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Workers' Compensation – Employee Compensation Operations and Management Portal (ECOMP)

/s/
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1. **PURPOSE AND SCOPE**

To provide general guidance for submitting workers' compensation claims through the Employee Compensation Operations and Management Portal (ECOMP).

The Bureau of Prisons currently uses the Veterans Administration's (VA) Workers' Compensation Management Information System (WCMIS) to input workers' compensation claims.   Effective October 1, 2012, the WCMIS will be replaced by the ECOMP system. ECOMP is the newest on-line tool created by the U.S. Department of Labor (DOL), Office of Worker's Compensation Programs (OWCP), to assist injured workers with claims processing and tracking. It provides employees and the agency with easy access to review claims at all stages of the process. The new system provides a shortened wait time between employee submission of documents and review by DOL Claims Examiners.

Where access to ECOMP is not available, employees may still file via paper; however, this will result in a longer wait time before a claim number is generated.

The system permits claimants to initiate filing for traumatic injury (CA-1) and Occupational Injury (CA-2), and to report work-related injuries for inclusion in OSHA logs.

Once DOL creates a claim, the system allows claimants, representatives, employing agency staff, and medical providers to upload documents directly into existing OWCP claim files through the Internet in a secure manner.

ECOMP independently reports work-related injuries for inclusion into OSHA logs and allows DOL Claims Examiners (CEs) to view new information within four hours of submission.

Objectives.   The expected results of this Operations Memorandum are:

- The injured worker, his/her supervisor, and other agency staff will be able to access information on how to use ECOMP in filing claims for compensation.
- Wait times from employee submission of documents to review by DOL will be shortened.

2. **PROCEDURES**

This section summarizes ECOMP procedures provided by DOL. Detailed instructions for using ECOMP are available at https://www.ecomp.dol.gov or by contacting the institution Safety Office or the Occupational and Employee Health Branch, Health Services Division, Central Office.

a. **Deciding Which Form to File.** An injured employee must first decide which form to file.

- **OSHA Form 301, Injury and Illness Incident Report.** This form is used to initially report a workplace injury or illness to OSHA. When an employee starts a new form, ECOMP will guide him/her through the process. An OSHA 301 must be completed before a claim for benefits under the Federal Employees' Compensation Act (FECA) may be submitted for an injury or illness.
- **CA-1, Notice of Traumatic Injury.** *After* completing an OSHA 301, Federal employees may also claim benefits under FECA by completing form CA-1, Notice of Traumatic Injury, if the injury is traumatic (a medical condition resulting from an incident or activity occurring during one work shift).
- **CA-2, Notice of Occupational Disease.** If the medical condition results from an incident or activity occurring over *more than* one work shift, an employee submits form CA-2, Notice of Occupational Disease.
- **CA-7, Claim for Compensation.** The CA-7 (Claim for Compensation) form is filed only if a case number has been assigned, and if a claim for wage loss compensation, leave buyback, or a schedule award is being requested.

See the Program Statement **Workers' Compensation Program** for more information about which forms to file.

b. **Use of ECOMP for the Injured Worker.** Once an employee decides which form to file, he/she gathers the following information and follows the steps for creating an account and submitting a form through ECOMP:

- Supervisor's email address.
- For new injury/illness claims, details of the event (place, time, extent of injury, etc.).
- If available, supporting documentation, such as medical reports (have these ready in electronic format).
- If filing a **CA-7**, a case number.

The system can be accessed from the following website: https://www.ecomp.dol.gov. If an employee does not have access to a computer or the website is unavailable, he/she should contact the institution's Safety Office or the DOL's Division of Federal Employees' Compensation (FECA) for the paper claim form.

Before filing a form in ECOMP, the employee must register and create an account. To register, click on the Sign In/.Register button on the ECOMP home page, then clink the link to register for a new account. When all the information has been entered, click "Create My ECOMP Account." Once registered, the employee can initiate a claim form from the Employee Dashboard.

ECOMP prompts the employee for information to complete each form. Once the form is submitted, it will be reviewed by his/her supervisor (the portal asks for his/her email address) and then by a reviewing official within the BOP (institution Safety Office). If complete and accurate, the FECA form is then submitted to OWCP. The employee may use the "Track Status" function to monitor progress of the submission or check the status of the forms from the Employee Dashboard.

When the claim is submitted to OWCP, the employee is assigned a case number and receives an informational letter from OWCP with the number. That letter also provides information on how to view case status, billing updates, coverage limitations, and other information via the Claimant Query System (http://owcp.dol.acs-inc.com).

Once DOL assigns a case number, the employee can submit information pertaining to that case through ECOMP's Document Upload feature, available from the ECOMP home page. To use this feature, the employee needs his/her last name, case number, date of birth, and date of injury. He/she can use this feature for any existing case, not just those initiated through ECOMP. Information submitted should usually be available to OWCP within 4 hours of upload.

An OWCP case number also enables the employee to file a **Form CA-7 (Claim for Compensation)**. A **CA-7** can be filed for any existing claim, not just those initiated through ECOMP, as long as the employee has a case number and other identifying information. The employee may also need to file a form **CA-7a (Time Analysis Form)** for intermittent periods of wage loss, or a form **CA-7b (Leave Buy Back Worksheet Certification)**.

c. **Use of ECOMP for the Reviewing Supervisor.** When an employee files a form via ECOMP, his/her supervisor receives an email message that the claim requires review. The message will contain a link to access the employee's form. The system prompts the supervisor for information.

After the supervisor has reviewed the form and completed his/her portion, it is routed to the designated ECOMP Agency Reviewer (AR) (Institution's Safety Office), or to the OSHA Record Keeper (ORK). The AR or ORK performs a final review and files or forwards it as needed.   Supervisory review is required for an OSHA 301, a CA-1, a CA-2, and a CA-7. Detailed instructions for review of forms are available at https://www.ecomp.dol.gov.

Please note that you do not need to create an ECOMP account to complete supervisor review of a form. Supervisors should have the following information available to ease review of any ECOMP forms:

■ Employee's retirement coverage.
■ Regular work schedule and hours.
■ Pay rate.
■ The following dates:

  ➢ Date of injury.
  ➢ Date notice was given.
  ➢ Date work stopped.

d. **Use of the ECOMP System for the Institution Safety Office.** The Safety Office reviews claims prior to submission to OWCP under the designation of Agency Reviewer (AR).

When an AR logs into ECOMP, his/her AR Dashboard is displayed. This interface displays pending and completed claim forms for the organization to which the AR is assigned. The AR Dashboard allows the AR to track and manage claims for timely processing and submission to OWCP. It also allows the AR to initiate a claim or OSHA 301 Form in ECOMP on behalf of an employee who is incapacitated or otherwise unable to initiate the claim or report. The AR Dashboard also allows the AR to track timeliness of review by the supervisor, and generate email reminders to the supervisor if necessary.

The summary box at the top of the Dashboard shows the number of CA-1, CA-2, and CA-7 forms in each status for that institution's AR. The dashboard and summary box also shows OSHA-301 forms that have been filed by the AR on behalf of the claimant. Note, however, that not all OSHA-301 forms are displayed – only those filed by that particular AR.

3. **TRAINING**

Training modules for the employee, supervisor, and Agency Reviewer/Safety are available at https://www.ecomp.dol.gov/ . Guidance is also available from the local Safety Office or the Occupational and Employee Health Branch, Health Services Division.

REFERENCES

■ Program Statement 1601.04, **Workers' Compensation Program** (9/11/2002).
■ 20 CFR Part 10 – Claims for Compensation Under the Federal Employees' Compensation Act, As Amended, Subpart A-F.
■ MOU with Department of Labor for the use of the Employee Compensation Operations and Management Portal (ECOMP).