

# FEDERAL EMPLOYEES' COMPENSATION PROGRAM

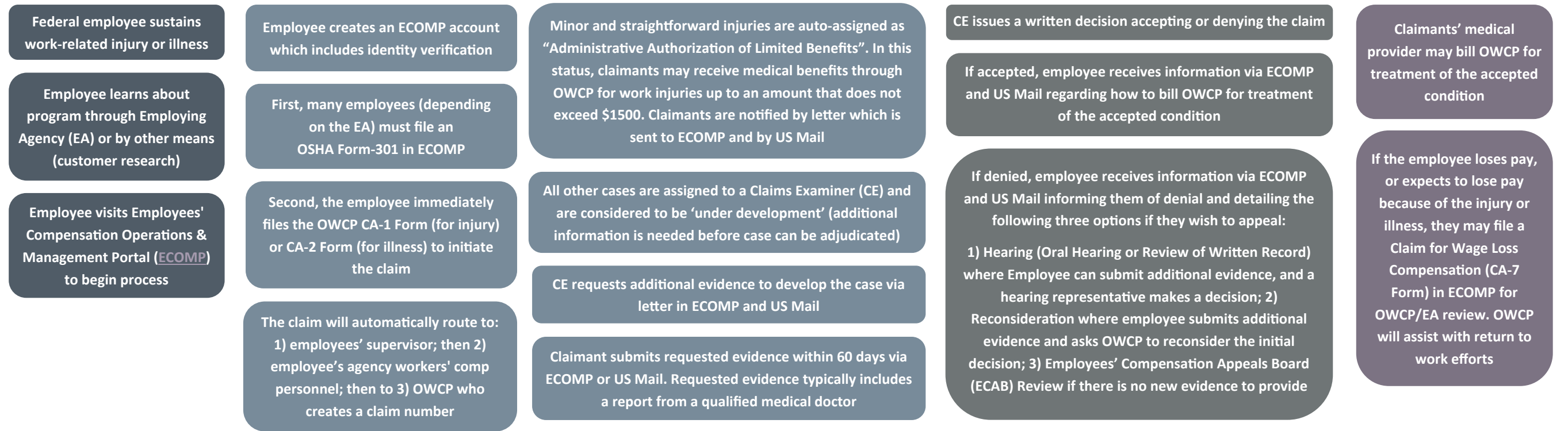
## Customer Journey Map—Filing a Claim for Occupational Illness or Injury

**Journey Map:** A Journey Map is a visual representation of a process that a customer goes through to achieve a goal. This Journey Map reflects the typical process that a Federal Employee goes through in order to file a claim with the U.S. Department of Labor's Office of Workers' Compensation Programs (OWCP) for an occupational injury or illness under the Federal Employees' Compensation Act (FECA).

### Customer Stages

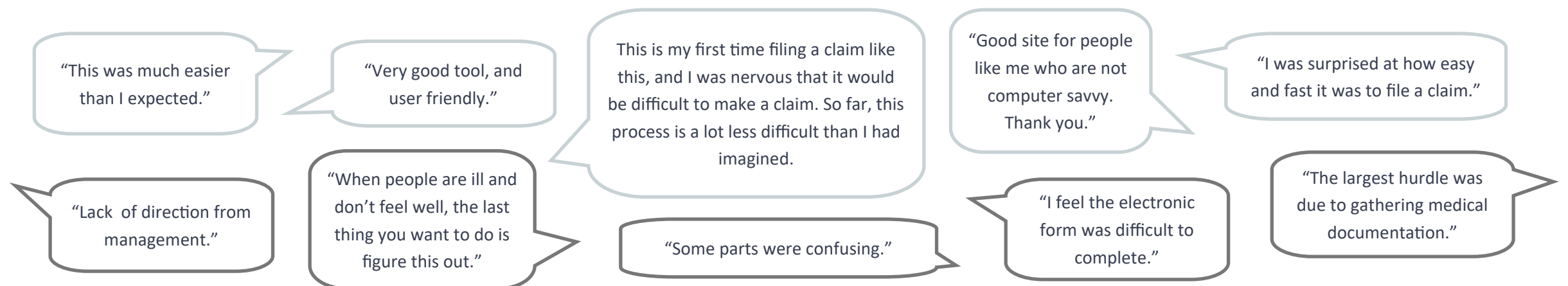


### Customer Steps



### Bright Spots & Pain Points

(gathered from a Customer Feedback survey on the claims filing process)



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## Customer Service Channels and Touchpoints

**Service Channel:** A Service Channel is a medium of communication between an entity and its customers. It is the environment where touchpoints occur.

**Touchpoint:** A Touchpoint is a moment of customer contact throughout the customer journey.

### Service Channels

#### Agency Website

#### ECOMP

#### Telephone

#### OWCP Med Portal

#### U.S. Mail

### Touchpoints

(Claimant/Authorized Representative)

- Seek program information
- Seek contact information
- Seek guidance on process and/or claim filing

- File a claim form
- View casefile and status
- File a wage loss form
- Upload additional documentation to case
- Receive correspondence (Development letters, acceptance/denial letters, etc.)
- Submit inquiry/escalation
- Access videos/tutorials

- Seek program information
- Check claim/case status
- Obtain or provide case-related information

- Search for a provider
- Confirm treatment eligibility
- View medical authorizations and bills

- File an annual review form
- Receive correspondence (Development letters, acceptance/denial letters, etc.)
- Submit documentation/inquiries

### Touchpoints

(Employing Agencies)

- Seek program information
- Seek contact information
- Seek guidance on process and/or claim filing
- Access training modules

- Review and complete claim forms
- View/manage cases
- Receive and respond to development letters
- Access videos/tutorials

- Receive and respond to CE Inquiries

- View medical authorizations and bills

- Receive and respond to development letters
- Submit documentation/inquiries

### Touchpoints

(Medical Providers)

- Seek program information
- Seek contact information
- Seek guidance for Providers

- Upload medication documentation

- Obtain information about Provider-related issues such as billing/authorization, etc.

- Enroll as a Provider
- Check eligibility
- Submit Prior Authorization Requests
- Submit medical bills for reimbursement

- Enroll as a Provider
- Receive correspondence (Development letters, etc.)