**Customer Stages**

**Seek Information**
- Current or former DOE employee/contractor is diagnosed with an illness that may relate to an occupational exposure.
- Employee/Contractor or Survivor learns about the program and benefits and contacts DEEOIC.

**File and Develop Claim**
- Employee/Contractor or Survivor files claim.
- Claimant obtains and submits requested evidence related to medical, employment, survivorship, etc.
- Claimant undergoes Occupational History Questionnaire (Part E only).
- Claimant is assigned Claims Examiner (CE).

**Recommended Decision**
- Claimant receives Development Letter from CE.
- Claimant agrees with decision and signs waiver.
- Claimant disagrees with decision and requests a review of the written record or requests hearing.

**Final Decision**
- Case transferred to Final Adjudication Branch (FAB). Claimant assigned FAB Hearing Representative.
- Claimant has the opportunity to submit new evidence (hearing or review of written record).
- If hearing was requested, claimant participates in hearing.
- FAB reviews case and issues Final Decision to accept or deny or remands case to CE for further development.

**Benefits**
- If accepted, claimant is approved for benefits.
- If denied, claimant may request reconsideration within 30 days.
- If reconsideration is denied, claimant may request reopening at any time with new evidence.
- If reconsideration is denied, may file with US District Court when all other administrative options are exhausted.
- If also accepted for Part E, no compensation is available until additional claims for Impairment and/or Wage Loss are accepted.

**Customer Steps**

**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.

**Customer Touchpoints**

- **Bright Spots & Pain Points**
  - "Great customer service. Everyone I interacted with was very helpful."
  - "The main problem I have is proving employment."
  - "No amount of money can alleviate the loss of my husband and this process was very painful, yet the money has helped and has proven that he was a valuable employee and his sacrifice was noted by others."
  - "I disagree with the final decision."
  - "The process is too slow, cumbersome and complicated."
  - "I think I deserve more compensation."

  - "The Resource Center has been very helpful."
  - "Need to keep customer informed on where process is going at what stage."
  - "I am grateful to receive this benefit at this time in my life."
  - "Surprised and pleased at how well the system worked and the outcome."

**Note:** For many claimants, a Part E acceptance accompanies a Part B acceptance. The full Part E path as well as the steps for claimants utilizing medical benefits are not reflected here and will be shown on separate journey maps.