Initiatives and Results

- Pharmacy Benefit Manager (PBM)
  - Anticipated resolution by end of year
- PBM Interim Results
  - 90+ MED tailored treatment approach
- Expanding Program Integrity
  - Convenience Kits saved $40,000,000+ and 30,000 denials
- CBY 2018 vs. CBY 2019
  - $45M saved in medical
  - $33.5M saved overall
Approximately 17% of those receiving medical benefits are prescribed an opioid. Of those 17% who are prescribed an opioid, approximately:

- 46% are men and 54% are women
- 70% are 55+ years old and 30% are under 55 years old
- 85% are prescribed 90 Morphine Equivalent Dose (MED)\(^1\) or less per day
- Almost 65% have been prescribed opioids for 2 years or longer

\(^1\)The Centers for Disease Control and Prevention cautions prescribing opioids at any dose, but specifically states that a provider should avoid or carefully justify increasing dosage to ≥90 morphine milligram equivalents (MME)/day. MME is a value assigned to a specific opioid to represent its relative potency. MED is the sum of the MME of all the opioids a patient is taking daily.
OWCP has implemented a four-point strategic plan to combat the opioid epidemic and reduce the potential for opioid misuse and addiction among injured federal workers.

- **Effective Controls** – Instituted broad general controls followed by targeted controls.
- **Tailored Treatment** – Applied a compassionate, individualized treatment approach to every injured federal worker prescribed opioids.
- **Impactful Communications** – Issued communications using both general and targeted messaging.
- **Aggressive Fraud Detection** – Increased fraud and abuse detection efforts.
PROGRESS ON OPIOIDS:
Protecting Federal Injured Workers

- **31%** decline in overall opioid use
- **36%** decline in claimants prescribed a morphine equivalent dose (MED) of 90 or more
- **24%** drop in new opioid prescriptions
- **53%** decline in new opioid prescriptions that last more than 30 days
- **65%** decline in claimants prescribed a morphine equivalent dose (MED) of 500 or more
Fall 2019, New Opioid Policy

- For all newly prescribed opioids, injured workers will have:
  - 7-day limit on initial fill.
  - 3 subsequent 7-day fills.
  - Prior Authorization required after initial 28 days.
Changing Organizational Structures

- OWCP Reorganization – December 2018
  - Centralize essential functions under the National Office
    - Fiscal Operations (1 Treasury Account)
    - Disability Management (Nurses and Rehab)
    - Customer Service (Centralized Phone Bank)
    - Eliminates jurisdictional and geographic lines for workload distribution

- DFEC Reorganization – October 2019
Initiatives and Results

• **End to End Case Management**
  - CA-1 \( \uparrow \) in adjudication time
  - CA-2 \( \uparrow \) in adjudication time
  - CA-7 \( \uparrow \) in payment time

• **Responsiveness on Correspondence** (DMI + Tracked General)

---

**Average Inquiries per Month**

- 2017: 7,470
- 2018: 11,685
- 2019: 12,570

**Average Days to Respond**

- 2017: 21
- 2018: 19
- 2019: 17
New Initiatives

Newly Adopted Performance Management System

Established uniform performance standards for all claims examiners

- Consistent case management in all district offices
- Ongoing quality evaluations and audits for both managers and CEs
- Centralized supervisor guidance to formalize structure and ensure consistency
ECOMP UPDATES

• Deployment of updated ECOMP with enhanced service and platform

COMING SOON!

• CE-LinQ, ECOMP’s Future 2-Way Communication System
# Task Dashboard

### My Tasks (4)
- **Case #:** XYZ100514
- **Claimant:** Neiderer, Amie
- **Task Type:** Pay Rate Request
- **Division:** EBSA Employee benefits
- **Task Due Date:** 04/03/2018
- **Task Created:** 03/24/2018

### Available Tasks (32)
- **Case #:** GHR100514
- **Claimant:** King, Jenessa
- **Task Type:** Develop Payment
- **Division:** EBSA Employee benefits security administration
- **Task Due Date:** 05/12/2018
- **Task Created:** 04/15/2018

### All Tasks (102)
- **Date of Injury:** 03/04/2016

### Overdue Tasks (0)

---

102 results  1 2 3 4 ... 32  Jump to page:  GO
Respond to Task for Case GHR100514

Organization: EBSA Employee benefits security administration
Last Name: King
Date of Birth: 11/04/1990
Date of Injury: 05/12/2016

QUICK ANSWER

UPLOAD A DOCUMENT TO COMPLETE TASK

Must respond by using either or both options above to complete task
Respond to Task for Case GHR100514

Organization: EBSA Employee benefits security administration

Date of Birth: 11/04/1990

Last Name: King

Date of Injury: 05/12/2016

QUICK ANSWER

Enter case response notes

UPLOAD A DOCUMENT TO COMPLETE TASK

Must respond by using either or both options above to complete task

SAVE & RETURN TO TASK  COMPLETE TASK & SET REMINDER  COMPLETE TASK
Respond to Task for Case GHR100514

Organization: EBSA Employee benefits security administration
Last Name: King

Date of Birth: 11/04/1990
Date of Injury: 05/12/2016

QUICK ANSWER
Enter case response notes
Ms. King works Monday thru Friday, 8am to 4:30 PM. She is a GS7 salary year. She has no premium pay.

UPLOAD A DOCUMENT TO COMPLETE TASK
Max file size is 5MB
Limit number of pages to 10 per document
Allow 4 hours for processing
Upload one document at a time. Each upload is assigned a Document Control Number (DCN). Uploads will be converted to black-and-white.
Accepted file formats: jpg, jpeg, gif, png, txt, tiff, rtf, pdf, doc, docx
Respond to Task for Case GHR100514

Organization: EBSA Employee benefits security administration

Last Name: King

Date of Birth: 11/04/1990

Date of Injury: 05/12/2016

QUICK ANSWER

Enter case response notes

Ms. King works Monday thru Friday, 8am to 4:30 PM. She is a GS7 salaried employee with a pay rate of $42,685 per year. She has no premium pay.

UPLOAD A DOCUMENT TO COMPLETE TASK

Max file size is 5MB

Limit number of pages to 10 per document

Allow 4 hours for processing

Upload one document at a time. Each upload is assigned a Document Control Number (DCN). Uploads will be converted to black-and-white.

Accepted file formats: jpg, jpeg, gif, png, txt, tiff, rtf, pdf, doc, docx

DCN 1234567

Type: None-Medical | Authored Date: 05/05/2016
Agency Response – Compensation Claim Development

Memo to: OWCP Claims Examiner
From: Margaret Carter
Date: 10/18/2018

Message: Response to Correspondence Dated 09/30/2018

Regarding:

<table>
<thead>
<tr>
<th>Case</th>
<th>252111514</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claimant</td>
<td>ROGERS, S</td>
</tr>
<tr>
<td>Organization</td>
<td>OWCP TEST ONLY</td>
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</tbody>
</table>

Mr. Rogers’s pay rate is $25.78 per hour. He works Monday through Friday, 8:30am to 5:00pm. His intermittent LWOP Hours were uploaded as well.

Agency contact name: Margaret Carter

Agency contact phone number: 987-654-3210
(202) 685-6194
AQS- Agency Query System for Injured Worker Cases
AQS- Agency Query System for Injured Worker Cases

Welcome to the Agency Query System provided by the United States Department of Labor, Office of Workers Compensation Programs. Here, authorized agency users may select from a number of query options to access data for injury worker cases on file. If you need information about your UserID, please refer to the Help link. Your comments are always appreciated (please note: If you need assistance in using that email feature for comments, please contact your computer support personnel).

Note: To learn more about OWCP policy regarding Agency Query System (AQS) Access for Agency Employees, Contractors and Inspector General Offices, please see FECA Circular No. 12-01.

Learn More

QUERY CASE BY NAME

QUERY CASE BY SSN

QUERY CASE BY CASE #
AQS- Agency Query System for Injured Worker Cases

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Learn More 🤔

QUERY CASE BY NAME

QUERY CASE BY SSN

Enter an injured worker's Social Security number to display a list of case(s) along with the date of injury and case number. Then select the preferred case from those listed for comprehensive case abstract data display in AQS. Compensation and bill payment histories may also be displayed using this option.

Social Security Number

SUBMIT
# REVIEW CASES

To display case data, click on a row.

## CASES AVAILABLE FOR REVIEW

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<th>Current Case Status</th>
<th>Current Case Status Date</th>
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<td>D3</td>
<td>05/12/2016</td>
</tr>
</tbody>
</table>
Medical Provider Network (MPN)

- Expands Claimant Access to Providers
- Claimants benefit from a physician who understands FECA’s requirements.
- An MPN provider will be familiar FECA’s bill payment procedures; no referrals to collection agencies, no wrongful requests for a co-payment (precluded by law)
- Adjudication of claims may be expedited if the MPN-physician’s report reflects familiarity with - and proper completion of – all FECA-related forms.
- MPN services will be paid at a negotiated rate below FECA’s fee schedule, so the Government will benefit from the price discounts.

Please note that this vision statement is not a procurement action or statement from a contracting officer, and does not represent the official positions of the Department on procurement or contract actions. For definitive statements on contract requirements, the evaluation and selection criteria for award of DOL contracts, and for information regarding DOL procurement actions, please visit www.fbo.gov