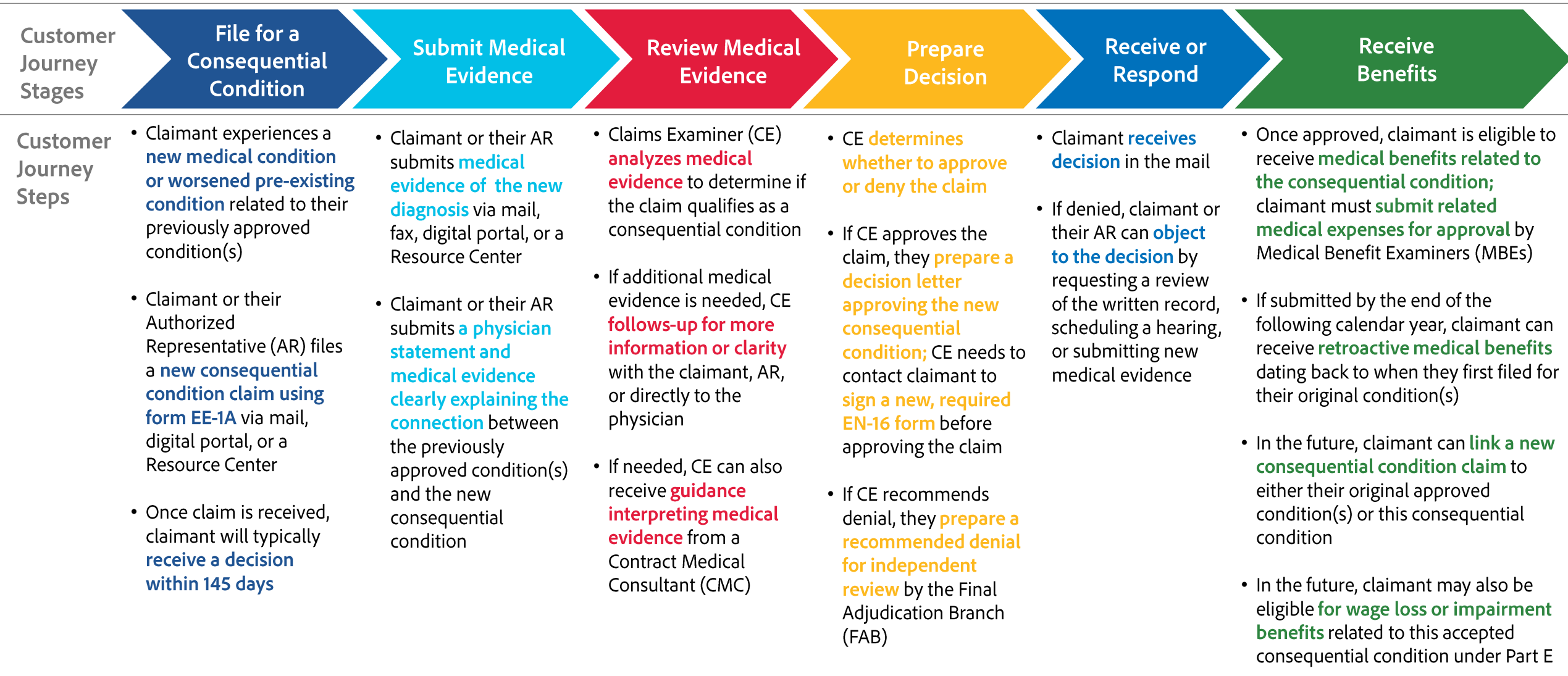




Division of Energy Employees Occupational Illness Compensation Program

Customer Journey Map - Filing for a Consequential Condition





Division of Energy Employees Occupational Illness Compensation Program Customer Journey Map - Filing for a Consequential Condition

What is a CONSEQUENTIAL CONDITION?



A consequential condition is a separate, but connected medical diagnosis that occurs as a result or consequence of a previously approved condition.

Common examples include metastasized cancers, worsened pre-existing conditions, physical or psychological side effects of treatment, or accidents connected to medical treatment.

What is a CUSTOMER JOURNEY MAP?



A simple, step-by-step overview of the process to file a claim for a consequential condition.

It uses plain language and a visual format to make it easier to understand what's needed from claimants and what's going on behind the scenes.

Where can I LEARN MORE OR FILE A CLAIM?



The DEEOIC is here to help.

To learn more about consequential condition benefits, eligibility, or to start a claim, contact the DEEOIC at (866) 888 – 3322 or find the phone number for one of our Resource Centers on our website.

How can I CONTACT THE PROGRAM?



Through a secure digital portal



By mailing or receiving a letter



By sending information via fax



In-person at a Resource Center



Calling a Resource Center or Claim Examiner