FEDERAL EMPLOYEES' COMPENSATION PROGRAM **Customer Journey Map—Filing a Claim for Occupational Illness or Injury**

Journey Map: A Journey Map is a visual representation of a process that a customer goes through to achieve a goal. This Journey Map reflects the typical process that a Federal Employee goes through in order to file a claim with the U.S. Department of Labor's Office of Workers' Compensation Programs (OWCP) for an occupational injury or illness under the Federal Employees' Compensation Act (FECA).

Customer **Stages**

Seek Information

File and Develop Claim

Claim Decision

Benefits

Customer Steps

Federal employee sustains work-related injury or illness

Employee learns about program through Employing Agency (EA) or by other means (customer research)

Employee visits Employees' Compensation Operations & Management Portal (ECOMP) to begin process

Employee creates an ECOMP account which includes identity verification

First, many employees (depending on the EA) must file an **OSHA Form-301 in ECOMP**

Second, the employee immediately files the OWCP CA-1 Form (for injury) or CA-2 Form (for illness) to initiate the claim

The claim will automatically route to: 1) employees' supervisor; then 2) employee's agency workers' comp personnel; then to 3) OWCP who creates a claim number

Minor and straightforward injuries are auto-assigned as "Administrative Authorization of Limited Benefits". In this status, claimants may receive medical benefits through OWCP for work injuries up to an amount that does not exceed \$1500. Claimants are notified by letter which is sent to ECOMP and by US Mail

All other cases are assigned to a Claims Examiner (CE) and are considered to be 'under development' (additional information is needed before case can be adjudicated)

CE requests additional evidence to develop the case via letter in ECOMP and US Mail

Claimant submits requested evidence within 60 days via **ECOMP** or US Mail. Requested evidence typically includes a report from a qualified medical doctor

CE issues a written decision accepting or denying the claim

If accepted, employee receives information via ECOMP and US Mail regarding how to bill OWCP for treatment of the accepted condition

If denied, employee receives information via ECOMP and US Mail informing them of denial and detailing the following three options if they wish to appeal:

1) Hearing (Oral Hearing or Review of Written Record) where Employee can submit additional evidence, and a hearing representative makes a decision; 2) Reconsideration where employee submits additional evidence and asks OWCP to reconsider the initial decision; 3) Employees' Compensation Appeals Board (ECAB) Review if there is no new evidence to provide

Claimants' medical provider may bill OWCP for treatment of the accepted condition

If the employee loses pay, or expects to lose pay because of the injury or illness, they may file a **Claim for Wage Loss** Compensation (CA-7 Form) in ECOMP for **OWCP/EA review. OWCP** will assist with return to work efforts

Bright Spots & Pain Points

(gathered from a Customer Feedback survey on the claims filing process)

"This was much easier than I expected."

management."

"Very good tool, and user friendly."

"Lack of direction from

"When people are ill and don't feel well, the last thing you want to do is figure this out."

This is my first time filing a claim like this, and I was nervous that it would be difficult to make a claim. So far, this process is a lot less difficult than I had imagined.

"Some parts were confusing."

"Good site for people like me who are not computer savvy. Thank you."

> "I feel the electronic form was difficult to complete."

"I was surprised at how easy and fast it was to file a claim."

> "The largest hurdle was due to gathering medical documentation."

FEDERAL EMPLOYEES' COMPENSATION PROGRAM Customer Service Channels and Touchpoints

Service Channel: A Service Channel is a medium of communication between an entity and its customers. It is the environment where touchpoints occur.

Touchpoint: A Touchpoint is a moment of customer contact throughout the customer journey.

Service Channels	Agency Website	ЕСОМР	Telephone	OWCP Med Portal	U.S. Mail
Touchpoints (Claimant/Authorized Representative)	 Seek program information Seek contact information Seek guidance on process and/or claim filing 	 File a claim form View casefile and status File a wage loss form Upload additional documentation to case Receive correspondence (Development letters, acceptance/denial letters, etc.) Submit inquiry/escalation Access videos/tutorials 	 Seek program information Check claim/case status Obtain or provide case-related information 	 Search for a provider Confirm treatment eligibility View medical authorizations and bills 	 File an annual review form Receive correspondence (Development letters, acceptance/denial letters, etc.) Submit documentation/inquiries
Touchpoints (Employing Agencies)	 Seek program information Seek contact information Seek guidance on process and/or claim filing Access training modules 	 Review and complete claim forms View/manage cases Receive and respond to development letters Access videos/tutorials 	Receive and respond to CE Inquiries	View medical authorizations and bills	 Receive and respond to development letters Submit documentation/inquiries
Touchpoints (Medical Providers)	 Seek program information Seek contact information Seek guidance for Providers 	Upload medication documentation	Obtain information about Provider-related issues such as billing/ authorization, etc.	 Enroll as a Provider Check eligibility Submit Prior Authorization Requests Submit medical bills for reimbursement 	 Enroll as a Provider Receive correspondence (Development letters, etc.)

United States Department of Labor—Office of Workers' Compensation Programs
Federal Employees' Compensation Program https://www.dol.gov/agencies/owcp/feca