



U.S. DEPARTMENT OF LABOR

Office of Workers' Compensation Programs (OWCP)

Division of Energy Employees Occupational Illness Compensation Webinar Series

Updates for Stakeholders

Presenters

Rachel Pond
Director

Doug Pennington
Deputy Director

June 25, 2020



Overview

- Program Updates
- Procedure Manual
- Issuance of Bulletin 20-03 and 20-04
- Website Tour
- Utilization of the Energy Document Portal (EDP)





What is the EEOICPA?

- Administered by the Labor Department's Division of Energy Employees Occupational Illness Compensation (DEEOIC).
- Provides lump-sum compensation and medical benefits to current and former nuclear weapons workers.
- Survivors of qualified workers may also be entitled to benefits.





Our Mission

Our mission is to protect the interests of workers who were injured or became ill on the job, or their families, by making timely, appropriate, and accurate decisions on claims and providing prompt payment of benefits to eligible claimants.



District Office Jurisdiction

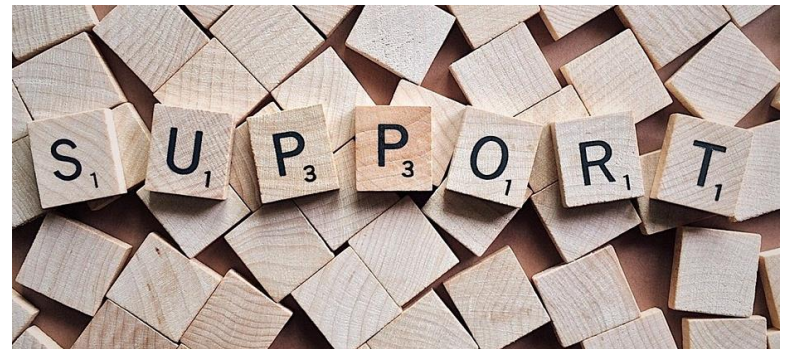
DEEOIC has eliminated case assignments based on jurisdictional or geographical location. A claimant's case may be assigned to any District Office or Final Adjudication Branch office around the country.





DOL Resource Centers

- 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





DOL Resource Center Locations

- Buffalo, NY
- Denver, CO
- Dublin, CA
- Espanola, NM
- Idaho Falls, ID
- Las Vegas, NV
- North Augusta, SC
- Oak Ridge, TN
- Paducah, KY
- Portsmouth, OH
- Richland, WA





Resource Center Operating Status

Initial response

- Remain fully operational
- Resource Center staff were teleworking
- Tuesdays – 1 staff member in the office to receive documents utilizing specific procedures to protect staff and claimants

Currently

- Phased reopening
- 1 staff member in the office per day—increasing to 2 per day
- Documents can be dropped off any day of the week following specific rules, to assure claimant privacy is maintained and protected
- Visits are by appointment only



Employee Tools and Resources

Continuation of Operations

- Employee telework (100% since the end of March) including:
 - Ability to take and make phone calls to/from claimants and stakeholders from home
 - Staff utilize video conferencing tools for meetings and discussions
 - All DEEOIC systems have been and are available to all staff
- Centralized printing
 - Contract staff have continued to provide printing and mailing services at each of our office locations



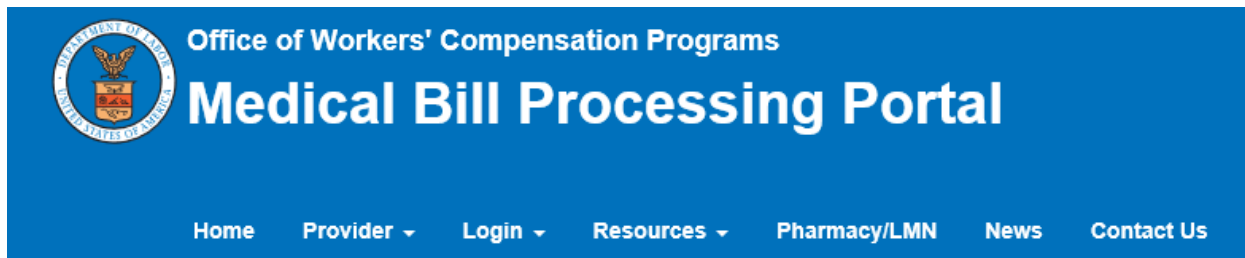


New Medical Bill Pay Contractor

As of April 27, 2020, the Office of Workers' Compensation Programs (OWCP) transferred all medical bill processing services to OWCP's new bill pay contractor, CNSI.

We acknowledge that this process could have been smoother, and we are working to identify and resolve areas which would benefit from process improvements.

<https://owcpmed.dol.gov/>





Central Bill Processing & Central Mail Operations

- **DEEOIC strongly recommends that all medical providers electronically submit bills to prevent delays in processing.**
- Currently, most authorization requests are being timely adjudicated and the vendor is paying all electronically submitted bills timely.
- Faxed and paper bills are experiencing ongoing delays in processing.



Procedure Manual Updates

Version 4.2 – April 2020

The Purpose of the Procedure Manual

- Provides DEEOIC staff with internal guidance related to the adjudication process, authorities, tools and procedures.
- To ensure transparency, DEEOIC makes the manual publically available to assist claimants and stakeholders in understanding how our claims adjudication process works.



Procedure Manual Updates

Version 4.2 – April 2020

Chapter 2 – The EEOICPA

- Changed the DEEOIC organizational structure to eliminate outdated references to regional jurisdictions and replaced it with current references to the National Administrator of Field Operations.
- Removed and modified references to staff titles to align with current organization and responsibilities.
- Changed the DEEOIC organizational structure to correctly reference the Branch of Medical Benefits in relationship to medical benefits adjudication activities.



Procedure Manual Updates

Version 4.2 – April 2020

Chapter 16 – Developing and Weighing Medical Evidence

- Removed and modified references to staff titles to align with current organization and responsibilities.





Procedure Manual Updates

Version 4.2 – April 2020

Chapter 28 – Medical Bill Process

- Added revised procedures for DEEOIC staff to use when submitting medical bill inquiries to the Branch of Medical Benefits. References to outdated bill processing systems were deleted.

Chapter 29 – Ancillary Medical Services and Related Expenses

- Removed references to outdated bill processing systems.
- Removed and modified references to staff titles to align with current organization and responsibilities.



Telemedicine

During this period of heightened concern regarding exposures for high-risk populations, DEEOIC recognized the need to implement temporary procedures to allow for the use of telemedicine under certain circumstances.





Telemedicine for Home and Residential Health Care and Durable Medical Equipment – Bulletin No. 20-03

Effective: April 7, 2020

Purpose: To provide temporary guidance to DEEOIC staff in the evaluation of evidence obtained from a physician choosing to exercise the option of conducting a “face-to-face” examination using telemedicine.

In accordance with DEEOIC policy and procedure, it is necessary for claimants to undergo a face-to-face examination with their physician within 60 days of the date of a Letter of Medical Necessity (LMN) supporting any request for a claimant to receive HRHC or DME. Because of new restrictions imposed to limit interpersonal contact, DEEOIC is temporarily permitting Medical Benefit Examiner (MBE) staff to accept a LMNs that a physician prepares using information collected from alternative methods of patient evaluation.



Telemedicine for Routine Physician Appointments Bulletin No. 20-04

Effective: April 30, 2020

Purpose: To provide temporary guidance to DEEOIC staff in the evaluation of evidence obtained from a physician who chooses to exercise the option of conducting and receiving payment for routine medical appointments utilizing telemedicine.

In accordance with DEEOIC regulations, policies and procedures, physicians may provide routine medical care through telemedicine (when that care is associated directly with one or more accepted conditions) without payment pre-authorization during the period in which this Bulletin remains in effect.



Home Health Care and Telemedicine

DEEOIC Requirement & Expectations: When Home Health Care is prescribed by a physician and approved for payment by DEEOIC, the expectation is that care will be provided in-person and typically in the claimant's residence. DEEOIC doesn't currently provide payment for telemedicine for authorized home health care services.

Exception: Please note that since Target Case Management (TCM) is the coordination of multiple levels of care, that can and should be provided remotely by the Registered Nurse coordinating care.



Website Tour

www.dol.gov/owcp/energy

- How to Guides
- Email Subscription
- Program Guidance & Resources
- Latest Program Highlights
 - Frequently Asked Questions
- Statistics and Public Reading Room
- Procedure Manual & Other
- Electronic Document Portal

The screenshot shows the official website for the Division of Energy Employees Occupational Illness Compensation (DEEOIC). The header includes the U.S. Department of Labor logo and navigation links such as 'Home', 'Site Map', 'FAQs', 'Forms', 'About DOL', 'Contact Us', and 'Español'. A search bar is also present.

The main content area is titled 'Division of Energy Employees Occupational Illness Compensation (DEEOIC)' and 'About EEOICPA'. It provides a detailed overview of the program, stating it was enacted in October 2000 and covers DOE contractor and subcontractor employees, as well as their survivors. The text describes the types of illnesses covered, such as radiogenic cancer, chronic beryllium disease, and silicosis, and mentions that the program provides compensation to eligible individuals and their survivors.

On the left side, there is a sidebar menu with the following categories:

- Compliance Assistance
- Regulatory Library
- About OWCP
- OWCP Programs
 - DEEC
 - DEEOIC
 - DLHWC
 - DOWHC
- Advisory Board on Toxic Substances and Worker Health
- Contact OWCP
- OWCP Customer Assistance
- OWCP News Releases
- System Maintenance & Outages

On the right side, there are several informational boxes:

- OWCP Survey**: A link to the survey.
- Contact Us**: Includes a list of contact phone numbers, email (deeoic-public@dol.gov), toll-free number (1-866-888-3322), TTY (1-877-889-5627), mailing address (U.S. Department of Labor, DEEOIC Central Hqtrs, P.O. Box 47650, San Antonio, TX 78265), request responsible, and accommodation information (303) 462-6401.
- Latest Program Highlights**: A list of recent news items with links, including 'Notice of Resource Center Operating Status', 'COVID-19 Frequently Asked Questions', 'EEOICPA Transmittal No. 20-03 - Transmission of Federal (EEOICPA) Procedure Manual Version 4.2', 'EEOICPA Bulletin No. 20-04 Telemedicine for Routine Physician Appointments', 'EEOICPA BULLETIN NO. 20-03 Telemedicine for Home and Residential Health Care (HRHC) and Durable Medical Equipment (DME)', and 'Transition of OWCP Medical Bill Processing to New Vendor on April 27, 2020'.

At the bottom, there is a 'Mission Statement' section and a 'How to Guides' section.



Energy Document Portal (EDP)

- The DEEOIC Energy Document Portal (EDP) allows Energy Employees Occupational Illness Compensation Program Act (EEOICPA) claimants/stakeholders to electronically submit documents to their imaged case file.
- Electronically submitted documents will be available to DEEOIC claims staff immediately after the document upload is complete thus eliminating the delays of mailing.
- EEOICPA claimants can access the EDP by visiting the EDP website at: <https://eclaimant.dol.gov>. In order to log into EDP, you will need your DEEOIC case ID number, the employee's last name, and the last 4 digital of the employee's Social Security Number.



Office of Workers' Compensation Programs (OWCP)

Energy Document Portal (EDP)

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Office of Workers' Compensation Programs

Division of Energy Employees Occupational Illness Compensation (DEEOIC)
Energy Document Portal (EDP) EDP

Upload Documents to Case

Enter the below information to locate the case

Case ID Number*

Energy Employee Last Name*

Last 4 digits of Energy Employee's SSN*

* Required Field

NEXT

Please note that the server is located in the Central Time Zone and all documents submitted will be date stamped accordingly.

Need to upload a document?

Energy Document Portal(EDP) allows stakeholders to upload documents such as forms, employment documentation, medical reports, adjudication documents, as well as other documents related to a claim, to active Energy cases.

You will need the official DEEOIC Case ID number and other identifying information to submit documents using EDP. Please see the Frequently Asked Questions for more information on this process. Please click [here](#) for the FAQs.

Please enter the Energy Employee's Last Name exactly as it appears on your claim form. If the Energy Employee has a suffix after the last name, please include the suffix. For example, Smith Jr.

If you do not know your Case ID Number, please contact your Claims Examiner in the District Office.

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Add

1. Case ID
2. Employee Last Name
3. Last 4 of Employee's SSN



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Energy Document Portal (EDP)

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[Start Over](#) | [Upload Document](#) | [Submit New Claim or Report of Injury](#) | [Check Status](#) | [FAQs](#) | [Logout](#)

Division of Energy Employees Occupational Illness Compensation (DEEOIC)
 Energy Document Portal (EDP)

EDP

Upload Documents to Case

Case ID Number 12345

Employee Last Name Smith
Employee Last 4 SSN 4321

DOCUMENT	CATEGORY	AUTHOR DATE	UPLOAD DATE	RECEIVED DATE	SIZE(KB)	PAGES
<div style="display: flex; justify-content: center; gap: 20px;"> ADD FILE SUBMIT </div>						

Upload Instructions

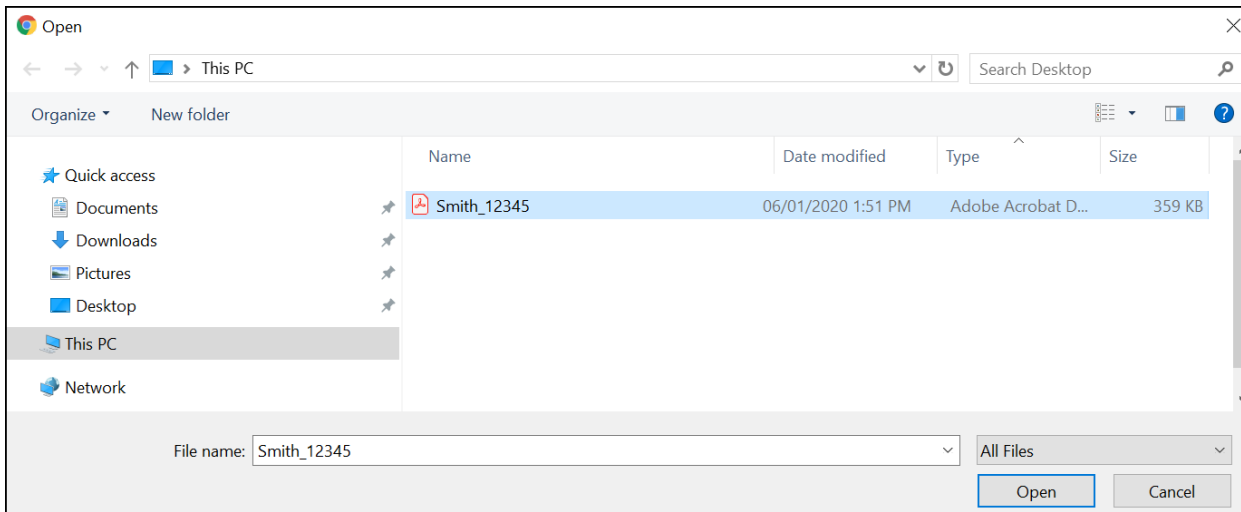
- Do NOT submit EE-1s, EE-2s, or EE-3s. Please send those claim forms to the Resource Center or to the Central Mail Room at:
 U. S. Department of Labor DEEOIC
 Central Mailroom
 P.O. Box 47050
 San Antonio, TX 78265
- Do NOT upload medical bills. Submit those to:
 Energy Employees Occupational Illness Compensation Program
 P.O. Box 34930
 San Antonio, TX 78265
- Do NOT submit EN-20s. EN-20s should be mailed to the jurisdictional District Office
- Do NOT upload more than 50 pages or 5MB as one document
- Do NOT upload any document that is not a TIF or PDF
- Do NOT include any special characters in file name

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Click Add File



Energy Document Portal (EDP)



1. Locate the file on your computer.
2. Select the file
3. Click Open



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Start Over | **Upload Document** | Submit New Claim or Report of Injury | Check Status | FAQs | Logou

Division of Energy Employees Occupational Illness Compensation (DDEOIC)
Energy Document Portal (EDP) EDP

Upload Documents to Case

Case ID Number 12345
Employee Last Name Smith Employee Last 4 SSN 4321

DOCUMENT	CATEGORY	AUTHOR DATE	UPLOAD DATE	RECEIVED DATE	SIZE(KB)	PAGES
Smith_12345.pdf			Upload			Cancel

[ADD FILE](#) [SUBMIT](#)

Upload Instructions

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After the file is added to EDP, select Upload



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Start Over | [Upload Document](#) | Submit New Claim or Report of Injury | Check Status | FAQs | Logou

Division of Energy Employees Occupational Illness Compensation (DEEOIC) EDP
Energy Document Portal (EDP)

Upload Documents to Case

Case ID Number 12345
Employee Last Name Smith Employee Last 4 SSN 4321

DOCUMENT	CATEGORY	AUTHOR DATE	UPLOAD DATE	RECEIVED DATE	SIZE(KB)	PAGES
Smith_12345.pdf	Employment Evidence		06/01/2020	06/01/2020	31	1

Select

- Claims and Forms - All Others
- Death Records
- Employment Evidence
- Fiscal Documents
- Home Health Care Documents
- Identification of Authorized Representative
- Medical Records
- Objections to Recommended Decision Including Hearing Documents
- Occupational History Interview
- Other Documents
- Phone or Address Change
- Reconsideration Request
- Reopening Request
- Request of Copy of Case File
- Survivorship Evidence
- Telephone Records
- Waivers or Partial Waivers to Recommended Decision

Upload Instructions

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- Using the drop-down box under Category, select the type of document you are adding.
- Enter an Author Date



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Start Over | [Upload Document](#) | Submit New Claim or Report of Injury | Check Status | FAQs | Logou

Division of Energy Employees Occupational Illness Compensation (DEEOIC) EDP
Energy Document Portal (EDP)

Upload Documents to Case

Case ID Number 12345
Employee Last Name Smith Employee Last 4 SSN 4321

DOCUMENT	CATEGORY	AUTHOR DATE	UPLOAD DATE	RECEIVED DATE	SIZE(KB)	PAGES	
Smith_12345.pdf	Employment Evidence	06/01/2020	06/01/2020	06/01/2020	31	1	

[ADD FILE](#) [SUBMIT](#)

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Select 'Submit' to have the document added to your case file



Plans for the Future

- Direct Access to Claims Files
 - In 2021, DEEOIC is working to provide claimants and authorized representatives access to their case files online (available 24/7/365)
- Updated Occupational History Questionnaire (OHQs)
 - DEEOIC is piloting new OHQs that we have been developing in concert with the Advisory Board.
- Authorized Representative Workshops
- In-Person Outreach Events
- More Web Outreach Events





Questions



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

Thank you very much for attending the DEEOIC Webinar