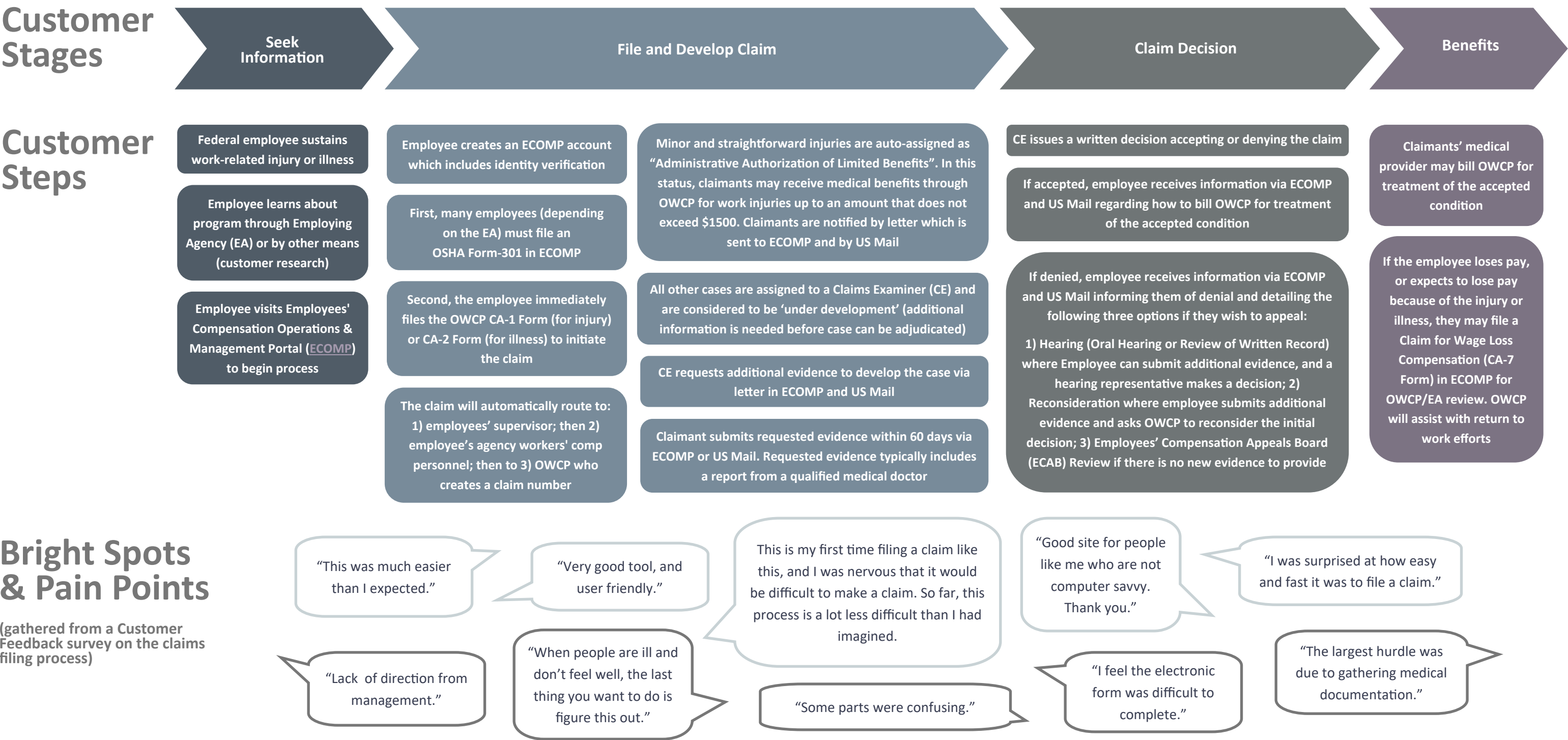


# FEDERAL EMPLOYEES’ COMPENSATION PROGRAM

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

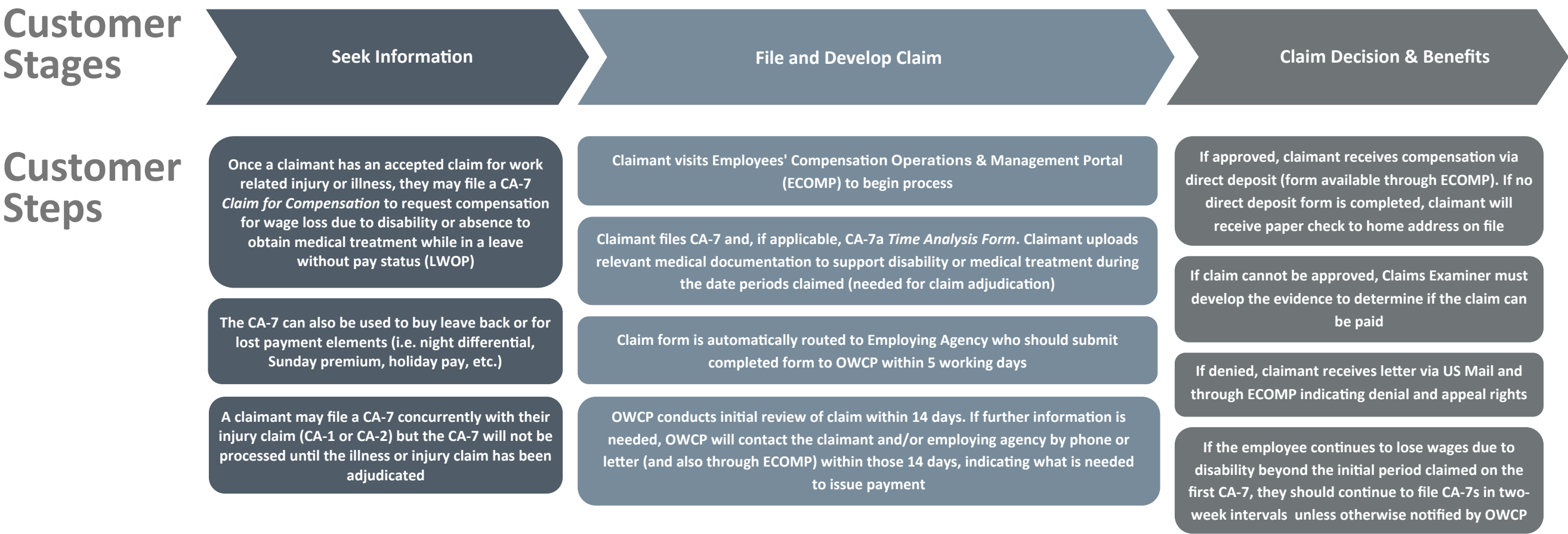
**Journey Map:** A Journey Map is a visual representation of a process that a customer goes through to achieve a goal. This Journey Map reflects the typical process that a Federal Employee goes through in order to file a claim with the U.S. Department of Labor’s Office of Workers’ Compensation Programs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



# FEDERAL EMPLOYEES' COMPENSATION PROGRAM

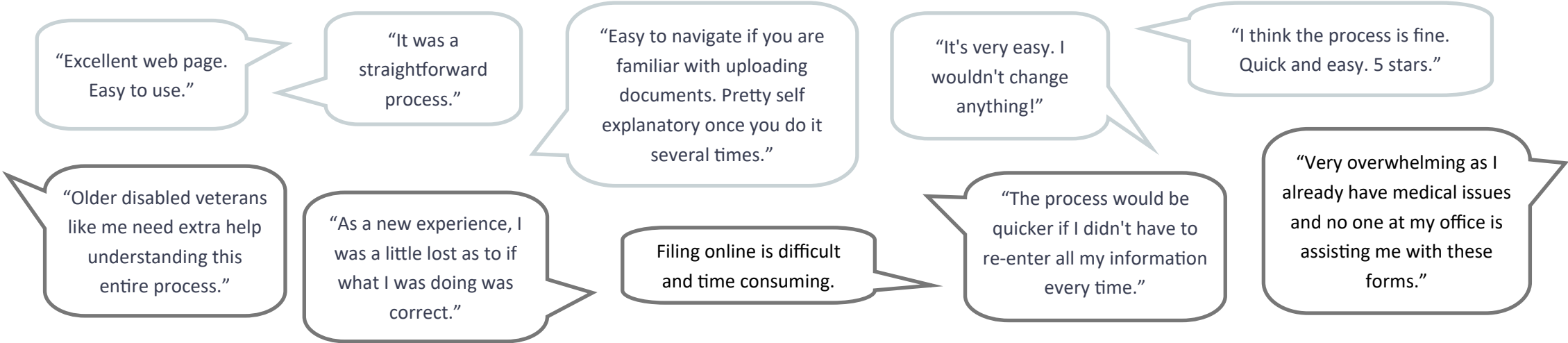
## Customer Journey Map—Filing a Claim for Compensation

**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 for compensation 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).



### Bright Spots & Pain Points

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



# FEDERAL EMPLOYEES’ COMPENSATION PROGRAM

## 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)	<ul style="list-style-type: none"><li>Seek program information</li><li>Seek contact information</li><li>Seek guidance on process and/or claim filing</li></ul>	<ul style="list-style-type: none"><li>File a claim form</li><li>View casefile and status</li><li>File a wage loss form</li><li>Upload additional documentation to case</li><li>Receive correspondence (Development letters, acceptance/denial letters, etc.)</li><li>Submit inquiry/escalation</li><li>Access videos/tutorials</li></ul>	<ul style="list-style-type: none"><li>Seek program information</li><li>Check claim/case status</li><li>Obtain or provide case-related information</li></ul>	<ul style="list-style-type: none"><li>Search for a provider</li><li>Confirm treatment eligibility</li><li>View medical authorizations and bills</li></ul>	<ul style="list-style-type: none"><li>File an annual review form</li><li>Receive correspondence (Development letters, acceptance/denial letters, etc.)</li><li>Submit documentation/inquiries</li></ul>
Touchpoints (Employing Agencies)	<ul style="list-style-type: none"><li>Seek program information</li><li>Seek contact information</li><li>Seek guidance on process and/or claim filing</li><li>Access training modules</li></ul>	<ul style="list-style-type: none"><li>Review and complete claim forms</li><li>View/manage cases</li><li>Receive and respond to development letters</li><li>Access videos/tutorials</li></ul>	<ul style="list-style-type: none"><li>Receive and respond to CE Inquiries</li></ul>	<ul style="list-style-type: none"><li>View medical authorizations and bills</li></ul>	<ul style="list-style-type: none"><li>Receive and respond to development letters</li><li>Submit documentation/inquiries</li></ul>
Touchpoints (Medical Providers)	<ul style="list-style-type: none"><li>Seek program information</li><li>Seek contact information</li><li>Seek guidance for Providers</li></ul>	<ul style="list-style-type: none"><li>Upload medication documentation</li></ul>	<ul style="list-style-type: none"><li>Obtain information about Provider-related issues such as billing/ authorization, etc.</li></ul>	<ul style="list-style-type: none"><li>Enroll as a Provider</li><li>Check eligibility</li><li>Submit Prior Authorization Requests</li><li>Submit medical bills for reimbursement</li></ul>	<ul style="list-style-type: none"><li>Enroll as a Provider</li><li>Receive correspondence (Development letters, etc.)</li></ul>