



# **Office of Workers' Compensation Programs**

## **Division of Federal Employees' Compensation**

CHEP 2019



U.S. Department of Labor  
Office of Workers' Compensation Programs  
Division of Federal Employees' Compensation

**Julia K. Hearthway**  
**Director**  
**Office of Workers' Compensation Programs**



## 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



## Our Population

### Opioid Use by Injured Federal Workers

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)<sup>1</sup> or less per day
- Almost 65% have been prescribed opioids for 2 years or longer

<sup>1</sup>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  $\geq 90$  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.



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## Strategic Plan

(<https://www.dol.gov/owcp/dfec/opioidactionplan.htm>)

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.





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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



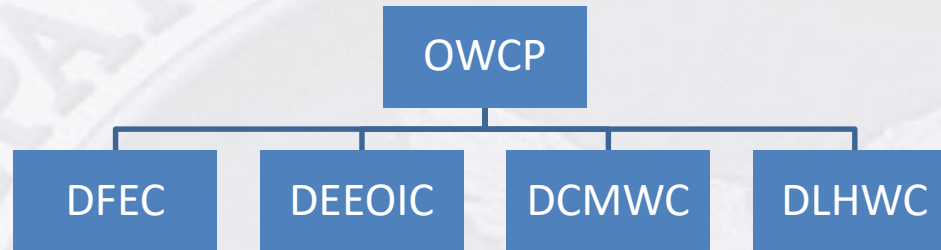
## Fall 2019, New Opioid Policy

- 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



- DFEC Reorganization – October 2019
  - 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





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**Antonio Rios**  
**Director**

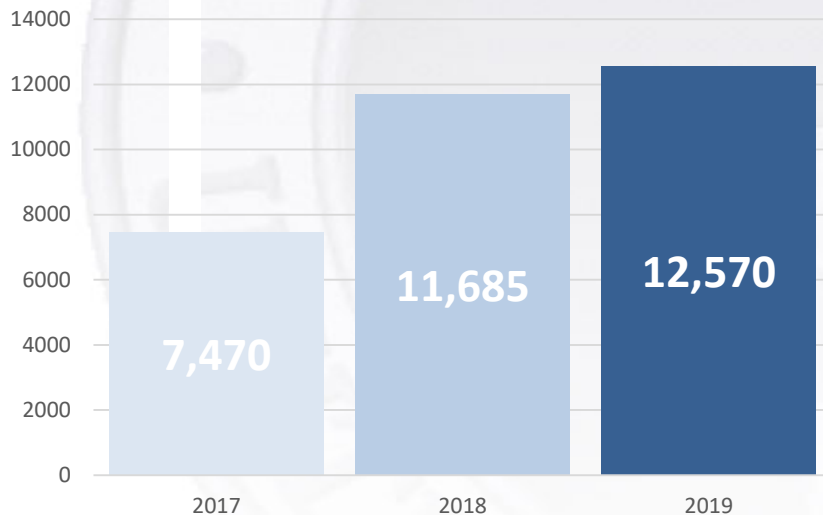
**Division of Federal Employees' Compensation**



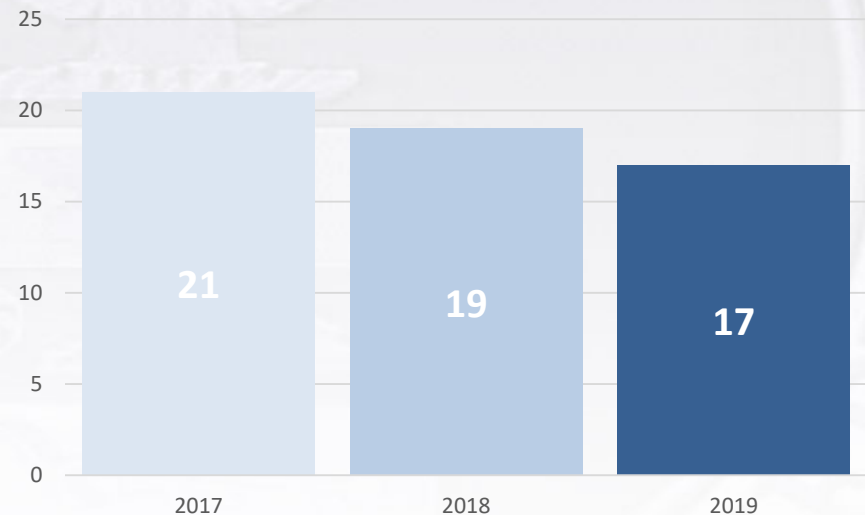
# Initiatives and Results

- **End to End Case Management**
  - CA-1  in adjudication time
  - CA-2  in adjudication time
  - CA-7  in payment time
- **Responsiveness on Correspondence** (DMI + Tracked General)

Average Inquiries per Month



Average Days to Respond





## New Initiatives

### Newly Adopted Performance Management System

Established uniform performance standards for all claims examiners

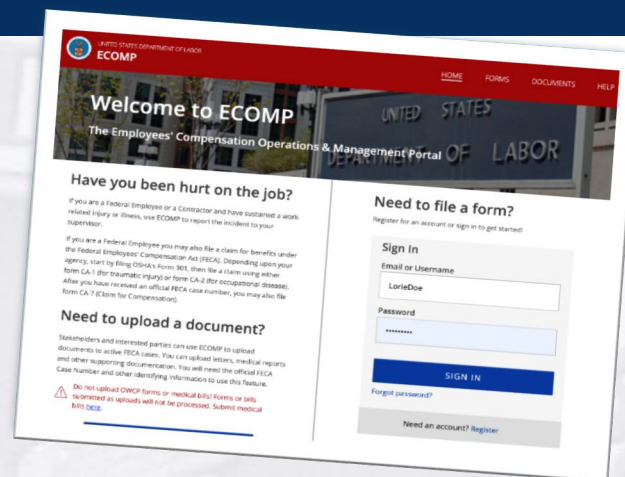
- ✓ Consistent case management in all district offices
- ✓ Ongoing quality evaluations and audits for both managers and CEs
- ✓ Centralized supervisor guidance to formalize structure and ensure consistency



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## ECOMP UPDATES

- Deployment of updated ECOMP with enhanced service and platform



# COMING SOON!

- CE-LinQ, ECOMP's Future 2-Way Communication System



Search



## Task Dashboard

Department of Labor



My Tasks (4)		Available Tasks (32)		All Tasks (102)		Overdue Tasks (0)	
Case #	Claimant	Task Type	Division	Task Due Date	Task Created	Claimed By	
XYZ100514	Neiderer, Amie	Pay Rate Request	EBSA Employee benef...	04/03/2018	03/24/2018		
GHR100514	King, Jenessa	Develop Payment	EBSA Employee benefits security administration	05/12/2018	04/15/2018	Doe, Lorie	
Date of Injury: 03/04/2016				VIEW		COMPLETE ACTION	
						RESPOND TO TASK	
						SET REMINDER	
						RELINQUISH TASK	
BYZ100514	Bedelia, Amelia	Confirm Pay Rate	EBSA Employee benef...	09/23/2018	05/03/2018		
XYZ200513	James, Tyrone	Pay Rate Request	EBSA Employee benef ...	12/15/2018	06/03/2018	Doe, Lorie	
XVZ100514	Beaudilaire, Johnny	Confirm Hours	EBSA Employee benef...	04/18/2018	04/03/2018		
FHR100514	Doe, Larissa	Pay Rate Request	OLAJ Office of adminis...	08/12/2018	07/05/2018		
YUR100514	Johnson, Marie	Develop Payment	MSHA Mine safety & ...	07/20/2018	07/11/2018		
VYU100456	Walters, Violet	Confirm Pay Rate	OLAJ Office of adminis...	07/20/2018	07/11/2018		
BSY344564	Winston, Charles	Pay Rate Request	MSHA Mine safety & ...	08/20/2018	07/11/2018	Heidecker...	
MAJ39282	Stillwagon, Rosanna	Confirm Hours	OLAJ Office of admini...	11/20/2018	07/11/2018	Nowicki, L...	







## 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



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

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**Date of Birth:** 11/04/1990

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### QUICK ANSWER



Enter case response notes

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**Date of Birth:** 11/04/1990

**Last Name:** King

**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 s  
year. She has no premium pay.

Ms. King works Monday thru Friday, 8am to 4:30 PM. She is a GS7 s  
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



CHOOSE A FILE



## 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

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



CHOOSE A FILE



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:

<i>Case</i>	<b>252111514</b>
<i>Claimant</i>	ROGERS, S
<i>Organization</i>	OWCP TEST ONLY

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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.

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*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 #





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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.

SUBMIT

### QUERY CASE BY CASE #





# REVIEW CASES

To display case data, click on a row.

## CASES AVAILABLE FOR REVIEW

Case #	SSN	Date of Injury	Current Case Status	Current Case Status Date	Adjudication Status	Adjudication Status Date
XYZ100514	123-456-7899	03/24/2018	C1	03/24/2018	AM	04/03/2017
GHR100514	123-456-7899	04/15/2018	C3	04/15/2018	D3	05/12/2016
BYZ100514	123-456-7899	05/05/2018	C5	05/05/2018	A0	09/23/2017
XYZ200513	123-456-7899	06/03/2018	C2	06/03/2018	M5	12/15/2017
XYZ100514	123-456-7899	03/24/2018	C1	03/24/2018	AM	04/03/2017
GHR100514	123-456-7899	04/15/2018	C3	04/15/2018	D3	05/12/2016



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## 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](http://www.fbo.gov)*





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A large, faint, light-blue seal of the U.S. Department of Labor is visible in the background, centered behind the word "QUESTIONS".

**QUESTIONS**