

THE OFFICE OF THE OMBUDSMAN FOR THE EEOICPA



Joint Outreach Task Group

ARVADA, CO – SEPTEMBER 12, 2023

EEOICPA and
THE OFFICE OF
THE
OMBUDSMAN

History:

October 2000 – Congress enacted the EEOICPA.

October 2004 - Congress passed legislation creating the Office of the Ombudsman for the EEOICPA.

OFFICE OF THE
OMBUDSMAN

Amanda M. Fallon –
Ombudsman

Kim Holt – Policy Analyst

Steve Levin – Policy Analyst

Tonya Taylor – Policy Analyst

Curtis Johnson – Policy Analyst

OFFICE OF THE OMBUDSMAN

The Office of the Ombudsman is an independent office within the U.S. Department of Labor (DOL).

That means the Office of the Ombudsman is separate from the DOL Energy Program that makes decisions on your EEOICPA claims.

All communication with the Office of the Ombudsman is **CONFIDENTIAL**.

Duties:

- Provide information on the benefits available under the EEOICPA.
- Provide guidance and assistance to claimants.

Submit an annual report to Congress detailing:

- a) The number and types of complaints, grievances and requests for assistance received during the year and;
- b) An assessment of the most common difficulties encountered by claimants during the year.

OFFICE OF THE OMBUDSMAN

- **Limitations – the Office cannot:**
 1. Rule or make decisions on claims.
 2. Make DEEOIC reverse or change a decision.
 3. Make Congress revise the EEOICPA.
 4. Take DEEOIC to court.
 5. Lobby Congress.
 6. Act as an advocate.

OMBUDSMAN ASSISTANCE

- **When the Office receives a complaint and/or request for assistance:**
 1. We work with claimants, attorneys, lay representatives, congressional staff and others.
 2. We explain, review and discuss the EEOICPA claim development and benefits processes.
 3. We answer questions and provide assistance to individuals encountering difficulties with their claims.
 4. We discuss your concerns in our annual report to Congress.

OMBUDSMAN ASSISTANCE

Outreach efforts and initiatives include:

1. Sponsoring town hall meetings.
2. Participating in Energy Program sponsored town hall meetings and events.
3. Offering opportunities for individuals to speak one-on-one with Ombudsman staff.
4. Coordinating efforts with the Joint Outreach Task Group (JOTG).

PRACTICAL INFORMATION:

Current and former DOE employees may file claims (**Form EE-1**) for new illnesses as they are diagnosed (i.e., consequential conditions, additional skin cancers, new respiratory conditions, etc.).

Survivors may file claims (**Form EE-2**) for illnesses not previously filed for under the EEOICPA by the employee.

PRACTICAL INFORMATION:

It is helpful to have the following documentation when filing your claim: medical diagnosis, employment information, survivorship information (death, birth or marriage certificates - if applicable).

Make sure you have reported any/all potentially covered employment to the Energy Program. Review your Occupational History Interview for completeness and accuracy. If you remember additional information, send it in writing to your claims examiner.

PRACTICAL INFORMATION:

The Energy Program may have your claim reviewed by a specialist (CMC, IH, Toxicologist) and you should be provided a copy of the expert's report with your Recommended Decision.

You can request a copy of any specialist report from your claims examiner at any time, even before your Recommended Decision has been sent to you. Your request must be in writing.

PRACTICAL INFORMATION:

You can also request a copy of your claim file or any documents from your case file at any time. You must send a written request to the Energy Program.

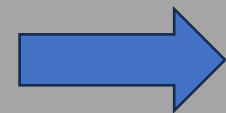
If your doctor will not accept the medical benefits card (White Card), you can submit a claim for reimbursement of your co-pay expenses. Use Form 915, which can be found on the DEEOIC website. The RC can assist you with filling out the Form 915.

PRACTICAL INFORMATION: ABTSWH-WHAT IS IT??

The Advisory Board on Toxic Substances and Worker Health for the EEOICPA was established by Congress in 2015

The ABTSWH advises the Secretary of Labor with respect to:

- Site Exposure Matrices
- Medical guidance for claims examiners
- Evidentiary requirements for EEOICPA claims



PRACTICAL INFORMATION: ABTSWH-WHAT IS IT??

- The work of industrial hygienists, staff physicians, and contract medical consultants (CMC)
- The reports of the hygienists and physicians to ensure quality, objectivity, and consistency
- The claims adjudication process, including review of proposed procedure manual changes

PRACTICAL INFORMATION: ABTSWH-WHAT IS IT??

The Board is comprised of scientists, physicians, and nuclear facility experts. The Board makes recommendations to the Secretary of Labor, followed by a response by the Secretary as to whether they accept or reject the Board's recommendations, and if rejected, why. The Board meets at least twice a year, either in-person or by teleconference. The Public can attend in-person, online, or by phone.

PRACTICAL INFORMATION: ABTSWH-WHAT IS IT??

Meeting information, including how you can attend, can be found on the DEEOIC Website-
<https://www.dol.gov/agencies/owcp/energy>.

Click on “About Energy Program” from main page, then the link for the Advisory Board. Scroll down to the information about meetings. There are public comment periods for each meeting. Information is available for each meeting on when the comment period is, and how to provide your comments.

PRACTICAL INFORMATION: DEEOIC ONLINE PORTALS

There are 4 online portals or websites that provide assistance in navigating the EEOICPA claim processes:

Employees' Compensation Operations & Management Portal (ECOMP)
<https://www.dol.gov/agencies/owcp/energy/regs/compliance/ecom>

ECOMP is a secure online website that provides EEOICPA claimants and authorized representatives access to view certain case information, such as recent actions and compensation information. It also allows for the download of certain case file documents.

PRACTICAL INFORMATION: DEEOIC ONLINE PORTALS

ENERGY DOCUMENT PORTAL (EDP)-

https://www.dol.gov/agencies/owcp/energy/regs/compliance/deeoic_edp

This portal is an electronic document submission system that allows EEOICPA claimants to file a new claim or upload documents to an existing case file. These include OWCP-915(Claim for Medical Reimbursement), OWCP-957(Medical Travel Refund Request), and Form EN-20(Acceptance of Payment) issued in a Final Decision.

PRACTICAL INFORMATION: DEEOIC ONLINE PORTALS

Workers' Compensation Medical Bill Processing Portal(WCMBP)-

<https://owcpmed.dol.gov/portal/Claimant%20Corner->

After accessing the claimant portal, you will be able to:

Confirm eligibility, view authorization requests, view bills submitted by providers, and view correspondence.

PRACTICAL INFORMATION: DEEOIC ONLINE PORTALS

DOL OWCP PHARMACY BILL PROCESSING PORTAL-<https://owcprx.dol.gov/portal/main.do>

This portal/site provides bill processing functions for the DEEOIC. Upon entering the site, you may check a pharmacy bill status, inquire about eligibility, and the site allows for a pharmacy provider to inquire about a payment status.

PRACTICAL INFORMATION: ONLINE PORTALS

- If you upload documents to the claim file using EDP, you can look online in ECOMP to confirm that they are part of the claim file.
- We can assist people with finding the online portals but cannot assist with the navigation inside the portals.
- We can also assist people with navigation of the DEEOIC website and some of the online tools, such as the Site Exposure Matrices (SEM).

PRACTICAL
INFORMATION:

If your claim is accepted for medical benefits, you can:

- File a claim for a **consequential illness/injury** if your accepted covered illness or treatment for your accepted covered illness causes a new illness or injury. Must write “**consequential condition**” next to the name of the consequential illness/injury on Form EE-1.
- File a claim for impairment compensation every two (2) years and sometimes sooner if you have a new illness, including a consequential illness, accepted during the two-year period.

YOUR OPINION AND FEEDBACK MATTERS:

The Department of Labor and Congress are interested in what you have to say.

The Energy program is constantly making program changes and updates. You can ask us questions or seek information from our office.

If you have complaints, grievances, or requests for assistance, as well as good things to say, we want to hear from you.

OMBUDSMAN
CONTACT
INFORMATION

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