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

Seek Information

File and Develop Claim

Claim Decision

Benefits

Customer Steps

Federal employee sustains work-related injury or illness

Employee learns about program through Employing Agency (EA) or by other means (customer research)

Employee visits Employees'
Compensation Operations &
Management Portal (ECOMP)
to begin process

Employee creates an ECOMP account which includes identity verification

First, many employees (depending on the EA) must file an OSHA Form-301 in ECOMP

Second, the employee immediately files the OWCP CA-1 Form (for injury) or CA-2 Form (for illness) to initiate the claim

The claim will automatically route to:
1) employees' supervisor; then 2)
employee's agency workers' comp
personnel; then to 3) OWCP who
creates a claim number

Minor and straightforward injuries are auto-assigned as "Administrative Authorization of Limited Benefits". In this status, claimants may receive medical benefits through OWCP for work injuries up to an amount that does not exceed \$1500. Claimants are notified by letter which is sent to ECOMP and by US Mail

All other cases are assigned to a Claims Examiner (CE) and are considered to be 'under development' (additional information is needed before case can be adjudicated)

CE requests additional evidence to develop the case via letter in ECOMP and US Mail

Claimant submits requested evidence within 60 days via ECOMP or US Mail. Requested evidence typically includes a report from a qualified medical doctor

CE issues a written decision accepting or denying the claim

If accepted, employee receives information via ECOMP and US Mail regarding how to bill OWCP for treatment of the accepted condition

If denied, employee receives information via ECOMP and US Mail informing them of denial and detailing the following three options if they wish to appeal:

1) Hearing (Oral Hearing or Review of Written Record) where Employee can submit additional evidence, and a hearing representative makes a decision; 2) Reconsideration where employee submits additional evidence and asks OWCP to reconsider the initial decision; 3) Employees' Compensation Appeals Board (ECAB) Review if there is no new evidence to provide

Claimants' medical provider may bill OWCP for treatment of the accepted condition

If the employee loses pay, or expects to lose pay because of the injury or illness, they may file a Claim for Wage Loss Compensation (CA-7 Form) in ECOMP for OWCP/EA review. OWCP will assist with return to work efforts

Bright Spots& Pain Points

(gathered from a Customer Feedback survey on the claims filing process) "This was much easier than I expected."

"Lack of direction from

management."

"Very good tool, and user friendly."

"When people are ill and

figure this out."

don't feel well, the last thing you want to do is This is my first time filing a claim like this, and I was nervous that it would be difficult to make a claim. So far, this process is a lot less difficult than I had imagined.

"Some parts were confusing."

"Good site for people like me who are not computer savvy. Thank you."

> "I feel the electronic form was difficult to complete."

"I was surprised at how easy and fast it was to file a claim."

"The largest hurdle was due to gathering medical documentation."

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Customer Journey Map—Filing a Claim for Compensation

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Customer Stages

Seek Information

File and Develop Claim

Claim Decision & Benefits

Customer Steps

Once a claimant has an accepted claim for work related injury or illness, they may file a CA-7 Claim for Compensation to request compensation for wage loss due to disability or absence to obtain medical treatment while in a leave without pay status (LWOP)

The CA-7 can also be used to buy leave back or for lost payment elements (i.e. night differential, Sunday premium, holiday pay, etc.)

A claimant may file a CA-7 concurrently with their injury claim (CA-1 or CA-2) but the CA-7 will not be processed until the illness or injury claim has been adjudicated

Claimant visits Employees' Compensation Operations & Management Portal (ECOMP) to begin process

Claimant files CA-7 and, if applicable, CA-7a *Time Analysis Form*. Claimant uploads relevant medical documentation to support disability or medical treatment during the date periods claimed (needed for claim adjudication)

Claim form is automatically routed to Employing Agency who should submit completed form to OWCP within 5 working days

OWCP conducts initial review of claim within 14 days. If further information is needed, OWCP will contact the claimant and/or employing agency by phone or letter (and also through ECOMP) within those 14 days, indicating what is needed to issue payment

If approved, claimant receives compensation via direct deposit (form available through ECOMP). If no direct deposit form is completed, claimant will receive paper check to home address on file

If claim cannot be approved, Claims Examiner must develop the evidence to determine if the claim can be paid

If denied, claimant receives letter via US Mail and through ECOMP indicating denial and appeal rights

If the employee continues to lose wages due to disability beyond the initial period claimed on the first CA-7, they should continue to file CA-7s in two-week intervals unless otherwise notified by OWCP

Bright Spots& Pain Points

(gathered from a Customer Feedback survey on the claims filing process) "Excellent web page.

Easy to use."

"It was a straightforward process."

"Easy to navigate if you are familiar with uploading documents. Pretty self explanatory once you do it several times."

"It's very easy. I wouldn't change anything!" "I think the process is fine. Quick and easy. 5 stars."

"Older disabled veterans like me need extra help understanding this entire process."

"As a new experience, I was a little lost as to if what I was doing was correct."

Filing online is difficult and time consuming.

"The process would be quicker if I didn't have to re-enter all my information every time." "Very overwhelming as I already have medical issues and no one at my office is assisting me with these forms."

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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 OWCP Med Portal **Agency Website** Telephone U.S. Mail **ECOMP Touchpoints** File a claim form Search for a provider File an annual review Seek program Seek program (Claimant/Authorized Representative) View casefile and status information information • Confirm treatment File a wage loss form • Check claim/case status • Seek contact information eligibility Receive correspondence Upload additional (Development letters, Seek guidance on process Obtain or provide View medical documentation to case acceptance/denial letters, and/or claim filing case-related information authorizations and bills Receive correspondence etc.) (Development letters, acceptance/denial letters, Submit documentation/ etc.) inquiries Submit inquiry/escalation **Access videos/tutorials Touchpoints** Seek program information **Review and complete** Receive and respond to CE View medical Receive and respond to (Employing Agencies) claim forms **Inquiries** authorizations and bills development letters Seek contact information Submit documentation/ View/manage cases Seek guidance on process inquiries and/or claim filing Receive and respond to development letters Access training modules Access videos/tutorials **Touchpoints Enroll as a Provider Obtain information about** Seek program information Upload medication **Enroll as a Provider** (Medical Providers) Check eligibility documentation **Provider-related issues** Seek contact information Receive correspondence such as billing/ **Submit Prior Authorization** (Development letters, etc.) Seek guidance for Requests authorization, etc. **Providers** Submit medical bills for

UNITED STATES DEPARTMENT OF LABOR—OFFICE OF WORKERS' COMPENSATION PROGRAMS
FEDERAL EMPLOYEES' COMPENSATION PROGRAM HTTPS://WWW.DOL.GOV/AGENCIES/OWCP/FECA

reimbursement