Office of Workers’ Compensation Programs

Division of Federal Employees’ Compensation Interagency Meeting

September 12, 2017
Gary A. Steinberg
Deputy Director,
Office of Workers’ Compensation Programs
Agenda

- Welcome & Opening Remarks, Gary A. Steinberg
- New Business & General Updates, Antonio A. Rios
- Program Integrity, Jennifer Valdivieso
- Additional Program Updates & Reminders, Tara Jones
Division of Federal Employees' Compensation (DFEC)

Program Leadership

Antonio Rios
Director
Division of Federal Employees' Compensation

Julia Tritz
Deputy Director
Operations and Claims Management

Jennifer Valdivieso
Deputy Director
Program and System Integrity

Adam Calendrillo
Chief
Branch of Regulations and Procedures

Tara Jones
Chief
Branch of Technical Assistance

Sherri Doiron
Chief (Acting)
Branch of Hearings and Review

Jay Mariani
Chief
Branch of Fiscal Operations

Dong Zhang
Chief
Branch of Information Technology

Julie Hill
Chief
Branch of Program Integrity, Fraud Prevention, and Prescription Management
Program Priorities

Prescription Management Policies:

- Compounded Drugs
- Opioid Control
- New Bill Processing Contract
- Pharmacy Benefit Manager (PBM)
Program Priorities

Prescription Management – Compounded Drugs

– 2012 Changes Allow Pharmacies to Charge for every ingredient vs most expensive ingredient

– Costs for Compounds increased from
  • $2M in FY 2011
  • $214M in FY15

– 2016 Changes
  • July: 2-Tiered Reimbursement Approach
    – 3 or Less Ingredients = 50% of AWP
    – 4 or More Ingredients = 30% of AWP
Program Priorities

Prescription Management – Compounded Drugs

– 2016 Changes (Continued)

– October: Compounded Drugs without Opioids Require Prior Authorization

– Letter of Medical Necessity (LMN) must be submitted by Physician and approved by OWCP before authorization is provided.
Policy Effects – Compounded Drug Spend
Policy Effects – Compounded Drug Scripts
Policy Effects – LMN Approvals/Denials

(Compounded Drug – Non Opioid)

CA-26 LMNs
Denied

CA-26 LMNs
Approved
Policy Effects – Compounded Opioid Spend
(June 26, 2017)
Policy Effects – Compounded Opioid Scripts

FECA Compound Opioid Scripts
Original Bills based off Fill Date

# of Scripts


Compound Opioid Scripts
Policy Effects – LMN Approvals/Denials
(Compounded Drug – With Opioids)
Overall Opioid Spend Patterns

Opioids: Spend isn’t the driver affecting policy
Program Priorities

Prescription Management –

August 27, 2017 - Opioid New Entrants

- 19,000 New Scripts Annually to New Entrants
- New Entrant = No Opioids in Prior 180 Days
- 60-Day Grace Period for 1st Fill – All New Entrants
- 2 Opioids Max
- LMN Required at Day 60
- LMN Required Every 60 Days
Program Priorities

Prescription Management (Next Steps)

– Next Phase for Opioid Controls
– Finalize Requirements for Pharmacy Benefit Manager (PBM) Solicitation
– Implement New Bill Payment Vendor
Program Priorities

Program Integrity & Fraud

• New Procedures
• New Access to OIG Agents via ECOMP
• Anti-Fraud Conference
• Increased Cooperation with IG
Program Priorities

Collaborative Case Management

• Team Effort – 3 Parties to the Claims
• Leveraging ICS Resources and Working as a Team
• Technological Changes to Enhance Electronic Interactions
Program Integrity - Mission and Focus

To use data analytics and data science to:

1. Identify anomalous or unusual payment activity/patterns to detect and prevent fraud in the FECA program;
2. Develop effective solutions to mitigate risks; and
3. Identify process improvement alternatives and potential avenues for cost savings.
Program Integrity Reviews Performed:

1) Total compensation and medical benefits

2) Discrete components of each
   – Disability, Wage Earning Capacity, Death
   – Hospital, Physician, PT, Pharmacy

3) Medical Detail
   – Providers, Procedure Codes and NDCs
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Paid Amt v Billing Days
FECA CIRCULAR NO. 17-03
Office of Inspector General (OIG) Investigations Pertaining to Federal Employees’ Compensation Act (FECA) Claimant and Medical Provider Fraud

FECA BULLETIN NO. 17–04
Investigations related to Federal Employees’ Compensation Act (FECA) Claimant Fraud

FECA BULLETIN NO. 17-05
Investigations related to Federal Employees’ Compensation Act (FECA) Medical Fraud

Available at https://www.dol.gov/owcp/dfec/
Provider Fraud – FY17

Referrals to DOL OIG
• 26 (includes 40+ providers)

Requests for Data and Documentation
• 232
Claimant Fraud – FY17

Requests for Case File Documentation
• 550+ (primarily case file copies)

Investigative Memoranda
• 94 Received
• 76 Closed (includes pre FY17)
Tara N. Jones

Chief,
Branch of Technical Assistance
Division of Federal Employees’ Compensation
FY2017 Agency Performance - (Through 3rd Q)

Trends:

• Continued increases with Timely Filing
• Decline in Return to Work performance

Notes:

• Removal of color indicators
• Time lag reports available in ECOMP
Restoration of CQS

- OWCPConnect
- Secure access through identity verification
- **For claimant use only** – unique User ID
- Replaces prior access method to CQS
  - NFC users may continue to use NFC
  - Agencies must obtain AQS access to view CQS info
OWCPConnect - [www.owcpconnect.dol.gov](http://www.owcpconnect.dol.gov)
OWCPConnect – Account Registration

Credit Bureau Questions

This process requires the validation of your identity. Please provide answers to the questions below.

Your credit report indicates that you may have an active automobile loan that you may have opened around December 2012. Select the lender name from the choices below.
- Ally Financial
- Suntrust Bank
- Triad Finance
- USAA Fed Inv BK
- None of the Above

Which of the following is a current or previous employer?
- Amgen
- Bain & Company
- Iac
- Mitre
- None of the Above

What is the monthly payment of your most recent mortgage?
- $ 2201 - $ 2300
- $ 2301 - $ 2400
- $ 2401 - $ 2500
- $ 2601 - $ 2700
- None of the Above

* Required Field

PREV NEXT
OWCPConnect – Accessing CQS
ECOMP/Web-Enabled Electronic Document Submission (WEEDS) Enhancements

New Drop-Down Menu for Document Upload:

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ECOMP/Web-Enabled Electronic Document Submission (WEEDS) Enhancements

- Case Copy/Document Request
- Request for Authorization
- EFT (Direct Deposit) Form
- Designation of Representative
- Address Change
- Attorney Fee Request
- Employer’s Claim Challenge
- Bill Payment Issue
- Compensation Question
- Election (FECA/OPM/VA/FERS Offset)

Coming Soon!
Disability Management Interface (DMI)

What is Disability Management Interface (DMI)?
Disability Management Interface (DMI)

- ECOMP Feature – for agency ECOMP users only
- Allows employing agency users to share specific information related to cases involving
  - wage-loss
  - pending job offers
  - absence of medical evidence
- This info can be directly imported into correspondence authored by OWCP staff
Sample DMI menu for ECOMP Agency Reviewers
Sample DMI Generated Job Offer Refusal Notification
Sample CE Automated Response Using DMI Info
(Claimant Letter)

Dear Mr. REVENAHGH:

You have been offered a position as a [TEXT FROM DMI] with the [OWCP TEST ONLY] by notice dated [09/06/2017]. The duties and physical requirements of the offered position are described in the enclosed job offer.

We have been advised that you have refused or failed to report to this position.

We have reviewed this job offer and find it suitable in accordance with your medical limitations provided by Dr. [TEXT FROM DMI] in the report dated [09/06/2017] because...
Disability Management Interface (DMI)

- Resource with significant leverage
- Mandatory Training
- Monitoring Usage
- Enhanced Communication
- Partnering on Case Management Actions
Handling Congressional and Media Inquiries

Refer inquiries to your organization’s:
- Office of Congressional and Intergovernmental Affairs
- Office of Public Affairs

Notify DFEC of any OWCP related issues

Coordination is key

Remember DOL/GOVT-1 and Privacy Act Rules
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 September 29, 2017
Stakeholder Portals and Email Subscriptions

DFEC Home Page: www.dol.gov/owcp/dfec

**Stakeholder Web Portals**

Stakeholder-targeted resources and information:

- Claimant and Representative
- Federal Agency
- Medical Provider
- Subscribe to Claimant and Representative Updates via Email
- Subscribe to Federal Agency Updates via Email
- Subscribe to Medical Provider Updates via Email