OWCP Interagency Meeting

May 10, 2016

Douglas Fitzgerald
Director,
Division of Federal Employees' Compensation

Agenda

OWCP Interagency Meeting, May 10, 2016

- Welcome, Douglas Fitzgerald
- Opening Remarks, Leonard J. Howie, III
- Agency Performance, Gary Steinberg
- FECA 100/CHEP, Tara Jones
- ICS Modules, Tara Jones
- OWCPConnect, Chris Revenaugh/Paul Beckham
- IT Updates, Chris Revenaugh/Paul Beckham/Tara Jones
- Misc. Updates, Julia Tritz

Leonard J. Howie, III
Director,
Office of Workers' Compensation Programs

Gary Steinberg
Deputy Director,
Office of Workers' Compensation Programs

FY2016 Agency Performance (Through 2nd Q)

OWCP-tracked Goals 4 through 7

| All Government (less USPS)	FY15 Year End Result	FY16 Result YTD	Percentage change
Goal 4: Timely Filing of Claims	88.69%	90.67%	1.98%
Goal 5: Timely Filing of Wage Loss Claims	84.43%	85.25%	.52%
Goal 6: Lost Production Days	30.4	N/A	
Goal 7: Return to Work Rate	90.26%	88.81%	(1.45%)

CA-1/2 Timeliness
FY2016 through 2nd Q

Percent of Injury/Illness Notices Timely Filed

CA-7 Timeliness
FY2016 through 2nd Q

Percent of Wage Loss Claims Timely Filed
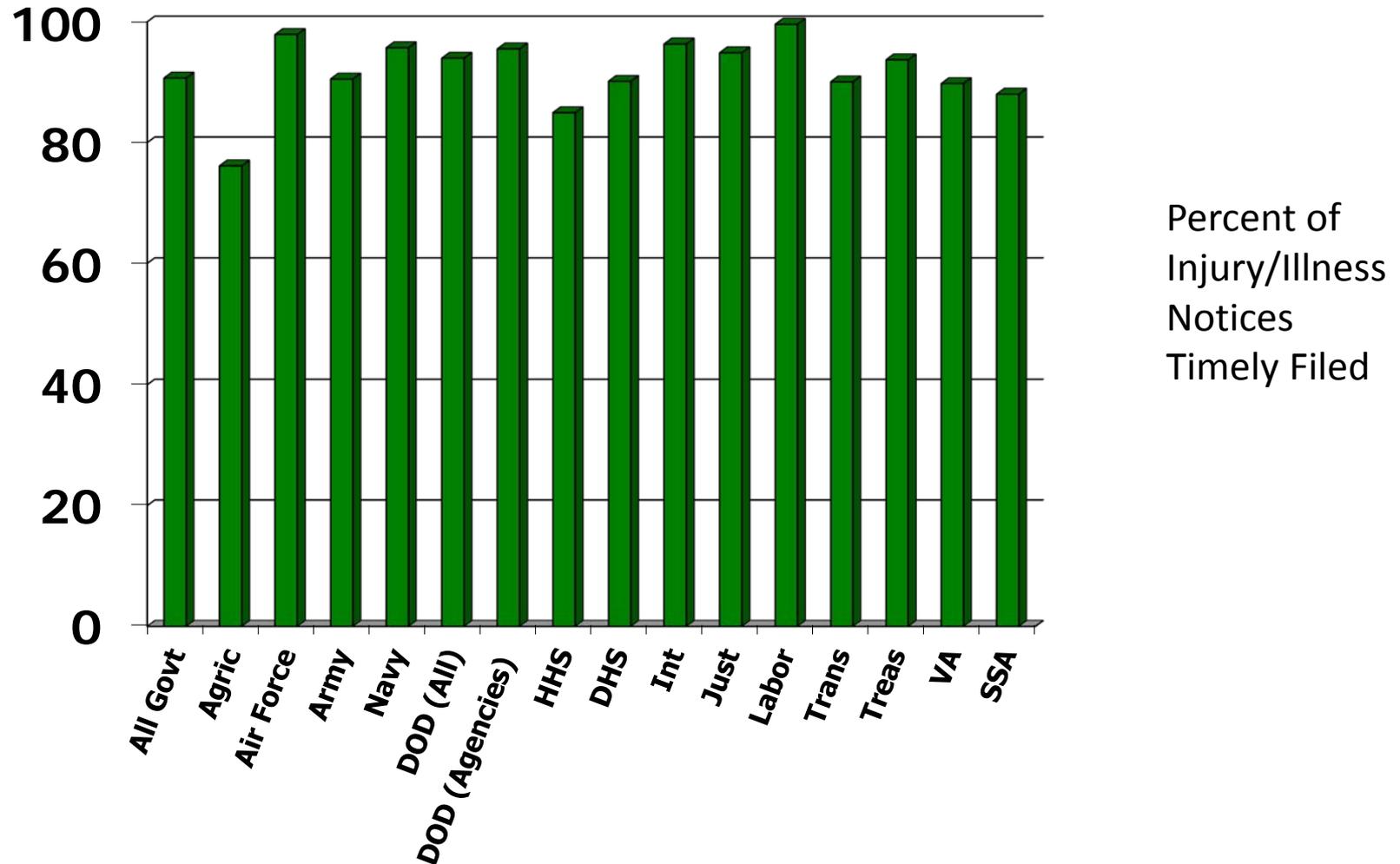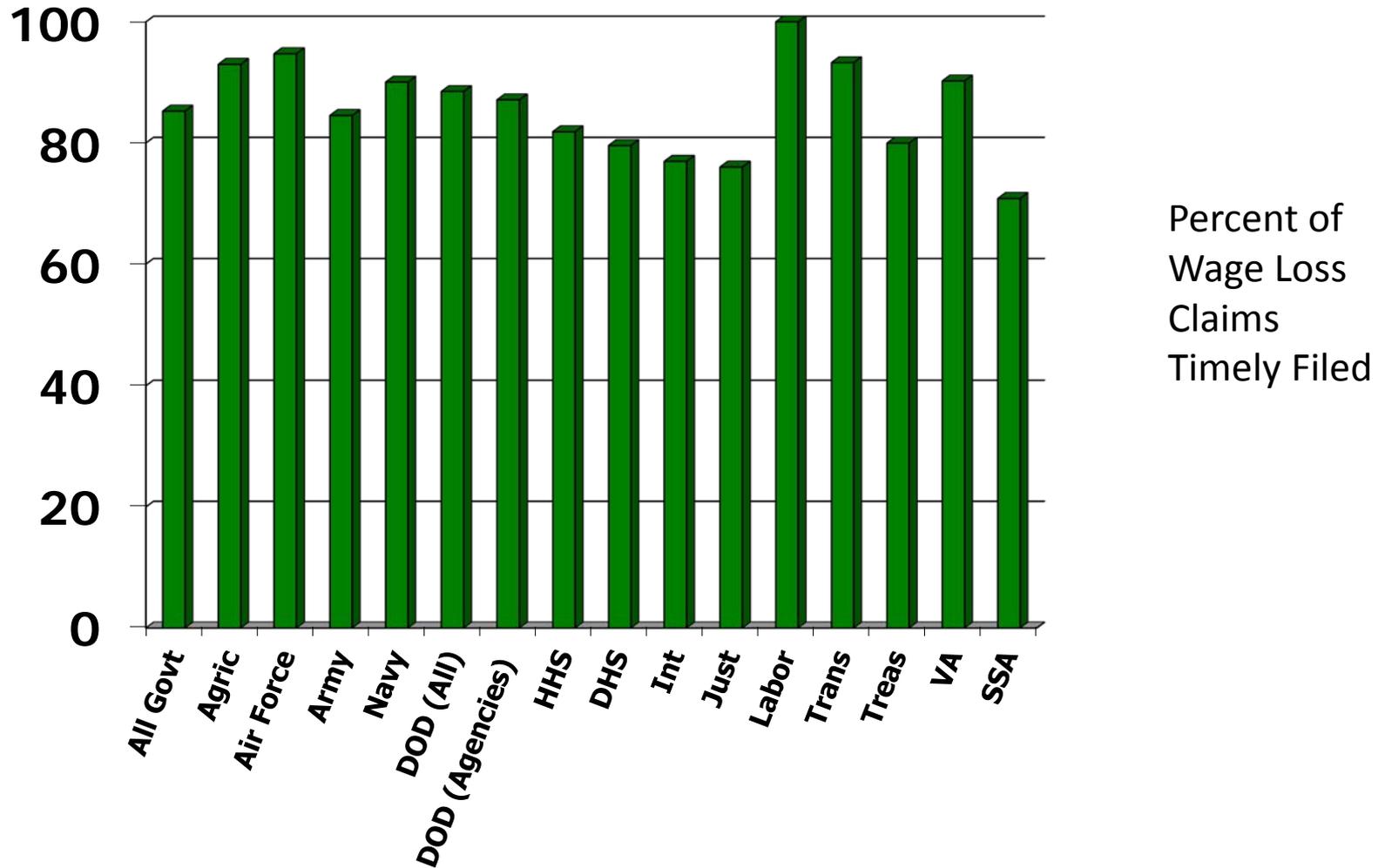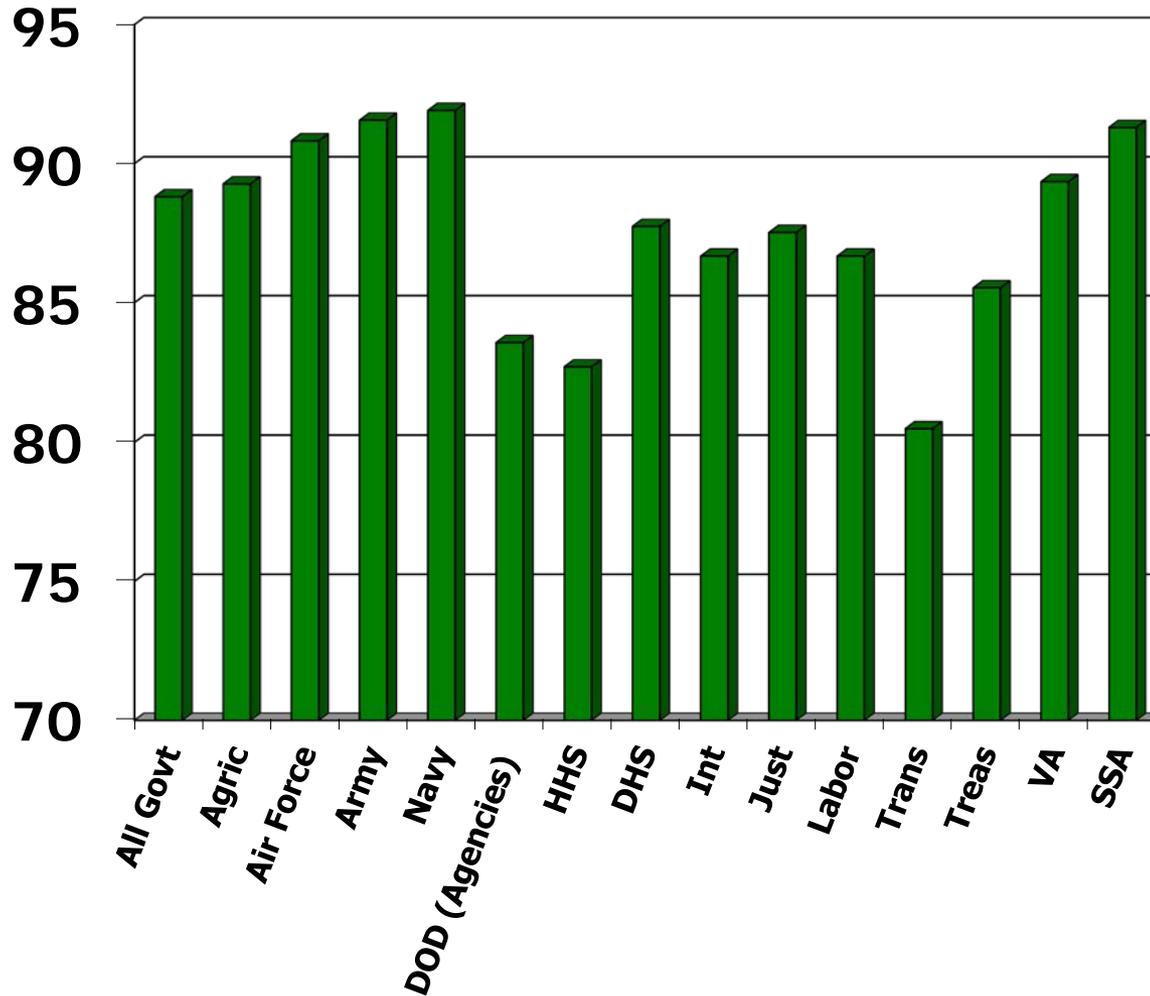
Return to Work
FY2016 through 2nd Q

Percent of Disabled Employees Returned to Work with Federal Agency

Tara Jones
Chief,
Branch of Technical Assistance
Division of Federal Employees' Compensation

Upcoming Outreach Events

- FECA 100 - Commemorating a Century of Compassion

- Reflect on program history and engage with external stakeholders to discuss the future of FECA

- Opportunity to recognize agency partners

- Field events are underway in each DFEC Region

- DFEC National Office to host local event in September

Upcoming Outreach Events

- Chesapeake Health Education Program (CHEP) 18th Annual Federal Workers' Compensation Conference

- July 26-28, 2016 (Phoenix, AZ)

- Registration is currently open (http://wcconf.org/)

- Sponsored by the Department of Veterans Affairs

- Members of DOL's Office of the Solicitor staff serves on planning committee

Injury Compensation Specialist Training Modules

- April 1, 2016 notice sent to Employing Agency Stakeholders

- Information on Latest News section of DFEC website

- Self-instructional resource/Knowledge Checks

- Does not replace in-person training

- Link to modules on Federal Agency portal

Injury Compensation Specialist Training Modules

Division of Federal Employees' Compensation (DFEC)

Injury Compensation Specialist (ICS) Training Modules

The below modules were designed to provide self-instructional training to agency injury compensation specialists. The modules may be used in addition to the in-person ICS training conducted by DFEC district offices and offer users a variety of topics to choose from relating to the filing, adjudication and management of claims under the Federal Employees' Compensation Act (FECA).

Please click on a link below to be directed to the training module you wish to explore. The assessments at the end of each module should be self-administered and will not be reviewed by DFEC staff. Your progress will not be saved.

- FECA Overview
- Types of Claims
- Benefits Available
- Basic Elements of a Claim
- Filing for a Traumatic Injury
- Continuation of Pay
- Filing for an Occupational Disease
- Filing for a Recurrence
- Filing for Compensation
- Filing for Death Benefits
- Third Party Liability
- Initial Claim Development
- Initial Acceptance
- Initial Denial
- Development and Adjudication of Wage Loss Claims
- Rescission of Claim

- Medical Benefits
- Case Management
- Nurse Case Management
- Vocational Rehabilitation
- Return to Work
- Periodic Roll Review
- Suspensions, Reductions and Terminations
- Appeal Rights and the Review Process
- Initial Authorization of Medical Care
- Submitting Requests for Prior Authorization
- Submitting Medical Bills and Reimbursement Requests
- Navigating the Bill Processing Portal
- Agency Query System (AQS)
- Claimant Query System (CQS)
- Communicating with OWCP
- Recordkeeping

Please visit the ICS Training Modules Help Topics page if you need assistance with accessing the self-instructional training. Note: you may also access the Help page from any page within a module by clicking the "Help" button.

Paul Beckham

Chief, Branch of Information Technology

Division of Federal Employees' Compensation

OWCPConnect.gov

- Allows FECA claimants to securely access info from case file

- <u>For claimant use only</u>

- Replaces prior access method to CQS
  - NFC users should continue to use NFC
  - Agencies must obtain AQS access to view CQS info

OWCPConnect.gov

- Requires
  - Use of an identity management service
  - Unique User ID

- Registration completed by verifying identity through:
  - PIV/CAC card
  - Private Credential Service Provider (CSP)

OWCPConnect and CQS

OWCPConnect

OWCPConnect

Choose the Claimant>CQS link from the expanding menu available when the users click the Select button.
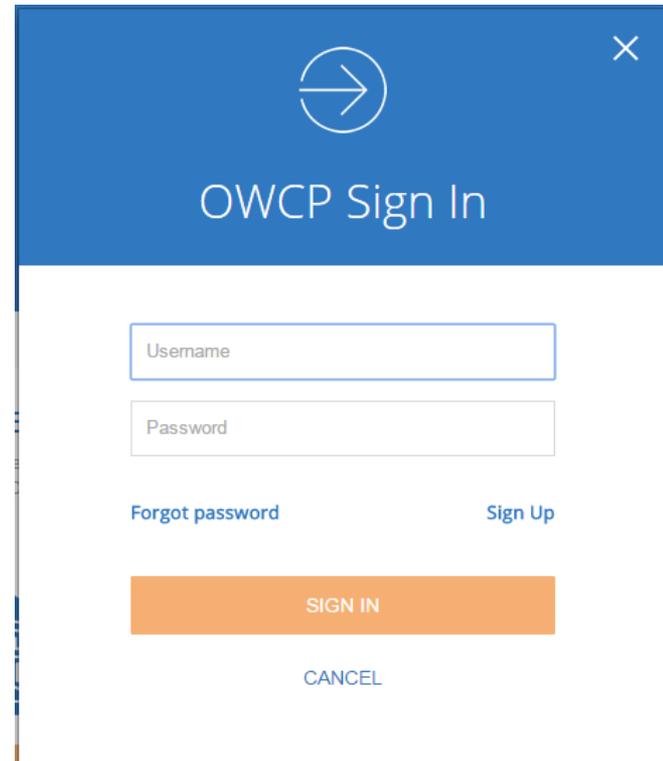
OWCPConnect

OWCP Connect uses a combination of identity verification and user identity management to allow claimants secure access to their workers compensation data.

To access their data, claimants will need to establish an account and verify their identity.

All new users will click the Sign Up link in the dialog that appears

OWCPConnect

To ensure that only existing claimants are accessing the system, OWCPConnect asks all new users to verify their last name and date of birth.

If that information does not match claimant information in the system, the user will not be able to continue the registration process.
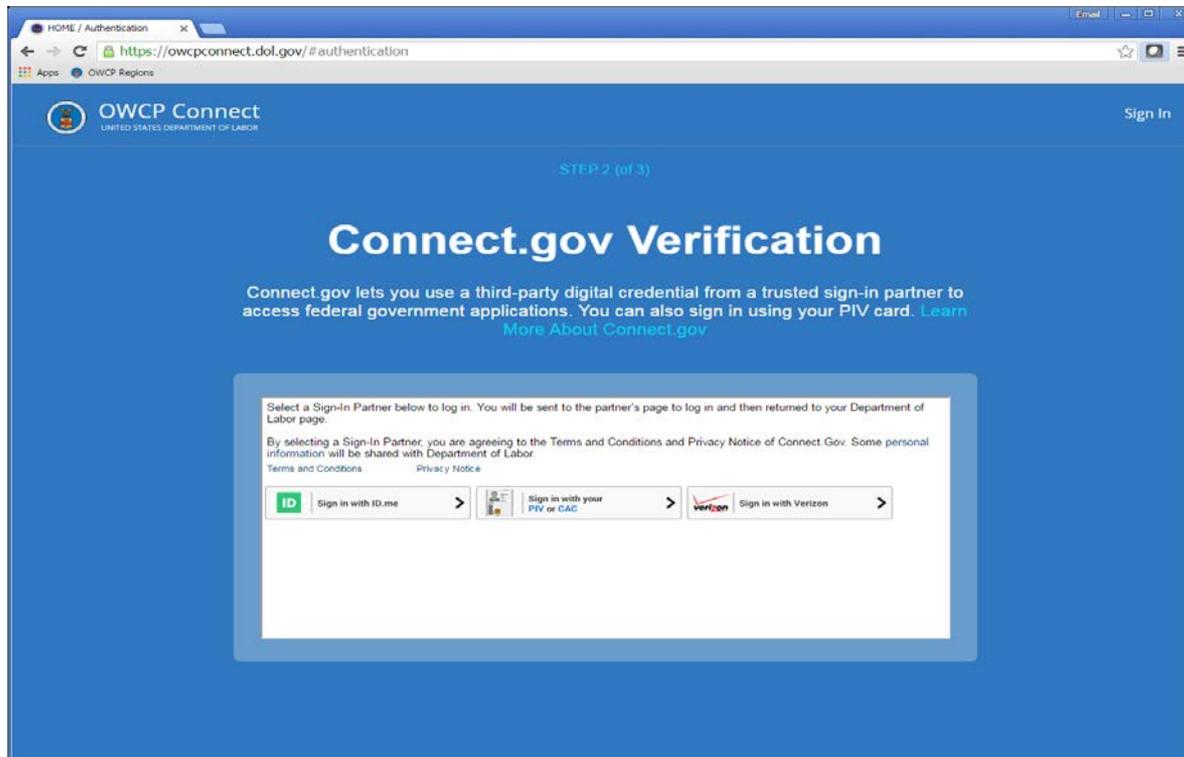
OWCPConnect

Before gaining access to applications in OWCPConnect, the user must verify their identity. This is done via services provided by our current vendor Connect.GOV, an online identity verification system.

OWCPConnect

Using a "widget" (shown above), OWCPConnect gives users access to three avenues of identity verification through our current vendor Connect.GOV.

PIV/CAC – Users with access to a PIV card reader at the time of registration can use their government issued PIV or CAC card to verify their identity. Aside from the physical card and reader, the user must know their card's PIN number to proceed.

ID.Me – This is a private credential service provider (CSP) that allows users to verify their identity by answering a series of questions based on the user's financial history (credit report).

Verizon – This is also a private CSP that verifies identities using consumer financial data.

Note: using the CSPs does not incur a cost to the injured worker. Also, no financial information is collected or stored by OWCPConnect.

OWCPConnect

Following successful identify verification the user will set up their own OWCPConnect account.
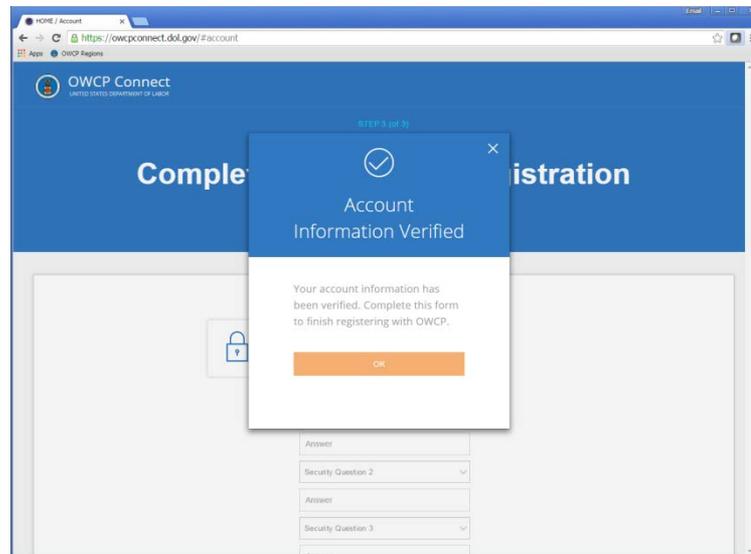
The account is based on the identity information passed back to OWCPConnect from either the user's PIV/CAC card or private CSP (whichever avenue the user took).

The OWCPConnect account credentials are what returning customers will use when accessing the system after being fully registered.

OWCPConnect

First, the user is asked to create a unique UserID and security questions. The security questions are used if the user ever needs to reset his or her password.

The answers are case and space sensitive (what you enter here is exactly what you have to enter if challenged with these questions later on).
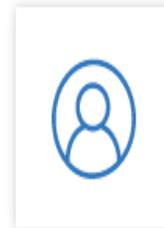
OWCPConnect

Next, users will need to enter some additional information below the security questions to complete the registration.

The information needed varies based on the identity verification method.

If a PIV/CAC is used, the user must enter a primary email address and SSN as that information is not stored or transmitted via the card.

The use of the private CSPs will supply OWCPConnect with the SSN and primary email address. The SSN is encrypted and not displayed in full.
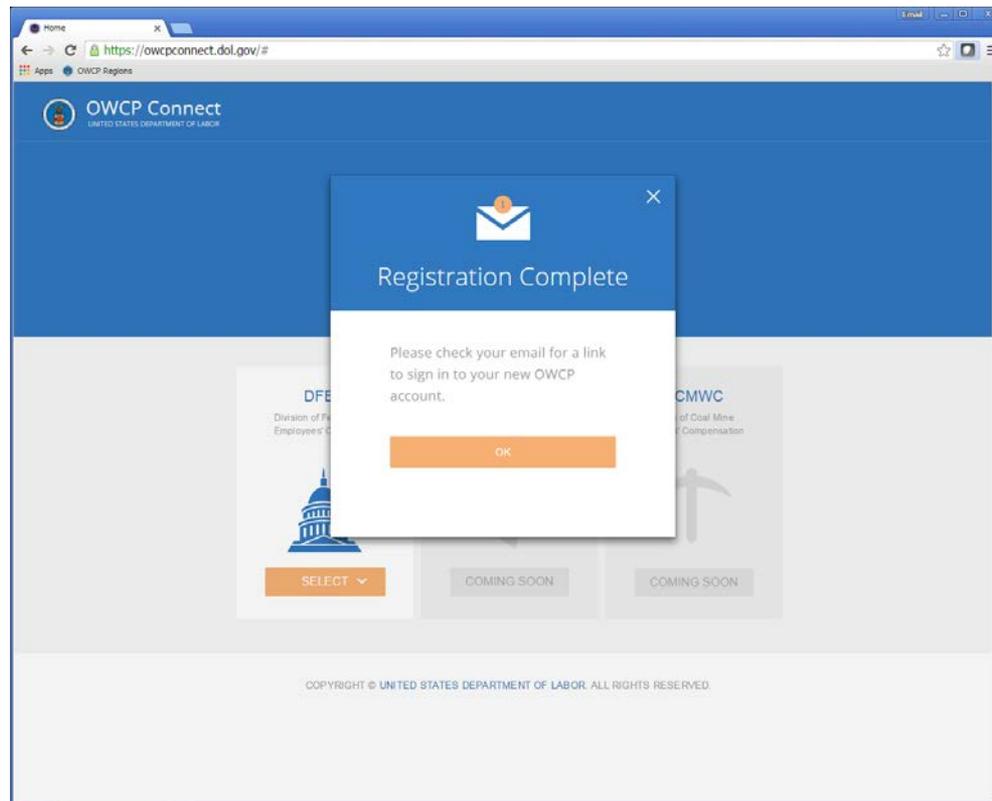
| Steven |
| Middle Name |
| Rogers |
| 07/04/1918 |
| Last four of SSN 0704 |
| rogers.steven@atcu.gov |
| Secondary Email (optional) |
| Phone Number (###)###-#### |

OWCPConnect

Once the information has been entered and saved, the system will send the user an email with a link to activate the account. The email goes to both the primary and secondary email addresses.

OWCPConnect

To enter the system, the user will need to click the Sign In link at the top of the screen and/or choose the Claimant>CQS link from the expanding menu available when the users click the Select button.

A successfully registered account will allow the user access to CQS. To view a case, the user simply enters the case number in the CQS screen.

IT Updates – OSHA

- Manual BLS Reporting for this year should be completed for all agencies that requested it

- The enhancement to use Establishment Codes as a variable in the OSHA 300 Log in ECOMP will be available by late summer.

- BLS flat file production within ECOMP will be available before the end of the calendar year.

IT Updates – Data Extract Files

- We are moving to XML format for the following files:
  - Compensation
  - Case Management
  - Bill Pay
  - Chargeback

IT Updates – Data Extract Files

- Why?
  - Open format
  - Easier to use
  - Allows for self-documentation
  - Push to standardize data
- Target date is July 1, 2017
- Phased approach – test files delivered quarterly

IT Updates – Occupational Series Codes

- Plan to consolidate available codes and remove extraneous data

- Different systems appear to be using different formats/lengths for the codes – need to standardize

- Project plan is underway and further info will be communicated to DFEC IT Dataworkgroup members

IT Updates – Point of Contact Refresh

- Updated POC info needed from Federal Agency Partners:
  - AQS Intra-Agency Coordinator (IAC)
  - ECOMP Agency Maintenance Users (AMU)
  - Data Recipient – chargeback and data extracts

- Send to: Dataworkgroup@dol.gov
- Due by May 31, 2016

Julia Tritz
Deputy Director,
Division of Federal Employees' Compensation