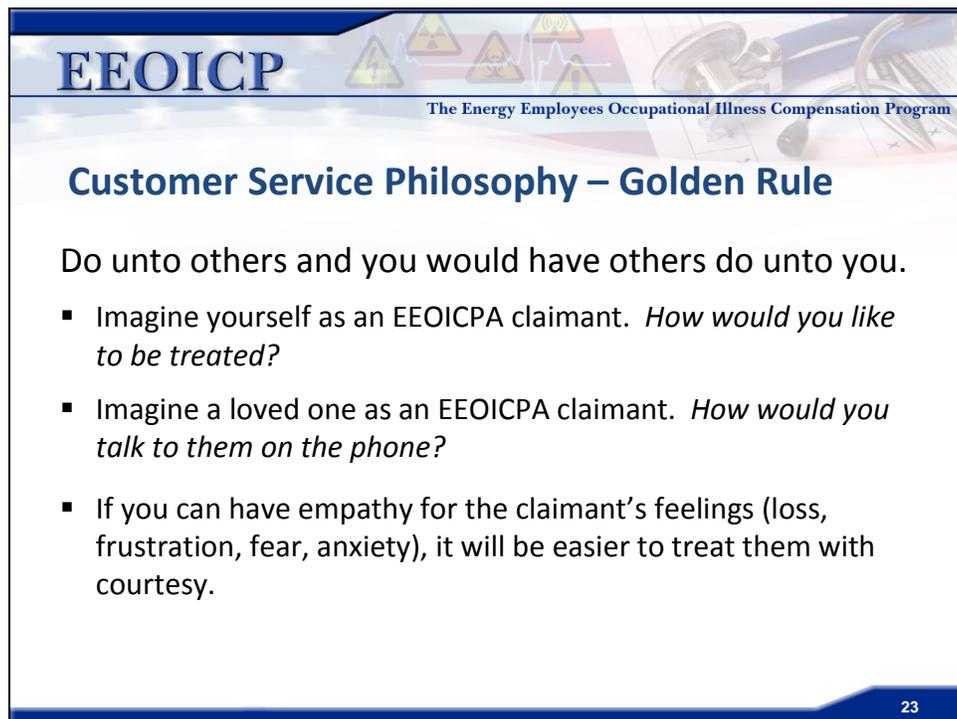
There may be times when a claimant expresses anger or frustration. Remember not to take it personally and not to become emotional yourself. Often, just listening until a frustrated person has had his/her say is helpful.

Additionally, claimants who remain frustrated complain through various channels, including through their members of Congress. Claimants who receive proper customer service are less likely to take concerns to another level. We strive to provide respectful customer service to each and every claimant.

### DEEOIC Customer Service GOLDEN RULE

Put yourself in the claimant's "shoes".

Keep the **Golden Rule** in mind as you conduct all of your interactions with claimants.



The slide features a blue header with the EEOICP logo and the text "The Energy Employees Occupational Illness Compensation Program". The main title is "Customer Service Philosophy – Golden Rule". Below the title is the Golden Rule: "Do unto others and you would have others do unto you." This is followed by three bullet points: "Imagine yourself as an EEOICPA claimant. How would you like to be treated?", "Imagine a loved one as an EEOICPA claimant. How would you talk to them on the phone?", and "If you can have empathy for the claimant's feelings (loss, frustration, fear, anxiety), it will be easier to treat them with courtesy." The slide number "23" is in the bottom right corner.

**EEOICP**  
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### Customer Service Philosophy – Golden Rule

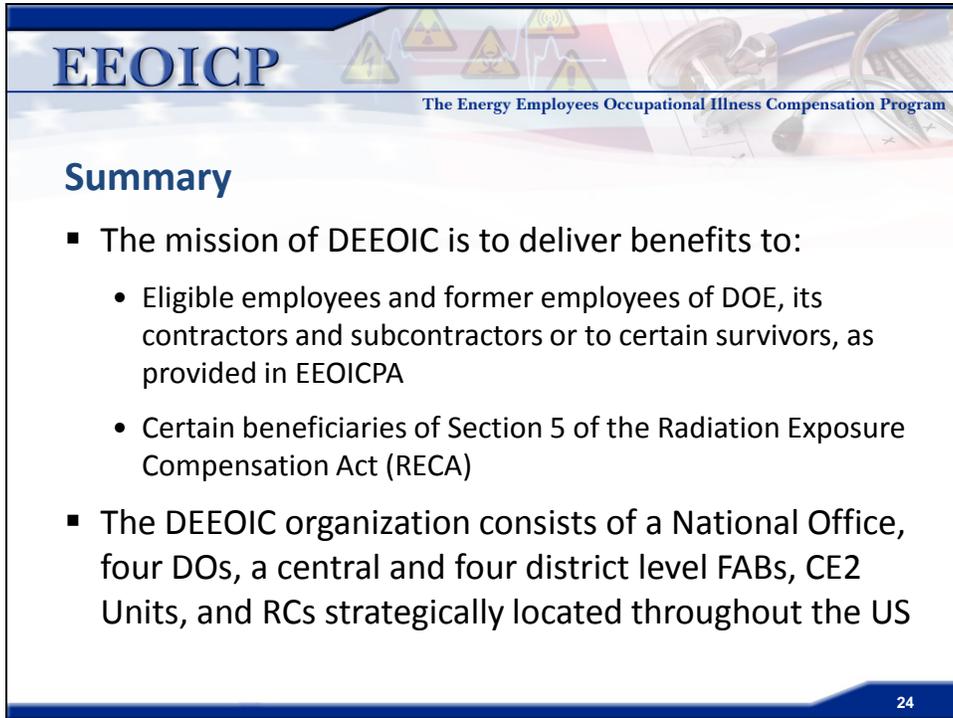
Do unto others and you would have others do unto you.

- Imagine yourself as an EEOICPA claimant. *How would you like to be treated?*
- Imagine a loved one as an EEOICPA claimant. *How would you talk to them on the phone?*
- If you can have empathy for the claimant's feelings (loss, frustration, fear, anxiety), it will be easier to treat them with courtesy.

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## Summary

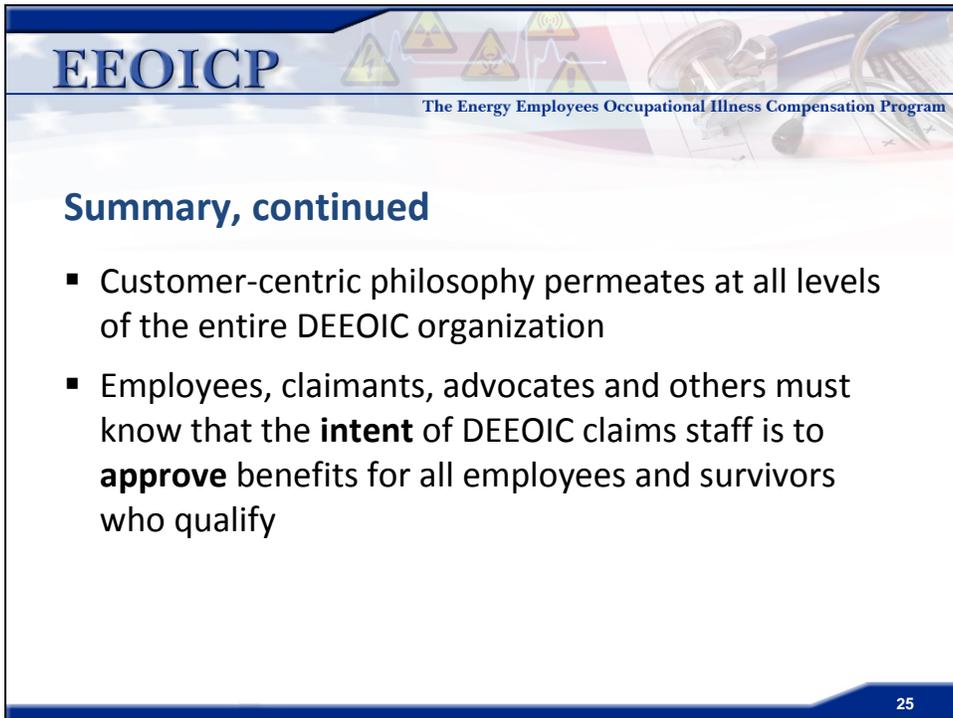


**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Summary

- The mission of DEEOIC is to deliver benefits to:
  - Eligible employees and former employees of DOE, its contractors and subcontractors or to certain survivors, as provided in EEOICPA
  - Certain beneficiaries of Section 5 of the Radiation Exposure Compensation Act (RECA)
- The DEEOIC organization consists of a National Office, four DOs, a central and four district level FABs, CE2 Units, and RCs strategically located throughout the US

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**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Summary, continued

- Customer-centric philosophy permeates at all levels of the entire DEEOIC organization
- Employees, claimants, advocates and others must know that the **intent** of DEEOIC claims staff is to **approve** benefits for all employees and survivors who qualify

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## Acronym List

Acronym	Meaning
AADEP	American Academy of Disability Evaluating Physicians
AAW	Average Annual Wage
ABIME	American Board of Independent Medical Examiners
ACS	Affiliated Computer Services (current medical bill pay contractor)
ADL	Activities of Daily Living
ADP	Automated Data Processing
AEC	Atomic Energy Commission
AMA's Guides	American Medical Association's Guides to the Evaluation of Permanent Impairment
ANRSD	Amended NIOSH Referral Summary Document
ARLD	Asbestos Related Lung Disease
AWE	Atomic Weapons Employer
BAL	Bronchoalveolar Lavage
Be	Beryllium
BeS	Beryllium Sensitivity
BOTA	Branch of Outreach and Technical Assistance
BPA	Bill Pay Agent
CAT	Computerized Axial Tomography
CATI	Computer Assisted Telephone Interview - held by NIOSH for DRs
CBD	Chronic Beryllium Disease
CE	Claims Examiner
CE2	Claims Examiner who can work on cases assigned to the Final Adjudication Branch
CFR	Code of Federal Regulations
CLL	Chronic Lymphocytic Leukemia
CMC	Contract Medical Consultant
CPI	Consumer Price Index
CPT	Current Procedure Terminology
CPWR	Center to Protect Workers Rights
CT	Computed Tomography
DAR	Document Acquisition Request
DD	District Director
DEEOIC	Division of Energy Employees Occupational Illness Compensation

Acronym	Meaning
DME	Durable Medical Equipment
DMS	District Medical Scheduler
DO	District Office
DoD	Department of Defense
DOE	Department of Energy
DOJ	Department of Justice
DOL	Department of Labor
DR	Dose Reconstruction
DRG	Diagnosis Related Group
ECS	Energy Compensation System
EE-1	Employee Claim for Benefits form
EE-2	Survivor Claim for Benefits form
EE-3	Employment History
EE-4	Employment History Affidavit
EEOICPA	Energy Employees Occupational Illness Compensation Program Act (the Act)
EFT	Electronic Funds Transfer
ERDA	Energy Research and Development Administration (pre DOE)
FAB	Final Adjudication Branch
FAB DO	FAB District Office
FO	Fiscal Officer
FOIA	Freedom of Information Act
FTE	Full Time Equivalent
FTR	Federal Travel Regulations
FWP	Former Worker Program
GTR	Government Travel Regulations
HHA	Home Health Aide
HHS	Health and Human Services
HP	Health Physicist
HR	FAB Hearing Representative
ICD-9	International Coding of Diseases
IH	Industrial Hygienist
IM	Intramuscular
IREP	Interactive RadioEpidemiological Program
IREP-EE	IREP-EE- Enterprise Edition used for POCs between 45 and 50%

*PROGRAM OVERVIEW SESSION*

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Acronym	Meaning
IV	Intravenous
LPN	Licensed Practical Nurse
LPT	Lymphocyte Proliferation Test (Same as BeLPT)
LTT	Lymphocyte Transformation Test (Same as BeLTT)
MMI	Maximum medical improvement
NDC	National Drug Code
NIOSH	National Institute for Occupational Safety and Health
NO	National Office
NRSD	NIOSH Referral Summary Document
OCAS	NIOSH's Office of Compensation Analysis and Support
OCAS-1	NIOSH form to be signed by claimant after DR
OHQ	Occupational History Questionnaire
ORISE	Oak Ridge Institute for Science and Education
OWCP	Office of Workers' Compensation Programs
PA	Privacy Act
PCA	Payee Change Assistant
PEP	Program Evaluation Plan
PER	Program Evaluation Report
PII	Personally Identifiable Information
PM	Procedure Manual
PoC	Probability of Causation
POC	Point of Contact
POV	Privately Owned Vehicle
RC	Resource Center
RD	Recommended Decision
RECA	Radiation Exposure Compensation Act
SEC	Special Exposure Cohort
SEM	Site Exposure Matrices
SIR	ACS's "Stored Information Retrieval" system where bills are stored.
SOAF	Statement of Accepted Facts
SOL	Solicitor of Labor
SSA	Social Security Administration
SWC	State Workers' Compensation
TAs	Technical Assistants

Acronym	Meaning
WCA	Workers Compensation Assistants



