



Role of the Resource Centers



Division of Energy Employees Occupational Illness Compensation



History of the Resource Centers Start Your Claim With Us!

- Resource Centers were established in 2001.
 - Paducah, KY first to open
- Contract by U.S. Department of Labor to help people file compensation and benefits claims under the Program.
- Eleven locations Nationwide
 - Many are strategically located near Department of Energy facilities.
- Almost half of RC staff have over 10 years experience with the Energy Program. Four employees have been with the program since it started.



Claim Assistance

Resource Center staff assist claimants with:



- Claim filing
- Explaining benefits available under the EEOICPA
- Claim status
- Understanding development process
- Conducting Occupational History Questionnaire
- Uploading claim forms and documents directly to case file (EDP)



Medical Benefits Assistance

Resource Center staff assist claimants with:

- Provide explanation of medical benefits available
- Provide DEEOIC medical benefit brochures
- Assist with completion of medical and travel reimbursement forms
- Transmit claimant reimbursement forms to the bill pay agent.
- Assistance in locating enrolled medical providers
- Assist providers by explaining DEEOIC, provider enrollment, updating provider enrollment and information on the OWCP Medical Bill Processing Portal and DEEOIC websites
- Troubleshoot medical billing issues for claimants and providers
- Notify the Medical Bill Processing Unit (MBPU) and Medical Benefits Adjudication Unit (MBAU) about claimant reimbursement or provider bill issues



Customer Service

Resource Center handles all incoming calls to the DEEOIC toll free lines.

- Also answer all calls directed to the Resource Center numbers
- RC Staff assist callers or transfer calls to appropriate DOL staff

Approximately 2,500 calls per week.

- About 1,600 to DEEOIC toll free lines
- About 1,200 (incoming to and outgoing from RC)





Outreach

Important source for identifying outreach needs.

- Recommend locations (city/state)
- Locate venues
- Oversee logistics for each event.

Each Resource Center Conducts Monthly Local Outreach:

- Literature distribution at local physician offices, union halls, fairs, senior centers, meals on wheels offices, etc.
- Residential mailings, newspaper advertisements
- Attend retiree meetings, union meetings, health fairs, site visits/site lunchtime programs, social clubs such as the Elks Lodge, etc.

Energy Outreach Events:

- Conducts one day outreach events in various locations
- Includes DEEOIC staff participation
- Assist with filing claims, claims status, etc.



Outreach (cont'd)

Authorized Representative Workshops:

- Receive RSVPs, communicate with attendees, prepare binders with training materials



Joint Outreach Task Group (JOTG) events:

- Town Hall style events / Webinars
- Agencies include:
 - DOL
 - Department of Energy/Former Worker Program
 - National Institute for Occupational Safety and Health (NIOSH)
 - DOL & NIOSH Ombudsman's Office
 - Department of Justice



Recent Statistics

Outreach Conducted - May 2021 to April 2022	
Mailings & Literature Distributions	6,300/month
Website & Social Media Postings	108
Joint Outreach Task Group	4 (Webinars)
Webinars	10

Resource Center Statistics – May 2021 to April 2022	
Interviews/Appointments	3,384
Claims	8,865
Supplemental Info	9,118
OHQ Interviews	3,783
Follow - Ups	10,700/month
Medical Billing Assistance	5,165/month
Medical Reimbursement Forms	182/month
Travel Reimbursement Forms	975/month



Current Operating Status

Resource Centers are fully operational and committed to ensuring the needs of our claimants, authorized representatives, and stakeholders are met. Resource Centers are following the DOL COVID-19 Workplace Safety Plan.

Staff are available via phone:

- Claims intake and conduct Occupational History Questionnaire
- Assist callers with questions
- Route calls to the Claims Examiner or Medical Benefits Examiner if necessary

Resource Center Locations

- Resource Center staff are available M-F from 8:30 a.m. – 5:00 p.m. to receive documents requiring submission to DOL
- Document drop off available at each location
- In-person and phone appointments are available
- The Resource Centers are now open for in-person walk-in visits without the requirement of an appointment

*DOL COVID-19 Workplace Safety Plan can be found at:

<https://www.dol.gov/sites/dolgov/files/general/plans/2022-covid-19-workplace-safety-plan.pdf>



Current COVID-19 Safety Protocols

- If the Resource Center is located in a county with a Low or Medium COVID-19 community level, masks are NOT required for employees, contractors, and visitors, regardless of vaccination status.
- If the Resource Center is located in a county with a High COVID-19 community level, masks ARE required for employees, contractors, and visitors, regardless of vaccination status.
- Even when masking is not required, for example, if a facility is located in an area with Low or Medium COVID-19 Community Level, you may choose to continue to wear a mask according to your personal situation or to be sensitive to coworkers.
- Where a locality (city, county, or state) imposes more protective pandemic-related safety requirements, those requirements should be followed in DOL facilities within that locality.

*COVID-19 community levels can be found at <https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html>



Jurisdictional Map





DOL Resource Center Locations



Resource Center addresses and contact info can be found on the DEEOIC Webpage at www.dol.gov/EnergyProgramResourceCenters



DOL Resource Center Responsibilities

- Manage Resource Center Operations
- Guide Claimants through the EEOICPA Process
- Comply with DOL Procedures
- Maintain Highest Level of Customer Service
- Claims Intake
- Conduct Occupational History Interviews
- Provide Medical Bill Payment Assistance
- Maintain Databases
- Conduct Outreach
- Support DEEOIC Special Projects
- Be Responsive to DEEOIC Guidance and Direction
- Communicate Daily with DEEOIC Management
- Ongoing Training for Staff





DOL Resource Center Accountability

- Provide reports to DOL on Resource Center activities
- DOL conducts regular Quality Assurance Surveillance to monitor a wide array of Resource Center tasks
- Meet with DOL staff on a bi-weekly basis
- DEEOIC and Resource Center Senior Management meet on an annual basis





DEEOIC Website

Additional program information can be found at:

<http://www.dol.gov/owcp/energy/>

- Claimant Resources (Forms, Medical Benefits Information)
- How To Guides
- Medical Provider Resources (Enrollment, Bill Processing)
- Brochures
- Site Exposure Matrices (SEM)
- Outreach Events including Webinar Series



Questions



Questions can also be submitted to DEEOIC-Outreach@dol.gov

Thank you very much for attending the DEEOIC Webinar