



U.S. DEPARTMENT OF LABOR

Office of Workers' Compensation Programs (OWCP)

Division of Energy Employees Occupational Illness Compensation Resource Centers





History of the Resource Centers

- Resource Centers were established in 2001.
 - Paducah, KY first to open
- Contracted by U.S. Dept. of Labor to provide free assistance with filing claims, responding to requests, and managing benefits.
- Eleven locations nationwide:
 - Many are strategically located near covered Dept. of Energy facilities.
- About half of RC staff have over 10 years experience with the Energy Program. Several employees have been with the program since it started.



Claim Assistance

Resource Center staff assist claimants with:



- Claim filing
- Explaining benefits available under the EEOICPA
- Claim status
- Understanding development process
- Conducting Occupational History Questionnaire
- Uploading claim forms and documents directly to case file (EDP)



Medical Benefits Assistance

Resource Center staff assist claimants with:

- Provide explanation of medical benefits available
- Provide DEEOIC medical benefit brochures
- Assist with completion of medical and travel reimbursement forms
- Transmit claimant reimbursement forms to the bill pay agent.
- Assistance in locating enrolled medical providers
- Assist providers by explaining DEEOIC, provider enrollment, updating provider enrollment and information on the OWCP Medical Bill Processing Portal and DEEOIC websites
- Troubleshoot medical billing issues for claimants and providers
- Notify the Medical Bill Processing Unit (MBPU) and Medical Benefits Adjudication Unit (MBAU) about claimant reimbursement or provider bill issues



Customer Service

Resource Center handles all incoming calls to the DEEOIC toll free lines.

- Also answer all calls directed to the Resource Center numbers
- RC Staff assist callers or transfer calls to appropriate DOL staff

Approximately 2,500 calls per week.

- About 1,600 to DEEOIC toll free lines
- About 1,200 (incoming to and outgoing from RC)





Outreach

Important source for identifying outreach needs:

- Recommend locations (city/state)
- Locate venues
- Oversee logistics for each event.

Each Resource Center Conducts Monthly Local Outreach:

- Literature distribution at local physician offices, union halls, fairs, senior centers, meals on wheels offices, etc.
- Residential mailings, newspaper advertisements
- Attend retiree meetings, union meetings, health fairs, site visits/site lunchtime programs, social clubs such as the Elks Lodge, etc.

Energy Outreach Events:

- Conducts one day outreach events in various locations
- Includes DEEOIC staff participation
- Assist with filing claims, claims status, etc.



Outreach (cont'd)



Authorized Representative Workshops:

- Receive RSVPs, communicate with attendees, prepare binders with training materials

Joint Outreach Task Group (JOTG) events:

- Town Hall style events / Webinars
- Agencies include:
 - DOL
 - Department of Energy/Former Worker Program
 - National Institute for Occupational Safety and Health (NIOSH)
 - DOL & NIOSH Ombudsman's Offices
 - Department of Justice



Telephonic & In-Person Assistance

Staff are available via phone:

- Claims intake & Occupational History Questionnaire
- Assist callers with questions
- Route calls to the Claims Examiner or Medical Benefits Examiner if necessary

Resource Center locations:

- Resource Center staff are available M-F from 8:30 a.m. – 5:00 p.m. to receive documents requiring submission to DOL
- Document drop off available at each location
- In-person and phone appointments are available
- The Resource Centers also take in-person walk-in visits without the requirement of an appointment



Jurisdictional Map





DEEOIC Resource Center Locations



Resource Center addresses and contact info can be found on the DEEOIC Webpage at www.dol.gov/EnergyProgramResourceCenters



DEEOIC Resource Center Responsibilities

- Manage Resource Center Operations
- Guide Claimants through the EEOICPA Process
- Comply with DOL Procedures
- Maintain Highest Level of Customer Service
- Claims Intake
- Conduct Occupational History Interviews
- Provide Medical Bill Payment Assistance
- Maintain Databases
- Conduct Outreach
- Support DEEOIC Special Projects
- Be Responsive to DEEOIC Guidance and Direction
- Communicate Daily with DEEOIC Management
- Ongoing Training for Staff





DEEOIC Resource Center Accountability

- Provide reports to DOL on Resource Center activities
- DOL conducts regular quality assurance surveillance to monitor a wide array of Resource Center tasks
- In-person visit & phone surveys
- Program leadership meet with DOL staff on a bi-weekly basis
- Annual meeting between DEEOIC leadership & Resource Center senior management





DEEOIC Website

<http://www.dol.gov/owcp/energy/>

- Claimant Resources (Forms, Medical Benefits Information)
- How To Guides
- Medical Provider Resources (Enrollment, Bill Processing)
- Brochures
- Site Exposure Matrices (SEM)
- Outreach Events including Webinar Series





Questions



Questions can also be submitted to DEEOIC-Outreach@dol.gov

Thank you very much for attending the DEEOIC Webinar