

U.S. Department of Labor

Office of Workers' Compensation Programs
Division of Energy Employees Occupational
Illness Compensation
Washington, DC 20210



Date: August 25, 2020

Memorandum For: Toni Eason
Chief, Branch of Medical Benefits
DEEOIC

From: Rachel D. Pond
Director, DEEOIC

Subject: 2020 Medical Benefits Adjudication Unit (MBAU)
Accountability Review

This memorandum serves as the final notice to you regarding the results of the 2020 Medical Benefits Adjudication Unit Accountability Review (AR). We discussed the review team's findings during the close out meeting on August 19, 2020. Following that meeting, you advised you were in agreement with the findings and would not be challenging any of the deficiencies identified by the reviewers. As a result, the preliminary scores remain unchanged and all scoring for the 2020 fiscal year MBAU Accountability Review is now final.

Attached to this memorandum are the final reports containing the scores for the category of Home and Residential Health Care. Overall, your unit performed exceptionally well and your staff have much to be proud of with the outcome. The individual element scores greatly exceeded the 90% threshold of acceptable performance for the reviewed category. I commend both you and your staff for attaining such high scores, as the outcome reflects a commitment to accurate and quality adjudication of claims that are critical to the well-being of our claimant population.

The review team did identify one significant deficiency in the unit's letter decisions, and although that deficiency did not result in a score requiring a written action plan (AR-10), you advised that corrective steps are underway to address this problem.

I look forward to working with you to maintain our performance expectations for the upcoming fiscal year.

If you have any questions or concerns regarding this memorandum, or the attached reports, please contact me at 202-354-9507.

cc: Julia Hearthway, Director, OWCP
Douglas Pennington, Deputy Director, DEEOIC
John Vance, Policy Branch Chief, DEEOIC
Kristina Green, Policy Unit Supervisor, DEEOIC
Curtis Johnson, Policy Unit Supervisor, DEEOIC

Enclosures: Overall Summary by Category Report
Final AR-1 Report