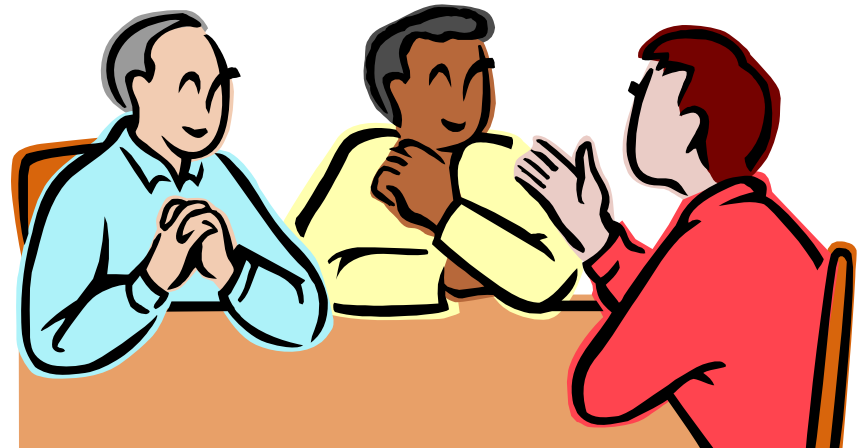




I hate to say it,  
but I told you  
Mr. IG...



# FECA Claims Process at Commerce

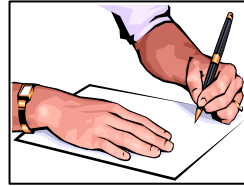
*For Official Use Only*



Employee asks the supervisor for CA-1 or CA-2 claim form.

CA-1: Traumatic Injury  
or  
CA-2: Occupational Disease  
Claim

Employee submits claim form within 30 days from date of inquiry. Employee must establish that the illness or accident occurred, resulted in personal injury, and was work-related.



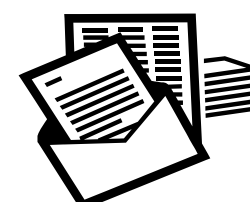
Supervisor reviews form, corrects deficiencies, and—if in disagreement that the injury is work-related—notes this on the form. Supervisor must also submit supporting documentation if the employee incurs medical expenses or loses time from work.



Supervisor signs form and submits to the FECA contractor.



Contractor reviews form and sends it to Labor within 10 days after receiving it.



Contractor contacts employees with any pertinent information regarding their claims. The contractor also calls supervisors and mails letters regarding claim to the claimant and/or Labor.



Contractor closes cases when employees return to work or cases become long-term (after ~ 90 days).



The contractor returns long-term cases to Commerce. Commerce becomes fully responsible for the management of these cases.

**Future Cases**  
**350 To Date**

If Commerce fails to close long-term cases, they continue remain active.

# Lessons Learned



**Best Practices  
Are for Sharing**

**OIGs: Look at  
Your Own  
Shops First!**

**Training  
Opportunities  
Should be Pursued**

**Encourage  
Innovative Solutions  
to Address Your Agencies'  
Unique Issues**

**Automated Systems to  
Track and  
Monitor Cases  
Are Crucial**

**Return-to-Work  
Programs  
Are Like Money  
in the Bank**

**Outreach and  
Awareness Efforts  
Pay Big Dividends**

**“Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.”**

***~ Margaret Mead***



# Thank You

- Gordon Heddell
- Labor OIG
- Office of Workers' Compensation Programs
- U.S. Department of Labor
- IG Community
- Symposium Attendees