

Communicating with OWCP



OWCP Structure



Division of Federal Employees', Longshore and Harbor Workers' Compensation (DFELHWC) administers the Federal Employees' Compensation Act (FECA). The Director of DFELHWC and National Administrator of Field Operations have authority over offices headed by Office Directors who are responsible for office functions. In each office, there are Supervisory Claims Examiners, who are responsible for operation of individual claims units. The claims units, staffed with Claims Examiners, have primary responsibility for issuing decisions and managing individual claims.

Contacting OWCP

- Contact information for the FECA Program can be found here:

<https://www.dol.gov/agencies/owcp/FECA/contacts/fecacont>

- All FECA claim forms are to be filed via ECOMP.
- Routine mail (not forms) should be uploaded directly into the case file via ECOMP or sent to:

U.S. DEPARTMENT OF LABOR
DFELHWC-FECA, PO Box 8311
LONDON, KY 40742-8311

Interactive Voice Response

OWCP's centralized Interactive Voice Response (IVR) uses an interactive technology that detects voice and keypad inputs. IVR allows injured workers, agencies, and medical providers access to OWCP's databases via a telephone touchtone keypad or by speech recognition, after which they can service their inquiries by following system instructions.



Interactive Voice Response

Key IVR features:

- IVR has extensive reporting capabilities (call volumes, performance statistics, operational analysis, workload analysis, etc.).
- IVR has extensive “ACD” functionality (business hours, holidays, emergency closures, inclement weather, self-service claims status features, etc.).

Interactive Voice Response

- OWCP's IVR phone system includes "self-help" prompts.
- IVR provides more automated information.
- IVR automatically tracks calls that require caller to speak with a DFELHWC-FECA employee.
- Injury Compensation Specialists are encouraged to call IVR phone number to resolve issues.

Interactive Voice Response

- IVR system has an Agency Menu.
- Agency Menu includes instructions for obtaining access to AQS and provides ability to speak with the Responsible Claims Examiner.
- IVR system also has a Claimant Menu.
- Self-help menus are available 24 hours/day. They include access to information including: case status, compensation payments issued, Form CA-7 status, how to submit medical bills and case correspondence, and an option to speak with the Responsible Claims Examiner during business hours.

Interactive Voice Response

- Use of IVR results in reduced staff workloads, reduced data collection time, and improved customer service.
- Optional features are available (call-back feature, call recording, marquee monitor management, agent monitoring, workforce management packages, etc.).



Employee's Compensation Operation & Management Portal (ECOMP)

ECOMP is a web-based application accessible via the public internet, which is intended to allow injured federal workers and employers to:

- Electronically file forms such as OSHA 301, CA-1, CA-2, CA-7 and CA-6.
- Track exact status of any form or document submitted via ECOMP (Pending Supervisor Approval, Agency Reviewer, Received by OWCP, etc.).

Employee's Compensation Operation & Management Portal (ECOMP)

- Electronically upload and submit documents to FECA case files; and
- Serves as a single portal for DFELHWC-FECA stakeholders.
- WEEDS (online document submission) is available to all.
- Form filing is available only to enrolled agencies.
- [User guides](#) can be reviewed by all and gives an idea of how system works.
- ECOMP/WEEDS is available at:
<https://www.ecomp.dol.gov>




Web Enabled Data Submission

- WEEDS = Web Enabled Electronic Document Submission
- WEEDS allows users to upload documents directly to a case.
- Registration is not needed to upload documents.
- User must have following information:
 - Case #
 - Last Name
 - Date of Birth
 - Date of Injury

Need to upload a document?

Stakeholders and interested parties can use ECOMP to upload documents to active FECA cases. You can upload letters, medical reports and other supporting documentation. You will need the official FECA Case Number and other identifying information to use this feature.

⚠ Do not upload OWCP forms or medical bills! Forms or bills submitted as uploads will not be processed. Submit medical bills [here](#).

 **Access Case & Upload Document**

Web Enabled Data Submission

When using WEEDS:

- Limit file size to 5 MB.
- Limit number of pages to 6 per document.
- Use only these supported formats: jpg, jpeg, gif, png, tif, txt, rtf, pdf, doc, docx.
- Allow four hours for processing.

Web Enabled Data Submission

When using WEEDS:

- Do NOT upload claim forms here. All claim forms should be submitted through ECOMP whenever possible or submitted to 3Ci.
- Do NOT upload medical bills or authorization requests. Instead use OWCP's Central Bill Processing Center.
- Do NOT upload claims for reimbursement. Submit Forms OWCP-957 & OWCP-915 to DFELHWC-FECA's Central Mailroom.
- DO upload completed Form CA-16 once the case file number has been created. 3Ci will enter the authorization if the correct Category and Subject for Form CA-16 are selected when it is uploaded to the case file.

File Reviews

All file reviews should be done in ECOMP.



UNITED STATES DEPARTMENT OF LABOR

ECOMP

Written Correspondence with DFELHWC-FECA

- Written correspondence should be uploaded through ECOMP whenever possible or sent to DFELHWC-FECA Central Mailroom.
- All correspondence should clearly display 9-digit OWCP claim number.
- Do not include multiple claimants in one letter.
- Written correspondence is answered within 30 days of receipt.



Email Communication with DFELHWC-FECA

- OWCP cannot accept evidence for file as an email attachment (send via regular mail).
- OWCP cannot provide substantive responses to injured workers via e-mail. Claims Examiners do not communicate with injured workers via email.
- It is better to correspond with OWCP via phone or ECOMP.



Communication with Medical Providers

- Injury Compensation Specialists may communicate with medical providers in writing only, at reasonable intervals, and not by phone.
- Use Form CA-17 - Duty Status Report for this purpose, or develop form letters requesting information from medical provider.



Communication with OWCP Field Nurses



- Injury Compensation Specialists may communicate with OWCP assigned Field Nurses and Rehabilitation Counselors by phone, email, or in writing.
- It is crucial to keep lines of communication open to facilitate a return to suitable work.

Communications from Agency Investigators

- Communications regarding investigations into waste, fraud, and abuse of workers' compensation benefits should be directed to the responsible Claims Examiner for the case file.

- Reports of Investigation (ROI) from OIG Special Agents should be sent to:

feca_claimant_investigation@dol.gov



Obtaining Copies from a Case File

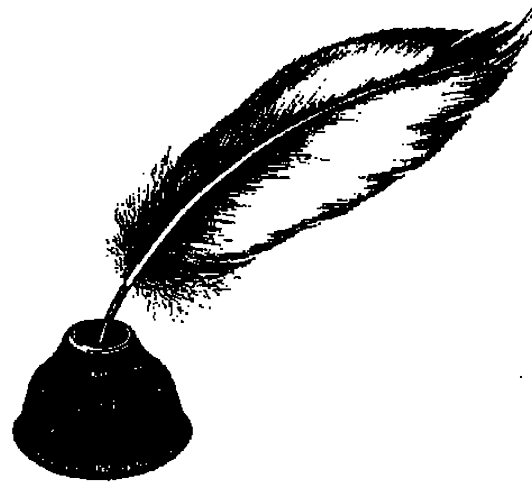
Under Privacy Act, employing agency may be provided certain information without claimant's permission (routine use):

- Medical restrictions to formulate job offer;
- Information to verify billing, claim status, and rehiring;
- To determine benefit eligibility, information whether dual benefits are being paid, salary offset and debt collection.



Communication with Claimant's Representative

OWCP requires signed authorization from an injured worker for a representative, such as a union representative, spouse, or attorney, to obtain information about a claim.



Questions

Interactive Voice Response (IVR) allows agencies to:

- a) Receive more automated information
- b) Have those calls in which they request a return call tracked
- c) Receive instructions for obtaining access to AQS
- d) Speak with customer service representatives
- e) All of the above

Questions

Only injured employees can use the Web Enabled Electronic Document Submission (WEEDS) to upload documents directly to a case file as long as they have the case number, last name, date of birth, and date of injury.

- a) True
- b) False

Questions

An agency can submit evidence for the file as an email attachment.

- a) True
- b) False

Questions

How can Injury compensation specialists or other agency representatives communicate with medical providers?

- a) In writing, at reasonable intervals
- b) With a phone call
- c) Agencies cannot communicate with medical providers

Questions

Under the Privacy Act, the employing agency has a right to certain information from the case file without the claimant's permission. This is referred to as routine use. All of the following are types of routine use except:

- a) Medical restrictions to formulate job offer
- b) Information to verify billing, claim status, and rehiring
- c) To determine benefit eligibility, information whether dual benefits are being paid, salary offset and debt collection
- d) To use in connection with EEO complaints and/or disciplinary actions

Take Away Tips

- 1) Contact information for the FECA Program can be found here, <https://www.dol.gov/agencies/owcp/FECA/contacts/fecacont>.
- 2) OWCP's centralized IVR uses an interactive technology that detects voice and keypad inputs. IVR allows injured workers, agencies and medical providers access to OWCP's databases via a telephone touchtone keypad or by speech recognition, after which they can service their inquiries by following system instructions.
- 3) WEEDS is a web-based application accessible via the public internet, which is intended to allow users to electronically upload and submit documents to case files.
- 4) An agency representative may review case files assigned to them in ECOMP.

Take Away Tips

- 5) Written correspondence should be uploaded through ECOMP whenever possible or sent to DFELHWC-FECA Central Mailroom. All correspondence should clearly display 9-digit OWCP claim number.
- 6) OWCP cannot accept evidence for file as an email attachment (send via regular mail). OWCP cannot provide substantive responses to injured workers via e-mail. Claims Examiners do not communicate with injured workers via email. It is better to correspond with OWCP via phone or ECOMP.
- 7) Injury Compensation Specialists may communicate with medical providers in writing only, at reasonable intervals, and not by phone. Use Form CA-17 - Duty Status Report for this purpose, or develop form letters requesting information from medical provider.
- 8) Injury Compensation Specialists may communicate with OWCP assigned Field Nurses and Rehabilitation Counselors by phone, email, or in writing. It is crucial to keep lines of communication open to facilitate a return to suitable work.