

Communicating with OWCP



OWCP Structure and Jurisdiction



The Division of Federal Employees' Compensation (DFEC) administers the Federal Employees' Compensation Act (FECA). The Director of DFEC and National Administrator of Field Operations have authority over operations of 12 district offices. Each of these offices is headed by a District Director, who is responsible for office functions. In each district office, there are two or more Supervisory Claims Examiners, or Claims Managers, who are responsible for operation of individual claims units. The claims units, staffed with Senior Claims Examiners and Claims Examiners, have primary responsibility for issuing decisions and managing individual claims.

OWCP Structure and Jurisdiction

Jurisdictions of the 12 district offices are as follows:

District 1 – Boston, MA (claims for CT, ME, MA, NH, RI and VT)

District 2 – New York, NY (claims for NJ, NY, PR and VI)

District 3 – Philadelphia, PA (claims for DE, PA, WV and parts of MD)

District 6 – Jacksonville, FL (claims for AL, FL, GA, KY, MS, NC, SC and TN)

District 9 – Cleveland, OH (claims for IN, MI, OH, and areas outside the U.S.)

District 10 – Chicago, IL (claims for IL, MN and WI)

District 11 – Kansas City, MO (claims for AR, IA, KS, MO, NE and DOL employees)

District 12 – Denver, CO (claims for NM, CO, MT, ND, SD, UT and WY)

District 13 – San Francisco, CA (claims for AZ, CA, HI and NV)

District 14 – Seattle, WA (claims for AK, ID, OR and WA)

District 16 – Dallas, TX (claims for LA, OK and TX)

District 25 – Washington, DC (claims for DC, VA, and parts of MD)

Contacting OWCP

- Contact information for each of the 12 district offices can be found here:

<http://www.dol.gov/owcp/contacts/fecacont.htm>

- All FECA claim forms are sent to the Consolidated Case Create and Imaging Facility (3Ci) only – not the districts.
- Routine mail (not forms) should be sent to DFEC Central Mailroom:

U.S. Department of Labor
OWCP/DFEC
PO Box 8311
London, KY 40742-8311

- Alternatively, documents (not forms) can be loaded directly into an existing case using the Employees' Compensation Operations & Management Portal (ECOMP).

Interactive Voice Response

DFEC's centralized Interactive Voice Response (IVR) uses an interactive technology that detects voice and keypad inputs. IVR allows injured workers, agencies and medical providers access to DFEC's databases via a telephone touchtone keypad or by speech recognition, after which they can service their inquiries by following system instructions.



Interactive Voice Response

Key IVR features:

- IVR has extensive reporting capabilities (call volumes, performance statistics, operational analysis, workload analysis, etc.).
- IVR has extensive “ACD” functionality (business hours, holidays, emergency closures, inclement weather, self-service claims status features, etc.).

Interactive Voice Response

- OWCP's IVR phone system includes "self-help" prompts.
- IVR provides more automated information.
- IVR automatically tracks calls that require caller to speak with a DFEC employee.
- Injury Compensation Specialists are encouraged to call IVR phone number for appropriate district office to resolve issues.

Interactive Voice Response

- IVR system has an Agency Menu.
- Agency Menu includes instructions for obtaining access to AQS and provides ability to speak with Customer Service.
- IVR system also has a Claimant Menu.
- Self-help menus are available 24 hours/day. They include access to information including: case status, compensation payments issued, Form CA-7 status, change of address and electronic funds transfer information, and an option to speak with Customer Service during business hours.

Interactive Voice Response

- Use of IVR results in reduced staff workloads, reduced data collection time, and improved customer service.
- Optional features are available (call-back feature, call recording, marquee monitor management, agent monitoring, workforce management packages, etc.).



Employee's Compensation Operation & Management Portal (ECOMP)

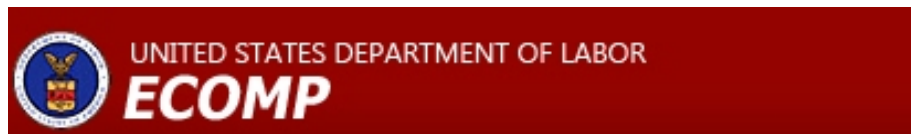
ECOMP is a web-based application accessible via the public internet, which is intended to allow injured federal workers and employers to:

- Electronically file forms such as OSHA 301, CA-1, CA-2, CA-7 and CA-6.
- Track exact status of any form or document submitted via ECOMP (Pending Supervisor Approval, Agency Reviewer, Received by OWCP, etc.).

Employee's Compensation Operation & Management Portal (ECOMP)

- Electronically upload and submit documents to DFEC's case files; and
- Serves as a single portal for DFEC stakeholders.
- WEEDS (online document submission) is available to all.
- Form filing is available only to enrolled agencies.
- Training material can be reviewed by all and gives an idea of how system works.
- ECOMP/WEEDS is available at:

<https://www.ecomp.dol.gov>




Web Enabled Data Submission

- WEEDS = Web Enabled Electronic Document Submission
- WEEDS allows users to upload documents directly to a case.
- Registration is not needed to upload documents.
- User must have following information:
 - Case #
 - Last Name
 - Date of Birth
 - Date of Injury

Need to upload a document?

Stakeholders and interested parties can use ECOMP to upload documents to active FECA cases. You can upload letters, medical reports and other supporting documentation. You will need the official FECA Case Number and other identifying information to use this feature.

⚠ Do not upload OWCP forms or medical bills! Forms or bills submitted as uploads will not be processed. Submit medical bills [here](#).

 **Access Case & Upload Document**

Web Enabled Data Submission

When using WEEDS:

- Limit file size to 5 MB.
- Limit number of pages to 6 per document.
- Use only these supported formats: jpg, jpeg, gif, png, tif, txt, rtf, pdf, doc, docx.
- Allow four hours for processing.

Web Enabled Data Submission

When using WEEDS:

- Do NOT upload claim forms here. All claim forms go to 3Ci or to DFEC through ECOMP system.
- Do NOT upload medical bills or authorization requests. Instead use OWCP's Central Bill Processing Center.
- Do NOT upload claims for reimbursement. Submit Forms OWCP-957 & OWCP-915 to DFEC's Central Mailroom.
- DO NOT upload Form CA-16 – the authorization will not be entered.

File Reviews at District Office

An agency representative may ask to review files at district office. These requests will be accommodated subject to logistical and physical limitations. In order to be prepared and to avoid any conflicts in scheduling, agency representatives must:

- Provide reasonable advance notice of visit by contacting District Director.
- Provide a list of cases to be reviewed prior to visit.
- Specifically state purpose of visit.



File Reviews at District Office

- Review must be connected with issues pertaining to return to work or monitoring of compensation costs. Curiosity is not an acceptable reason for review. Agencies may not use copies of information from reviews of claim files in connection with EEO complaints, disciplinary actions, or other administrative actions without employee's consent.
- OWCP will deny further access to any individual who improperly uses information from OWCP files.
- Agency representative must provide identification at time of visit (picture ID).



File Reviews at District Office

- Questions or issues found on review, which agency representative wishes to bring to OWCP's attention, should be written down and provided to CE's supervisor.

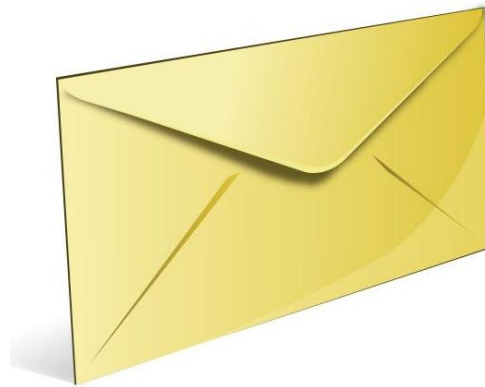


- CE's supervisor will make every effort to respond to agency representative's questions or issues before end of visit or shortly thereafter.

- A kiosk work station will be made available so agency representative can access files on imaging system.

Written Correspondence with District Office

- Written correspondence should be sent to DFEC Central Mailroom or uploaded through WEEDS.
- All correspondence should clearly display 9-digit OWCP claim number.
- Do not include multiple claimants in one letter.
- Written correspondence is answered within 30 days of receipt.



Email Communication with District Office

- OWCP cannot accept evidence for file as an email attachment (send via regular mail).
- OWCP cannot provide substantive responses to injured workers via e-mail. Claims Examiners do not communicate with injured workers via email.
- It is better to correspond with OWCP via phone or regular mail.



Communication with Medical Providers

- Injury Compensation Specialists may communicate with medical providers in writing only, at reasonable intervals, and not by phone.
- Use Form CA-17 - Duty Status Report for this purpose, or develop form letters requesting information from medical provider.



Communication with OWCP Field Nurses



- Injury Compensation Specialists may communicate with OWCP assigned Field Nurses and Rehabilitation Counselors by phone, email, or in writing.
- It is crucial to keep lines of communication open to facilitate a return to suitable work.

Communications from Agency Investigators

- Communications regarding investigations into waste, fraud, and abuse of workers' compensation benefits should be directed to designated point of contact within individual district office.
- If you do not know who the designated individual is in servicing district office, contact District Director.



Obtaining Copies from a Case File

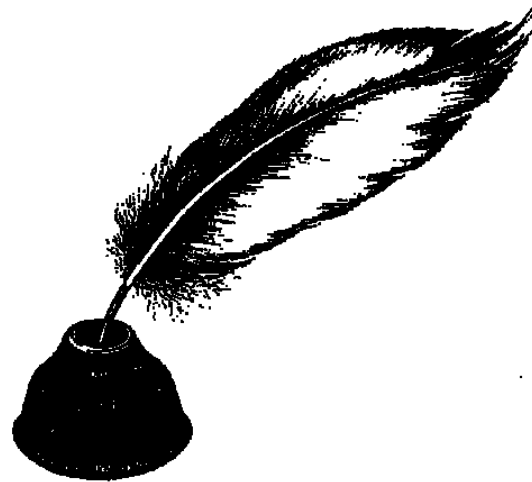
Under Privacy Act, employing agency may be provided certain information without claimant's permission (routine use):

- Medical restrictions to formulate job offer;
- Information to verify billing, claim status, and rehiring;
- To determine benefit eligibility, information whether dual benefits are being paid, salary offset and debt collection.



Communication with Claimant's Representative

OWCP requires signed authorization from an injured worker for a representative, such as a union representative, spouse, or attorney, to obtain information about a claim.



Questions

Interactive Voice Response (IVR) allows agencies to:

- a) Receive more automated information
- b) Have those calls in which they request a return call tracked
- c) Receive instructions for obtaining access to AQS
- d) Speak with customer service representatives
- e) All of the above

Questions

Only injured employees can use the Web Enabled Electronic Document Submission (WEEDS) to upload documents directly to a case file as long as they have the case number, last name, date of birth, and date of injury.

- a) True
- b) False

Questions

An agency representative may ask to review files at a district office. In order to be prepared and to avoid any conflicts in scheduling, agency representatives must do all of the following except:

- a) Provide reasonable advance notice of visit by contacting the District Office.
- b) Bring any new Form CA-1's or Form CA-2's to the office for filing.
- c) Provide a list of cases to be reviewed prior to visit.
- d) Specifically state purpose of visit.

Questions

An agency can submit evidence for the file as an email attachment.

- a) True
- b) False

Questions

How can Injury compensation specialists or other agency representatives communicate with medical providers?

- a) In writing, at reasonable intervals
- b) With a phone call
- c) Agencies cannot communicate with medical providers

Questions

Under the Privacy Act, the employing agency has a right to certain information from the case file without the claimant's permission. This is referred to as routine use. All of the following are types of routine use except:

- a) Medical restrictions to formulate job offer
- b) Information to verify billing, claim status, and rehiring
- c) To determine benefit eligibility, information whether dual benefits are being paid, salary offset and debt collection
- d) To use in connection with EEO complaints and/or disciplinary actions

Take Away Tips

- 1) Contact information for each of the 12 district offices can be found here, <http://www.dol.gov/owcp/contacts/fecacont.htm>.
- 2) DFEC's centralized IVR uses an interactive technology that detects voice and keypad inputs. IVR allows injured workers, agencies and medical providers access to DFEC's databases via a telephone touchtone keypad or by speech recognition, after which they can service their inquiries by following system instructions.
- 3) WEEDS is a web-based application accessible via the public internet, which is intended to allow users to electronically upload and submit documents to DFEC's case files.
- 4) An agency representative may ask to review files at district office. These requests will be accommodated subject to logistical and physical limitations. The review must be connected with issues pertaining to return to work or monitoring of compensation costs.

Take Away Tips

- 5) Written correspondence to DFEC should be sent to DFEC Central Mailroom or uploaded through WEEDS. All correspondence should clearly display 9-digit OWCP claim number.
- 6) OWCP cannot accept evidence for file as an email attachment (send via regular mail). OWCP cannot provide substantive responses to injured workers via e-mail. Claims Examiners do not communicate with injured workers via email. It is better to correspond with OWCP via phone or regular mail.
- 7) Injury Compensation Specialists may communicate with medical providers in writing only, at reasonable intervals, and not by phone. Use Form CA-17 - Duty Status Report for this purpose, or develop form letters requesting information from medical provider.
- 8) Injury Compensation Specialists may communicate with OWCP assigned Field Nurses and Rehabilitation Counselors by phone, email, or in writing. It is crucial to keep lines of communication open to facilitate a return to suitable work.