

National Aeronautics and
Space Administration
NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3800-0003 Revision 4.0

Effective Date: April 14, 2022

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Federal Workers' Compensation

Responsible Office: Human Resources Services Division

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	September 16, 2014	Basic release
Revision	2.0	June 1, 2015	Chargeback Quarterly Review and Chargeback Billing Processes Incorporated into Version 2. Updated Acronym List
Revision	3.0	July 28, 2018	<ul style="list-style-type: none"> Updated verbiage throughout document to reflect current processes. Added a new step to the end of process 1, 2, and 3 to show case management that was being performed. Updated flowcharts to match content of the "Step, Roles and Responsibilities" Added Work Process Flow Diagrams to Appendix B Moved Forms from Appendix B to Appendix C Added Swim Lanes
Revision	4.0	April 14, 2022	<ul style="list-style-type: none"> Added process steps and flowcharts for Process 4 – Leave Buy Back Process. Renumbered remaining processes. Updated verbiage and process flowcharts throughout document to reflect current processes. Added two new steps to processes 1 and 2 to clarify process flow. Added Alt Text to all tables and flowcharts.

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Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing case management for civil service and Nonappropriated Fund (NAF) employees who file Federal Workers' Compensation claims with the Department of Labor (DOL). Case management may comprise general administrative and advisory support to claimants and other NASA stakeholders in this regard. Case management conducted by the NSSC will be in accordance with all applicable Federal regulations and NASA policies to provide timely, accurate and comprehensive counseling, and processing of claims.

The NASA Office of the Chief Health and Medical Officer (OCHMO) is the Agency Federal Workers' Compensation program office and serves as the primary Point of Contact (POC) for the DOL Office of Workers' Compensation Program (OWCP). The OCHMO also conducts periodic reviews of the NSSC and provides support to ensure that case management activities coincide with Agency policies and DOL regulations.

2.0 Purpose

The services described in this guide are performed by Civil Servant (CS) and Service Provider (SP) personnel. This guide covers those that are more common and provides a basic description of our administrative approach to support Workers' Compensation tasks. The guide does not cover every step in the process and is intended to provide only an overview of the main steps.

3.0 Applicability/Scope

This guide outlines the following five separate processes:

1. Traumatic Injury Claim
2. Occupational Illness/Injury Claim
3. Recurrence of Illness/Injury Claim
4. Leave Buy Back
5. Chargeback: Quarterly Review
6. Chargeback: Billing

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4.0 Privacy Information

All participants involved must ensure protection of all data as covered by the Privacy Act, and other applicable Federal Regulations and NASA policies.

5.0 Records

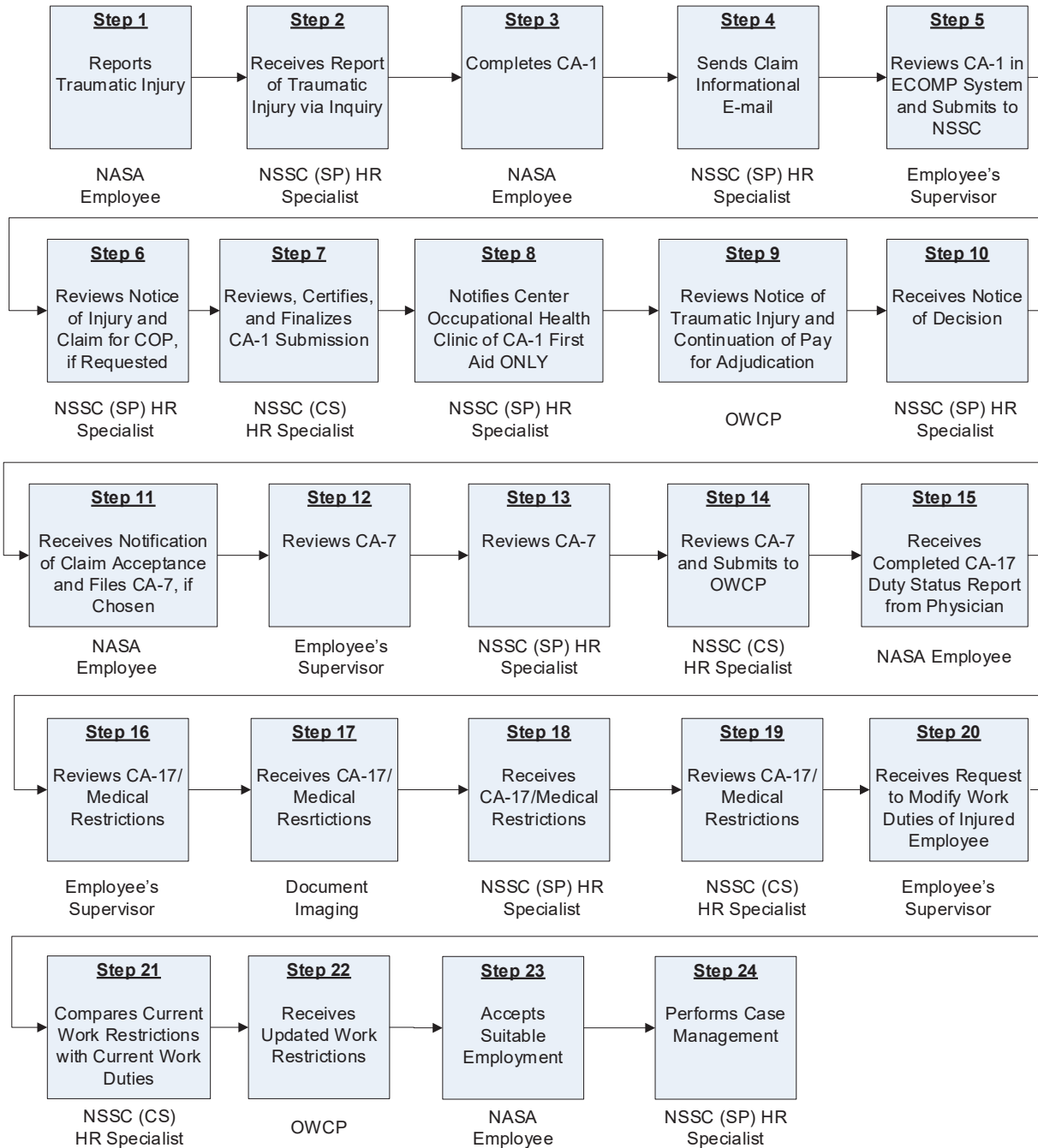
All records relating to claims for benefits filed under the Federal Employees Compensation Act (FECA), including any copies of such records maintained by NASA, are covered by Government-wide Privacy Act system of records entitled DOL/GOVT-1.

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3800-0003, NSSC Federal Workers' Compensation Service Delivery Guide, Revision 3.0.

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Process 1 – Traumatic Injury Claim



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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 1</u> NASA Employee Reports Traumatic Injury	<p>The employee or someone acting on the employee's behalf reports injury to the supervisor using Occupational Safety and Health Administration (OSHA) Form 301 (Injury and Illness Incident Report) as per Center Safety policy/procedures.</p> <p>Employee/supervisor may also report injury via inquiry to the NSSC.</p> <p>Output: The employee seeks medical care if needed; incident reported by employee or supervisor per NASA policy in the NASA Mishap Information System (NMIS); Center Occupational Health Clinic provides initial Workers' Compensation claim information and NSSC contact information for assistance if the employee chooses to file a claim</p>	<p>If the injury requires an emergency treatment, the employee should seek medical care immediately.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 2</u> NSSC (SP) HR Specialist Receives Report of Traumatic Injury via Inquiry	<p>NSSC (SP) Human Resources (HR) Specialist receives notice of injury via inquiry. Inquiry may be received through the NSSC Customer Contact Center or direct contact from the employee, supervisor, or other NASA Center POC.</p> <p>Responds with NSSC initial incident e-mail, counseling via e-mail or phone, and instructions on filing a claim for traumatic injury.</p> <p>Output: Counseling and filing instructions for work-related injury provided to employee</p>	
<u>Step 3</u> NASA Employee Completes CA-1	<p>If the employee decides to file a claim, the employee completes the electronic claim Form CA-1 (Federal Employees' Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation) in the Employees' Compensation Operations and Management Portal (ECOMP). The claim will be reviewed by the supervisor and reviewing officials at the NSSC.</p> <p>If the employee is incapacitated or unable to complete the form in ECOMP, then the supervisor or someone acting on behalf of the employee may submit the Form CA-1, Federal Notice of Traumatic</p>	<p>If eligible and requested, the employee may be entitled to receive Continuation of Pay (COP) for up to 45 calendar days from the date of injury.</p> <p>In rare circumstances, where an employee does not have access to a computer or cannot access ECOMP, a hard copy Form CA-1 can be completed and submitted to the NSSC with any supporting documentation.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
	<p>Injury and Claim for Continuation of Pay/Compensation.</p> <p>Output: CA-1 submitted to supervisor for review</p>	
<p><u>Step 4</u></p> <p>NSSC (SP) HR Specialist</p> <p>Sends Claim Informational E-mail</p>	<p>The NSSC (SP) HR Specialist receives notification from OWCP ECOMP system that a claim has been filed for a work-related injury.</p> <p>In rare circumstances, an employee may submit a hard copy CA-1. NSSC (SP) HR Specialist will work with employee to establish the supervisory routing, obtain any additional information or documentation needed, then enter the employee information into ECOMP on employee's behalf, and submit request to supervisor.</p> <p>Sends initial incident e-mail to the employee, supervisor, and a courtesy copy to the Safety contact. A copy is placed in the NSSC Service Request (NSR) and ECOMP.</p> <p>Output: Initial incident e-mail sent from the NSSC to employee, supervisor, and Safety contact; a copy of all correspondence is placed in NSR and ECOMP</p>	<p>The NSSC initial incident e-mail does not need to be sent a second time if notification was received via inquiry and all parties have already received the information when the claim is filed.</p> <p>After claim submission, the NSSC (SP) HR Specialist makes 3 attempts to the employee and supervisor to receive the original signed CA-1 within 30 days. If the CA-1 is not returned within 30 days, a task is elevated to NSSC (CS) HR Specialist for followup.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<p><u>Step 5</u></p> <p>Employee's Supervisor</p> <p>Reviews CA-1 in ECOMP System and Submits to NSSC</p>	<p>The supervisor receives an e-mail message advising an employee has filed a claim in ECOMP which requires review.</p> <p>Reviews information provided by employee in ECOMP for completeness and accuracy. Supporting documentation may be uploaded in ECOMP prior to submission of the claim. Documents may include position descriptions, safety investigation reports, photos, witness statements, or other pertinent information. Once the claim is complete, electronically signs in ECOMP, prints a copy, includes handwritten signature in supervisor section, obtains employee's handwritten signature, and forwards original to NSSC.</p> <p>The supervisor will review and submit paper copy CA-1 to the NSSC (SP) HR Specialist for review and input into ECOMP.</p> <p>Output: CA-1 and supporting documents forwarded to NSSC (SP) (HR) Specialist</p>	<p>The supervisor records time lost on the date of injury as Administrative Leave (XLV), unless the injury occurs before the beginning of the workday.</p> <p>If the injured employee requires immediate medical treatment for the injury, may issue Form CA-16, Authorization for Examination and/or Treatment. A copy of Form CA-16 should be sent to the NSSC.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<p><u>Step 6</u></p> <p>NSSC (SP) HR Specialist</p> <p>Reviews Notice of Injury and Claim for COP, if Requested</p>	<p>The NSSC (SP) HR Specialist receives an e-mail from ECOMP advising a claim is pending ECOMP Agency Reviewer review. The NSSC (SP) HR Specialist creates NSR.</p> <p>Reviews claim information provided in ECOMP, uploads any additional supporting documentation, and makes any necessary corrections or changes.</p> <p>Reviews any medical documentation to determine if COP is requested and medically supported. Notifies NSSC (CS) HR Specialist of COP days and hours claimed and medically supported.</p> <p>Requests concurrence from NSSC (CS) HR Specialist for COP authorization and assigns a Task to the NSSC (CS) HR Specialist.</p> <p>Output: Claim reviewed by (SP) HR Specialist in ECOMP; e-mail COP authorization or draft controversion letter, if applicable</p> <p>Notification sent to NSSC (CS) HR Specialist via Task for claim review and submission to DOL OWCP</p>	

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 7</u> NSSC (CS) HR Specialist Reviews, Certifies, and Finalizes CA-1 Submission	The NSSC (CS) HR Specialist receives assigned Task. Reviews, validates, makes any necessary changes, certifies the CA-1, and notifies OWCP and the employee of COP controversion or claim challenge. Updates and resolves Task. Output: CA-1 submitted to the OWCP through ECOMP for claim adjudication	
<u>Step 8</u> NSSC (SP) HR Specialist Notifies Center Occupational Health Clinic of CA-1 First Aid ONLY	The NSSC (SP) HR Specialist sends notification and copy of CA-1 claim form to the NASA Center Occupational Health Clinic for retention in the Employee's Medical Folder (EMF) for a notice of injury not filed with OWCP (e.g., first aid) and updates claim status in NSR. Output: NSR updated with Claim status; copy of all correspondence placed in NSR and ECOMP	

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 9</u> OWCP Reviews Notice of Traumatic Injury and Continuation of Pay for Adjudication	<p>The OWCP reviews the claim, medical and/or factual evidence.</p> <p>OWCP will send a formal decision or development letter to the employee and a copy to the NSSC via CE-LinQ and/or paper copy via United States (U.S.) Mail.</p> <p>Output: Formal decision or development letter sent to employee and NSSC</p>	<p>Documents from OWCP will be sent to Agency via U.S. mail or CE-LinQ in ECOMP system.</p>
<u>Step 10</u> NSSC (SP) HR Specialist Receives Notice of Decision	<p>The NSSC (SP) HR Specialist receives notification from OWCP that claim has been formally accepted/denied or requires further development.</p> <p>If further claim development is required, NSSC (SP) HR Specialist will request supervisory response and additional documentation for any OWCP Agency development letter requests.</p> <p>If the claim is accepted, NSSC (SP) HR Specialist sends notification of acceptance with accepted conditions and ICD-10 codes to employee and supervisor.</p> <p>If claim is denied, NSSC (SP) HR Specialist will close the NSR. If the claim is denied and COP was paid, NSSC (SP) HR Specialist will notify the employee and supervisor to</p>	<p>Decision letter from OWCP to claimant will include instructions for accepted claim or instructions for an appeal in the case of a denial.</p> <p>If wage loss is expected after expiration of 45 calendar days of COP, NSSC (SP) HR Specialist sends written notification of employee's responsibility to file Form CA-7, Claim for Compensation, in ECOMP no later than 10 calendar days prior to end of COP entitlement period.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
	<p>make timecard corrections to use another type of leave to cover the previously paid hours or Leave Without Pay (LWOP) will be used and a bill issued for the overpayment. The employee has up to 1 year to file an appeal with OWCP.</p> <p>If claim is originally denied, then approved after an appeal, proceed to Step 11.</p> <p>Output: Acceptance/decision notification sent</p>	
<p><u>Step 11</u></p> <p>NASA Employee</p> <p>Receives Notification of Claim Acceptance and Files CA-7, if Chosen</p>	<p>The employee receives a Notice of Decision from OWCP that the claim has been formally accepted.</p> <p>If wage loss is expected after expiration of 45 calendar days of COP, employee will receive written notification from NSSC (SP) HR Specialist of employee's responsibility to file Form CA-7, Claim for Compensation, in ECOMP no later than 10 calendar days prior to end of COP entitlement period.</p> <p>In rare circumstances where a hard copy Form CA-7 is received, NSSC (SP) HR Specialist works with employee to establish supervisory routing, obtains any additional information or documentation needed, then enters the employee</p>	<p>For accepted Workers' Compensation periods that exceed 80 or more consecutive hours of LWOP supported by medical documentation, the NSSC (SP) HR Specialist sends e-mail to supervisor to have a Personnel Action Request initiated through the Human Resources Business Partner (HRBP) at the Center.</p> <p>If the employee incurs any medical or travel expenses, employee may submit Form OWCP-915, Claim for Medical Reimbursement, and/or</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
	<p>information into ECOMP on employee's behalf, and submits request to supervisor indicated.</p> <p>Employee will provide updated work restrictions from attending physician supporting all CA-7 dates claimed.</p> <p>The employee may also need to file a CA-7a for intermittent periods of wage loss, including the medical documentation to support this request and/or CA-7b Leave Buy Back Worksheet/Certification and Election. Proceed to Step 12.</p> <p>Output: Notification received to file CA-7 Claim for Compensation if wage loss is expected beyond COP entitlement period</p>	<p>Form OWCP-957, Medical Travel Refund Request.</p> <p>A Standard Form (SF) 1199A, Direct Deposit Sign-up Form, is required for OWCP to pay the claimant directly for any reimbursable expenses or wage compensation.</p> <p>In rare circumstances, where an employee does not have access to a computer or cannot access ECOMP, a hard copy Form CA-7 can be completed and submitted to the NSSC with any supporting documentation.</p> <p>If there is no wage lose after 45 days, claim will remain open for medical benefits and possible schedule award.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 12</u> Employee's Supervisor Reviews CA-7	<p>If an employee files a CA-7, the supervisor receives an e-mail message from ECOMP advising employee has filed a CA-7 (Claim for Compensation) in ECOMP and requires review.</p> <p>The supervisor reviews claim in ECOMP, certifies dates claimed, then elevates claim to the NSSC (SP) HR Specialist.</p> <p>Output: CA-7 completed and forwarded to the NSSC (SP) HR Specialist</p>	Reassign to L3, NSSC (CS) HR Specialist for completion of Supervisor section if not completed within 3 days of filing.

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 13</u> NSSC (SP) HR Specialist Reviews CA-7	<p>The NSSC (SP) HR Specialist receives an e-mail from ECOMP advising that a claim is pending ECOMP review.</p> <p>If claimant submits paper copy CA-7, NSSC (SP) HR Specialist enters the claim into ECOMP and attaches scanned copy to the claim.</p> <p>Reviews the claim information for completeness and accuracy and makes any necessary changes. Confirms requested dates and hours match time and attendance records and are medically supported and will coordinate corrections with employee if inaccuracies are found.</p> <p>Assigns a Task to the NSSC (CS) HR Specialist and places copy of CA-7 claim in NSR after elevated to OWCP.</p> <p>Output: CA-7 reviewed by the NSSC (SP) HR Specialist in ECOMP</p> <p>Notification sent to NSSC (CS) HR Specialist via Task for CA-7 review and required claim submission to OWCP; copy of CA-7 claim placed in NSR</p>	<p>Note: After claim submission, the NSSC (SP) HR Specialist makes 3 attempts to contact the employee and supervisor via work or personal e-mail to receive the original signed CA-7 within 30 days. If the CA-7 is not returned within 30 days, a task is elevated to the NSSC (CS) HR Specialist for followup.</p> <p>A Form CA-7a may also be necessary for intermittent absences or in addition to a Form CA-7b in cases of a CA-7 filed for Leave Buy Back.</p>

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 14</u> NSSC (CS) HR Specialist Reviews CA-7 and Submits to OWCP	The NSSC (CS) HR Specialist receives Task. The NSSC (CS) HR Specialist reviews the CA-7 claim information, makes any necessary changes, certifies form, and submits to OWCP for processing. Output: CA-7 submitted to the OWCP through ECOMP for review and claim adjudication; Task resolved	
<u>Step 15</u> NASA Employee Receives Completed CA-17 Duty Status Report from Physician	The employee receives completed CA-17 or medical restrictions from attending physician. The employee submits completed CA-17 or documentation with medical restrictions to supervisor. Output: Completed CA-17 or documentation with medical restrictions submitted to supervisor	

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 16</u> Employee's Supervisor Reviews CA-17/Medical Restrictions	The supervisor receives CA-17 or medical restrictions from employee. The supervisor reviews CA-17 and discusses the modifications of current work duties with the Servicing HR Office and sends the CA-17 to the NSSC. Output: Modified job offer given to employee; work duties modified and CA-17 and copy of modified job offer sent to NSSC	
<u>Step 17</u> Document Imaging Receives CA-17/Medical Restrictions	The NSSC Document Imaging receives CA-17 or medical restrictions fax, creates NSR for the NSSC (SP) HR Specialist. Output: CA-17 or medical restrictions submitted to NSSC (SP) HR Specialist	

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 18</u> NSSC (SP) HR Specialist Receives CA-17/Medical Restrictions	<p>The NSSC (SP) HR Specialist receives CA-17 or other medical documentation. Reviews medical documentation and confirms with employee and/or supervisor that the employees' job duties are within any medical limitations.</p> <p>Completes CA-3 for reduced or increased work schedule after reduction or return to work after absence, if needed.</p> <p>Copies of CA-17 or other medical documentation are uploaded in NSR and ECOMP.</p> <p>The NSSC (SP) HR Specialist updates NSR and creates a Task for NSSC (CS) HR Specialist.</p> <p>Output: CA-17 reviewed, NSR updated, and a Task submitted to NSSC (CS) HR Specialist for review</p>	<p>A form CA-3 will need to be completed in ECOMP, if the employee's CA-17 or other medical documentation states the employee needs a reduced work schedule, is placed off work, has increase in hours after reduction, or returns to work after an absence.</p>
<u>Step 19</u> NSSC (CS) HR Specialist Reviews CA-17/Medical Restrictions	<p>The NSSC (CS) HR Specialist receives Task and reviews completed CA-17 or other medical documentation. Coordinates with employees' supervisor or Center HR for modification of duties or limited duty job offer.</p> <p>Output: Any medical changes noted in NSR; validated if job duties were modified within medical capabilities</p>	

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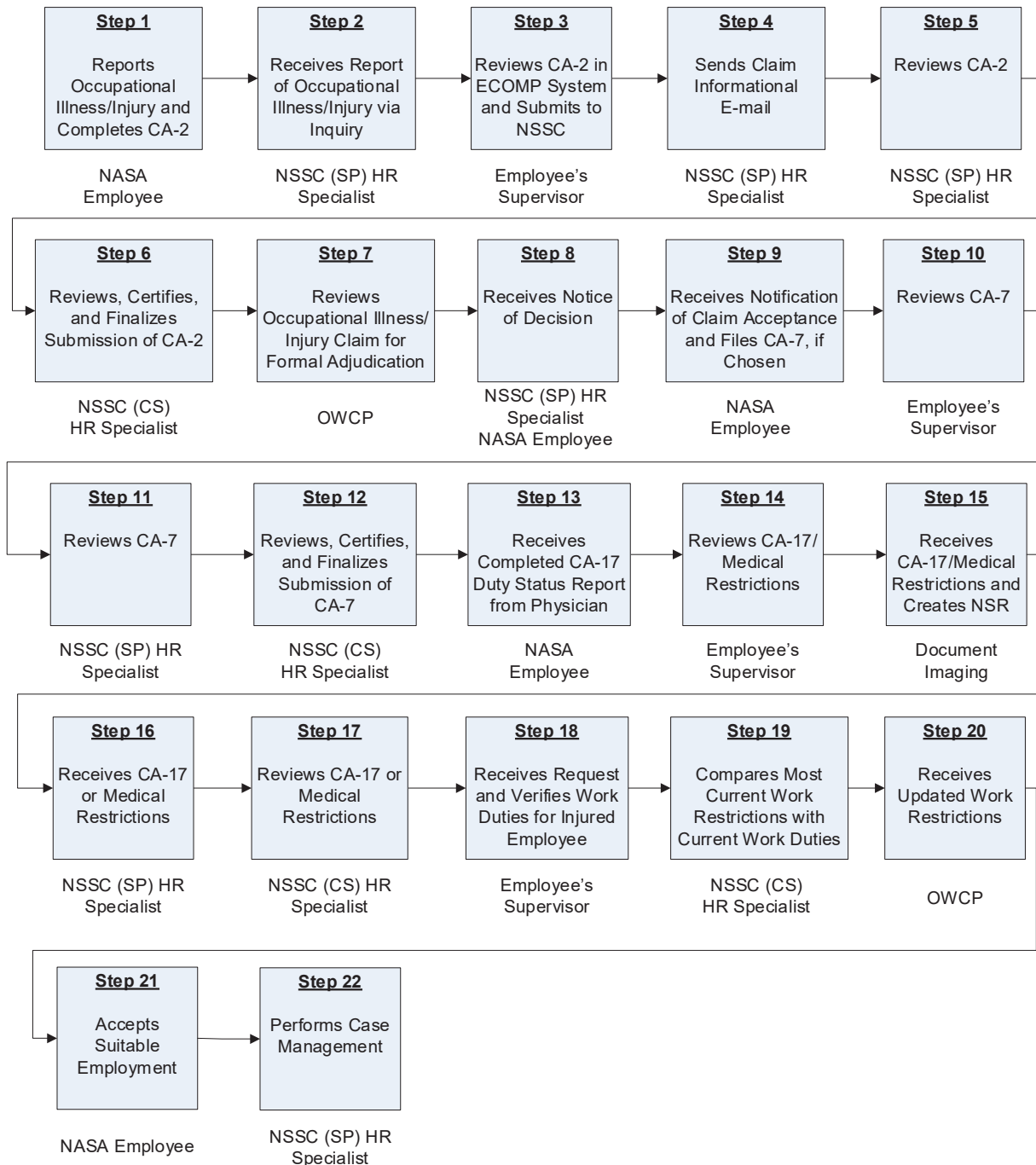
Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 20</u> Employee's Supervisor Receives Request to Modify Work Duties of Injured Employee	The employee's supervisor receives request from NSSC (CS) HR Specialist to modify duties for injured employee. Limited duty job offered to employees when necessary. Employee will be provided a modified job offer to reflect any work restrictions/capabilities. Output: Modified work duties offered for injured workers and NSSC (CS) HR Specialist notified	
<u>Step 21</u> NSSC (CS) HR Specialist Compares Current Work Restrictions with Current Work Duties	The NSSC (CS) HR Specialist receives verification that current work duties accommodate current work restrictions/capabilities. If modified duties or limited duty job offer was coordinated with supervisor, copy of modification of duties or limited duty job offer is forwarded to OWCP. Output: Updated work restrictions and/or modified job offer forwarded to OWCP; current work status updated	

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Step Roles and Responsibilities	Traumatic Injury Claim Action	Tips/Notes
<u>Step 22</u> OWCP Receives Updated Work Restrictions	The OWCP receives the updated work restrictions, modification of duties or limited job offer, and the current work status. Output: Received updated work restrictions; modified job offer, if needed; and current work status	
<u>Step 23</u> NASA Employee Accepts Suitable Employment	The employee receives notification to return to date-of-injury job or light-duty employment, based on current medical capabilities. Output: Returned to duty	If the employee refuses suitable job offer, then the NSSC (CS) HR Specialist will notify the OWCP and request a job suitability decision.
<u>Step 24</u> NSSC (SP) HR Specialist Performs Case Management	NSSC (SP) HR Specialist performs periodic case reviews, monitors claim activity, and updates case until closure by OWCP for case management. Follows up with OWCP on any tasks that are generated from requests for information regarding case. Output: Case is maintained/managed until closure by OWCP	Followup may be needed if requests for information are received via CE-LinQ or mailed letter from OWCP. OWCP usually assigns a timeframe for responses. All followup should be responded to within the allowed timeframe from OWCP. Case management is performed for all claims for the lifecycle of the claim, until claim resolved or the claimant passes away.

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Process 2 – Occupational Illness/Injury Claim



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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<p><u>Step 1</u></p> <p>NASA Employee</p> <p>Reports Occupational Illness/Injury and Completes CA-2</p>	<p>The employee, or someone acting on the employee's behalf, reports the Occupational injury or illness to supervisor using Occupational (OSHA Form) Form 301, Injury and Illness Incident Report, as per Center Safety policy/procedures.</p> <p>Employee/supervisor may also report injury via inquiry to the NSSC.</p> <p>If the employee decides to file a claim, the employee completes CA-2, Notice of Occupational Disease and Claim for Compensation, via ECOMP. If the employee is incapacitated or unable to complete the form in ECOMP, then the supervisor or someone acting on behalf of the employee may submit the Form CA-2, Notice of Occupational Disease and Claim for Compensation. The appropriate Form CA-35A-H should be completed for claim inclusion.</p> <p>The employee seeks medical care using private health insurance if needed. Incident is reported per NASA policy NMIS. Occupational Health Clinic provides initial claim and benefits information and NSSC contact information for assistance.</p> <p>Output: Occupational illness/injury reported and CA-2 submitted to supervisor for review</p>	<p>Employee is ineligible for COP and will not receive benefits under FECA for occupational injury or illness unless OWCP accepts the claim.</p> <p>In rare circumstances, where an employee does not have access to a computer or cannot access ECOMP, a hard copy Form CA-2 can be completed and submitted to the NSSC with any supporting documentation.</p>

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<p><u>Step 2</u></p> <p>NSSC (SP) HR Specialist</p> <p>Receives Report of Occupational Illness/Injury via Inquiry</p>	<p>NSSC (SP) HR Specialist receives notice of injury via inquiry. Inquiry may be received through the NSSC Customer Contact Center or direct contact from the employee, supervisor, or other NASA Center POC.</p> <p>Responds with NSSC initial incident e-mail, counseling via e-mail or phone, and instructions on filing a claim for Occupational Illness/Injury.</p> <p>In rare circumstances where a hard copy CA-2 has been determined to be needed, the NSSC (SP) HR works with employee to establish supervisory routing, obtains any additional information or documentation needed, then enters the employee information into ECOMP on employee's behalf, and submits request to supervisor indicated.</p> <p>Output: Report of occupational illness/injury received; employee counseling and filing instructions for work-related injury provided</p>	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<p><u>Step 3</u></p> <p>Employee's Supervisor</p> <p>Reviews CA-2 in ECOMP System and Submits to NSSC</p>	<p>The supervisor receives an e-mail message advising an employee has filed a claim in ECOMP and requires review.</p> <p>Reviews information provided by employee in ECOMP for completeness and accuracy. Supporting documentation may be uploaded in ECOMP prior to submission of the claim. Documents may include position descriptions, safety investigation reports, photos, witness statements or other pertinent information.</p> <p>If the employee is incapacitated, the supervisor will receive a paper copy CA-2. The supervisor will review and submit paper copy CA-2 to the NSSC (SP) HR Specialist for review and input into ECOMP. Once the claim is complete, electronically signs in ECOMP, prints a copy, includes handwritten signature in the supervisor section, obtains employee's handwritten signature, and forwards original to NSSC.</p> <p>Output: Supervisor section of CA-2 completed and forwarded to the NSSC (SP) HR Specialist via ECOMP</p>	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 4</u> NSSC (SP) HR Specialist Sends Claim Informational E-mail	<p>The NSSC (SP) HR Specialist receives notification from ECOMP system that a claim has been filed for a work-related injury or illness.</p> <p>Sends initial incident e-mail to the employee, supervisor, and a courtesy copy to the Safety contact. A copy is placed in the NSR and ECOMP.</p> <p>Output: Claim information e-mail sent from the NSSC (SP) HR Specialist to employee, supervisor, and Safety contact; a copy of all correspondence placed in NSR and ECOMP</p>	<p>The NSSC initial incident e-mail does not need to be sent a second time if notification was received via inquiry and all parties have already received the information when the claim is filed.</p> <p>After claim submission, the NSSC (SP) HR Specialist makes 3 attempts to the employee and supervisor to receive the original signed CA-2 within 30 days. If the CA-2 is not returned within 30 days, a Task is elevated to NSSC (CS) HR Specialist for followup.</p>

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 5</u> NSSC (SP) HR Specialist Reviews CA-2	<p>NSSC (SP) HR Specialist receives an e-mail from ECOMP advising a claim is pending ECOMP Agency review. The NSSC (SP) HR Specialist creates an NSR.</p> <p>Reviews claim information provided in ECOMP uploads any supporting documentation and makes necessary corrections or changes.</p> <p>The NSSC will issue employee the appropriate Form CA-35A-H, Evidence Required in Support of a Claim for Occupational Disease.</p> <p>Assigns Task to the NSSC (CS) HR Specialist.</p> <p>Output: Claim reviewed and updated in ECOMP; Notification sent to NSSC (CS) HR Specialist via Task for case review and claim submission to the OWCP</p>	
<u>Step 6</u> NSSC (CS) HR Specialist Reviews, Certifies, and Finalizes Submission of CA-2	<p>The NSSC (CS) HR Specialist receives assigned Task.</p> <p>Reviews, validates, makes any necessary corrections or changes, and certifies the CA-2. Updates and resolves Task.</p> <p>Output: CA-2 submitted to the OWCP through ECOMP for claim adjudication</p>	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 7</u> OWCP Reviews Occupational Illness/Injury Claim for Formal Adjudication	<p>The OWCP reviews claim and medical documentation and/or factual evidence for claim adjudication.</p> <p>If more information is needed for adjudication, a development letter will be mailed to employee a copy sent to the Agency via CE-LinQ or by U.S. mail.</p> <p>Output: Letter of formal decision sent to employee; copy mailed to the Agency or sent to the NSSC via CE-LinQ in ECOMP system or by U.S. mail</p>	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<p><u>Step 8</u></p> <p>NSSC (SP) HR Specialist</p> <p>NASA Employee</p> <p>Receives Notice of Decision</p>	<p>The NSSC (SP) HR Specialist receives notification from OWCP that claim has been formally accepted/denied or requires further development.</p> <p>If further claim development is required, NSSC (SP) HR Specialist will request supervisory response and additional documentation for any OWCP Agency development letter requests.</p> <p>If the claim is accepted, NSSC (SP) HR Specialist sends notification of acceptance with accepted conditions and ICD-10 codes to employee and supervisor. Notice of accepted claim informs employee a CA-7 can be filed to claim wage loss or leave buy back. Proceed to Step 9, if claim is accepted after appeal.</p> <p>If claim is denied, NSSC (SP) HR Specialist will close the NSR. The employee has up to 1 year to file an appeal with the OWCP.</p> <p>Output: Acceptance/decision notification sent by NSSC (SP) HR Specialist; if claim denied, Case updated and closed by NSSC (SP) HR Specialist</p>	<p>Decision letter from OWCP to claimant will include instructions for accepted claim or instructions for an appeal in the case of a denial.</p>

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<p><u>Step 9</u></p> <p>NASA Employee</p> <p>Receives Notification of Claim Acceptance and Files CA-7, if Chosen</p>	<p>The NASA employee receives a Notice of Decision from the OWCP that the claim has been formally accepted.</p> <p>Employee may choose to file a CA-7 to claim wage loss or Leave Buy Back.</p> <p>The employee may also need to file a CA-7a, Time Analysis Form, for intermittent periods of wage loss, including the medical documentation to support this request and/or CA-7b, Leave Buy Back Worksheet.</p> <p>Employee will take CA-17 to attending physician to provide updated work restrictions due to accepted injury.</p> <p>If wage loss, employee may choose to file Form CA-7 (Claim for Compensation) through ECONP. Proceed to Step 10.</p> <p>If there is no wage loss, then claim will remain open for medical benefits and possible schedule award.</p> <p>Output: Notification of claim acceptance received; CA-7 filed, if chosen</p>	<p>If the employee incurs any medical or travel expenses, employee may submit an OWCP-915, Claim for Medical Reimbursement, and/or OWCP-957, Medical Travel Refund Request.</p> <p>An SF-1199A, Direct Deposit Sign-up Form, is required for OWCP to pay the claimant directly for any reimbursable expenses or wage compensation.</p> <p>The employee has up to 1 year to file an appeal with the OWCP.</p>

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 10</u> Employee's Supervisor Reviews CA-7	<p>The supervisor receives an e-mail message from ECOMP advising employee has filed a CA-7 (Claim for Compensation) in ECOMP and requires review.</p> <p>The supervisor reviews claim in ECOMP and submits it, then certifies dates claimed and elevates claim to NSSC (SP) HR Specialist.</p> <p>Output: CA-7 reviewed and forwarded to NSSC (SP) HR Specialist</p>	Reassign to NSSC (CS) HR Specialist for completion of supervisor section if not completed within 3 days of filing.

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 11</u> NSSC (SP) HR Specialist Reviews CA-7	<p>The NSSC (SP) HR Specialist receives an e-mail from ECOMP advising a CA-7 claim is pending ECOMP Agency Reviewer review.</p> <p>If paper copy CA-7 is submitted directly to the NSSC, enters claim into ECOMP for filing. Confirms requested dates and hours match time and attendance records and are medically supported and will coordinate corrections with employee if inaccuracies are found.</p> <p>Reviews the claim information in ECOMP and makes any necessary corrections or changes.</p> <p>Assigns Task to the NSSC (CS) HR Specialist.</p> <p>Output: CA-7 reviewed by NSSC (SP) HR Specialist in ECOMP</p> <p>Task sent to NSSC (CS) HR Specialist for CA-7 claim review and submission to OWCP</p>	For accepted Workers' Compensation periods of 80 or more consecutive hours (or expected to be 80 or more) of LWOP, the NSSC (SP) HR Specialist sends e-mail to supervisor to have a Personnel Action Request initiated through the HRBP at the Center.

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 12</u> NSSC (CS) HR Specialist Reviews, Certifies, and Finalizes Submission of CA-7	The NSSC (CS) HR Specialist receives a Task. Reviews the CA-7 claim information entered in ECOMP by employee, supervisor, and the NSSC (SP) HR Specialist; makes any necessary corrections or changes and certifies forms. Finalizes and submits CA-7 to OWCP. Output: CA-7 submitted to the OWCP through ECOMP for review and claim adjudication; Task updated	
<u>Step 13</u> NASA Employee Receives Completed CA-17 Duty Status Report from Physician	The NASA employee receives completed CA-17 or medical restrictions from the attending physician. Employee submits completed CA-17 or medical documentation to supervisor. Output: CA-17 or medical documentation submitted to supervisor	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 14</u> Employee's Supervisor Reviews CA-17/Medical Restrictions	The supervisor reviews completed CA-17 or medical restrictions from employee. The supervisor reviews CA-17 and discusses the modifications of current work duties with the Servicing HR Office, offers modified job duties and sends the CA-17 to the NSSC. Output: Modified job offer given to employee. CA-17 and copy of modified job offer sent to NSSC	
<u>Step 15</u> Document Imaging Receives CA-17/Medical Restrictions and Creates NSR	NSSC Document Imaging receives the CA-17 or medical restrictions by fax, creates a new NSR, and assigns it to an NSSC (SP) HR Specialist. Output: NSR created	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 16</u> NSSC (SP) HR Specialist Receives CA-17 or Medical Restrictions	<p>The NSSC (SP) HR Specialist receives NSR and relates to original. CA-17 reviewed, original NSR updated, and uploads completed CA-17 and other medical documentation to ECOMP. Creates Task for NSSC (CS) HR Specialist for review of CA-17.</p> <p>Completes CA-3 for reduced or increased work schedule after reduction or return to work after absence, if needed.</p> <p>Output: NSR updated and Task sent to NSSC (CS) HR Specialist to review CA-17</p>	<p>A Form CA-3 will need to be completed in ECOMP, if the employee's CA-17 or other medical documentation states the employee needs a reduced work schedule or is placed off work, has an increase in hours after reduction, or returns to work after an absence.</p>
<u>Step 17</u> NSSC (CS) HR Specialist Reviews CA-17 or Medical Restrictions	<p>The NSSC (CS) HR Specialist receives Task and reviews CA-17 or medical restrictions.</p> <p>Coordinate with supervisor and Servicing HR Office to modify job if necessary.</p> <p>Output: Any medical change noted in NSR; NSSC (CS) HR Specialist will validate if job duties were modified within medical capabilities and request modified job offer letter from supervisor</p>	

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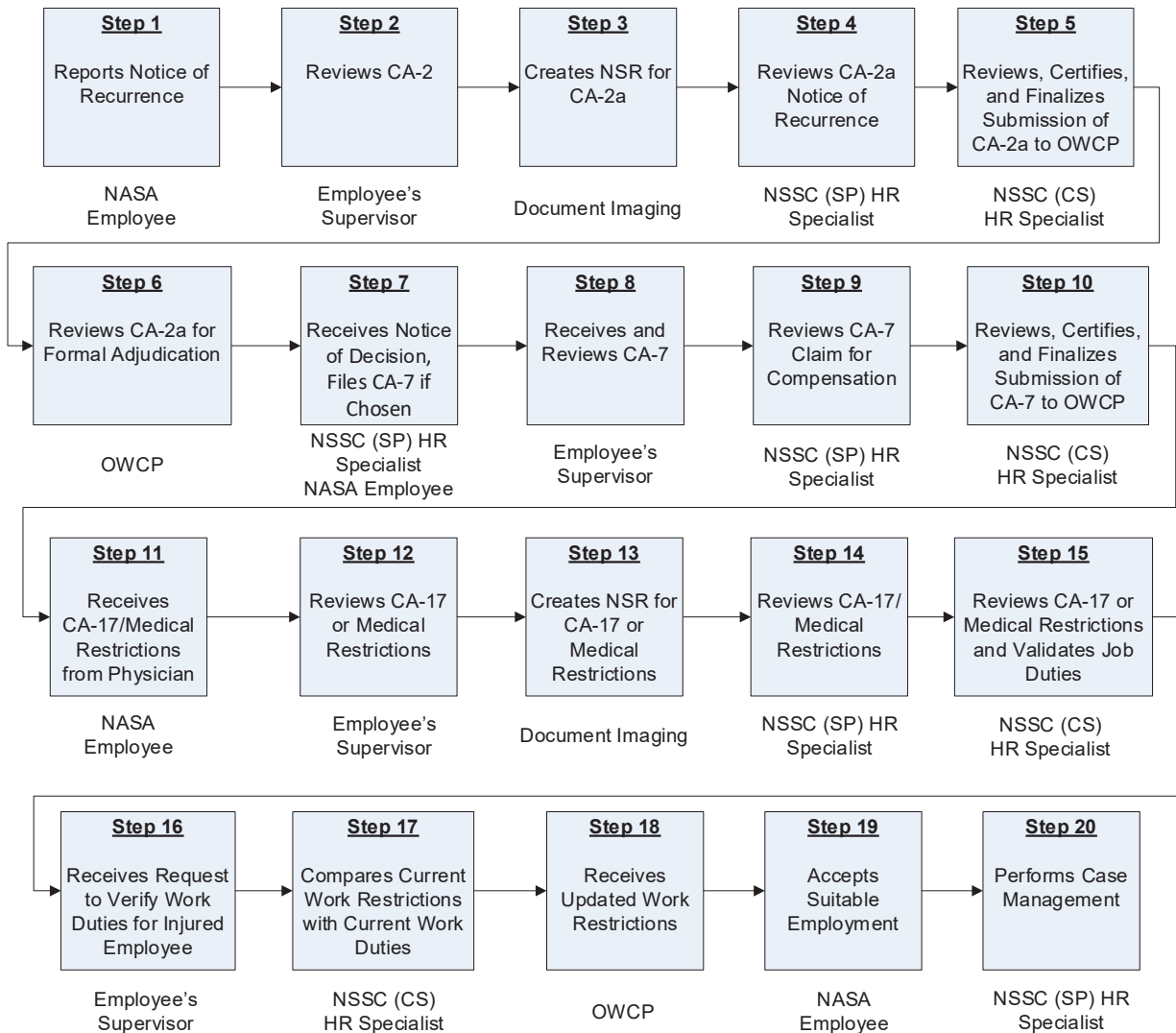
Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 18</u> Employee's Supervisor Receives Request and Verifies Work Duties for Injured Employee	The employee's supervisor or Servicing HR Office receives request from NSSC (CS) HR Specialist to verify current work duties for injured employee. Output: Current work duties verified by supervisor or Servicing HR Office for injured worker	
<u>Step 19</u> NSSC (CS) HR Specialist Compares Most Current Work Restrictions with Current Work Duties	The NSSC (CS) HR Specialist verifies current work duties accommodate employee's most current work restrictions. NSSC (CS) HR Specialist will notify the supervisor and Servicing HR Office that a modified job offer reflecting job limitations needs to be offered. NSSC (CS) HR Specialist will work with supervisor, Servicing HR Office, and OWCP to return injured employee to date-of-injury job or to other gainful employment. Output: Updated work restrictions and modified job offer, if applicable; forwarded to OWCP; current work status updated in NSR; Task resolved	

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Step Roles and Responsibilities	Occupational Illness/Injury Claim Action	Tips/Notes
<u>Step 20</u> OWCP Receives Updated Work Restrictions	OWCP receives updated work restrictions, modified job offer (if applicable), and current work status. Output: Updated work restrictions, modified job offer, and current work status received	
<u>Step 21</u> NASA Employee Accepts Suitable Employment	Receives notification to return to date-of-injury job or light-duty employment, based on current medical capabilities. Output: Returned to duty	If claimant refuses suitable job offer, then NSSC (CS) HR Specialist will notify the OWCP and request a job suitability decision.
<u>Step 22</u> NSSC (SP) HR Specialist Performs Case Management	NSSC (SP) HR Specialist performs periodic case reviews, monitors claim activity, and updates case until closure by OWCP for case management. Follows up with OWCP on any tasks that are generated from requests for information regarding case. Output: Case is maintained/managed until closure by OWCP	Followup may be needed if OWCP requests for information are received via CE-LinQ in ECOMP or U.S. Mail. OWCP usually assigns a timeframe for responses. All followup should be responded to within the allowed time frame from OWCP. Case management is performed for all claims for the lifecycle of the claim; until the claim is resolved or the claimant passes away.

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Process 3 – Recurrence of Illness/Injury Claim



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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<u>Step 1</u> NASA Employee Reports Notice of Recurrence	Employee suffers a recurrence of disability and fills out Form CA-2a, Notice of Recurrence. CA-2a can be obtained from NSSC Web site or NSSC (SP) HR Specialist. Employee may submit additional evidence with claim form to support recurrence. Output: CA-2a submitted to supervisor for review	The employee has the right to choose his/her own physician or seek care from a NASA onsite medical clinic, to assist in determining if it is a new claim or a recurrence of an existing claim.
<u>Step 2</u> Employee's Supervisor Reviews CA-2a	Supervisor receives completed CA-2a. Supervisor reviews and completes supervisor section of form. Faxes CA-2a to NSSC. The original is mailed to the NSSC. If claimant is not an active NASA employee, NSSC (SP) HR Specialist will process in lieu of supervisor. Output: CA-2a reviewed and completed; faxed to NSSC; and original mailed to NSSC	
<u>Step 3</u> Document Imaging Creates NSR for CA-2a	NSSC Document Imaging receives Fax from supervisor. Output: NSR created for NSSC (SP) HR Specialist to review	

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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<u>Step 4</u> NSSC (SP) HR Specialist Reviews CA-2a Notice of Recurrence	The NSSC (SP) HR Specialist receives assigned NSR for review of CA-2a claim. Reviews claim information for accuracy and completion, and makes any necessary corrections or changes. Output: NSR updated and notification of received CA-2a forwarded to NSSC (CS) HR Specialist via Task	
<u>Step 5</u> NSSC (CS) HR Specialist Reviews, Certifies, and Finalizes Submission of CA-2a to OWCP	The NSSC (CS) HR Specialist receives the Task, validates, makes changes, and certifies CA-2a. NSSC (SP) HR Specialist will upload form to the OWCP via ECOMP for adjudication and include in NSR. Updates and resolves Task. Output: Task updated and resolved; form uploaded to OWCP for adjudication	
<u>Step 6</u> OWCP Reviews CA-2a for Formal Adjudication	The OWCP reviews the claim for medical and/or factual evidence. If more information is needed for adjudication, a development letter will be mailed to the employee and a copy sent to the Agency via CE-LinQ in ECOMP or by U.S. Mail Output: Development letter or letter of formal decision sent to employee; Copy sent to NSSC via U.S. Mail or CE-LinQ in ECOMP	Documents from OWCP will be sent to Agency via CE-LinQ in ECOMP system or U.S. Mail.

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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<p><u>Step 7</u></p> <p>NSSC (SP) HR Specialist</p> <p>NASA Employee</p> <p>Receives Notice of Decision, Files CA-7 if Chosen</p>	<p>The employee and the NSSC receive request for additional information or notification from OWCP that a recurrence of disability or medical condition has been accepted or denied.</p> <p>If claim accepted for recurrence of wage loss and/or medical benefits, and employee chooses to file Form CA-7 (Claim for Compensation) through ECOMP, employee should attach supporting medical documentation for period claimed on Form CA-7.</p> <p>Employee will take CA-17 to attending physician to have completed for updated work restrictions.</p> <p>Output: Notice of decision received</p>	<p>If CA-7 is filed, the employee may also need to file a CA-7a for intermittent periods of wage loss and/or CA-7b then proceed to Step 8.</p> <p>If denied, employee may choose to file an appeal. Employee requests CA-17 from physician, if needed.</p>
<p><u>Step 8</u></p> <p>Employee's Supervisor</p> <p>Receives and Reviews CA-7</p>	<p>The supervisor receives an e-mail message from ECOMP advising employee has filed a CA-7 that requires review.</p> <p>Supervisor reviews and completes claim information in ECOMP then submits to NSSC (SP) HR Specialist.</p> <p>Output: CA-7 forwarded to NSSC (SP) HR Specialist</p>	<p>For accepted Workers' Compensation claims with 80 or more hours of LWOP, the NSSC (SP) HR Specialist sends e-mail to supervisor to have a Personnel Action Request initiated through the HRBP at the Center.</p>

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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<u>Step 9</u> NSSC (SP) HR Specialist Reviews CA-7 Claim for Compensation	<p>The NSSC (SP) HR Specialist receives an e-mail from ECOMP advising a claim is was submitted.</p> <p>If claimant submits paper copy CA-7, NSSC (SP) HR Specialist enters the claim in ECOMP and attaches scanned copy to the claim.</p> <p>The NSSC (SP) HR Specialist reviews all claim information for completeness and accuracy and makes any necessary changes. Confirms requested dates and hour match time and attendance records and are medically supported. Will coordinate corrections with employee if inaccuracies are found.</p> <p>Updates NSR and assigns Task to NSSC (CS) HR Specialist.</p> <p>Output: Claim reviewed by (SP) HR Specialist; Task assigned to NSSC (CS) HR Specialist; NSR updated</p>	
<u>Step 10</u> NSSC (CS) HR Specialist Reviews, Certifies, and Finalizes Submission of CA-7 to OWCP	<p>The NSSC (CS) HR Specialist receives assigned Task.</p> <p>Reviews claim information entered, makes any necessary corrections or changes, and certifies forms. Claim is submitted in ECOMP to OWCP.</p> <p>Output: Form submitted through ECOMP for claims adjudication; case Task updated</p>	

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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<u>Step 11</u> NASA Employee Receives CA-17/Medical Restrictions from Physician	The NASA employee receives CA-17 or medical restrictions from attending physician. The employee submits CA-17 or medical restrictions to supervisor. Output: CA-17 or medical restrictions submitted to supervisor	
<u>Step 12</u> Employee's Supervisor Reviews CA-17 or Medical Restrictions	The employee's supervisor receives CA-17 or medical restrictions from employee. Supervisor reviews CA-17 and/or medical restrictions and discusses the modifications of current work duties with the Servicing HR Office, offers modified job duties, and sends the CA-17 to the NSSC. Output: Modified job offer given to employee; CA-17 or restrictions and copy of modified job offer sent to NSSC	
<u>Step 13</u> Document Imaging Creates NSR for CA-17 or Medical Restrictions	The NSSC's Document Imaging receives CA-17 or medical restrictions by fax or mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: CA-17 or medical restrictions submitted to NSSC	

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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<u>Step 14</u> NSSC (SP) HR Specialist Reviews CA-17/Medical Restrictions	<p>The NSSC (SP) HR Specialist receives NSR and relates original. CA-17 or document with medical restrictions is reviewed and original NSR updated. Creates Task to NSSC (CS) HR Specialist to review CA-17 and/or medical restrictions.</p> <p>Completes CA-3 for reduced or increased work schedule after reduction or return to work after absence, if needed.</p> <p>CA-17 and other medical documentation are uploaded to ECOMP. If no medical changes are noted, NSR will be updated and CA-17 will be uploaded to OWCP through ECOMP.</p> <p>Output: NSR updated and Task sent to NSSC (CS) HR Specialist to review CA-17 or medical restrictions</p>	<p>A Form CA-3 will need to be completed in ECOMP, if the employee's CA-17 or other medical documentation states the employee needs a reduced work schedule or is placed off work, has an increase in hours after reduction, or returns to work after an absence.</p>
<u>Step 15</u> NSSC (CS) HR Specialist Reviews CA-17 or Medical Restrictions and Validates Job Duties	<p>The NSSC (CS) HR Specialist receives Task and reviews completed CA-17 or documentation with medical restrictions. Coordinate with supervisor and Center HR to modify job if possible.</p> <p>Output: Any medical changes noted in Task; NSSC (CS) HR Specialist will validate if job duties were modified within medical capabilities; requests modified job duties for job offer</p>	

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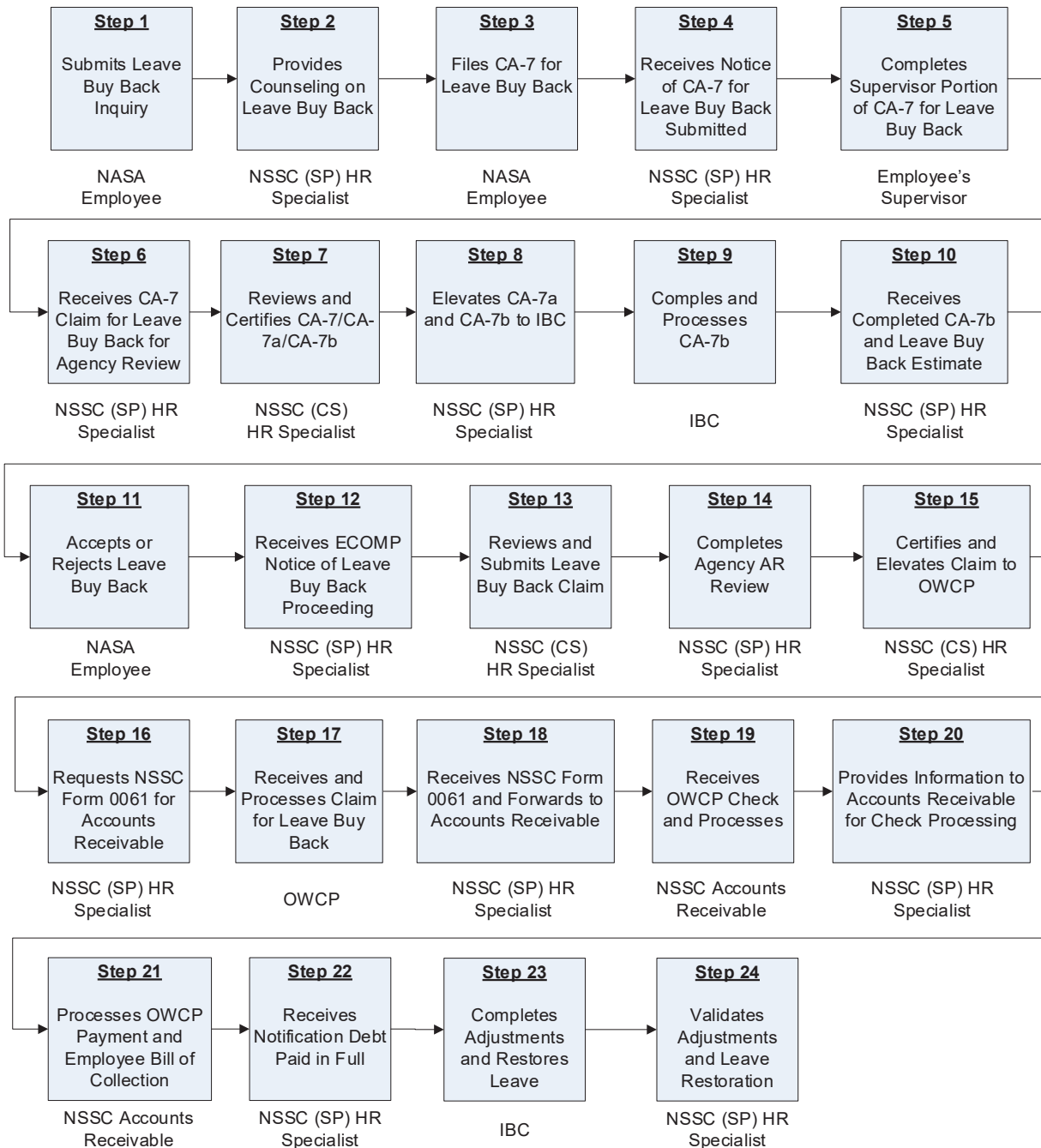
Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
<u>Step 16</u> Employee's Supervisor Receives Request to Verify Work Duties for Injured Employee	The employee's supervisor or Servicing HR Office receives the request from NSSC (CS) HR Specialist to verify current work duties for injured employee. Output: Current work duties for injured workers verified by supervisor or Servicing HR Office	
<u>Step 17</u> NSSC (CS) HR Specialist Compares Current Work Restrictions with Current Work Duties	The NSSC (CS) HR Specialist verifies current work duties accommodate employee's most current work restrictions. NSSC (CS) HR Specialist will coordinate with Servicing HR Office and OWCP to return injured employee to date-of-injury job duties or other gainful employment. If modified duties or limited-duty job offer was coordinated with supervisor, copy of modification of duties or limited-duty job offer is forwarded to OWCP. Output: Updated work restrictions, modified job offer (if applicable), and current work status forwarded to the OWCP; current work status updated in NSR; and Task resolved	

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Step Roles and Responsibilities	Recurrence of Illness/Injury Claim Action	Tips/Notes
Step 18 OWCP Receives Updated Work Restrictions	The OWCP receives updated work restrictions, modification of duties or limited job offer, and current work status. Output: Updated work restrictions, modified job offer (if applicable), and current work status received	
Step 19 NASA Employee Accepts Suitable Employment	Receives notification to return to date-of-injury job duties or light-duty employment, based on current job restrictions. Output: Returned to duty	If employee refuses suitable job offer, then NSSC (CS) HR Specialist will request OWCP to issue formal job suitability decision to employee.
Step 20 NSSC (SP) HR Specialist Performs Case Management	NSSC (SP) HR Specialist performs periodic case reviews, monitors claim activity, and updates case until closure by OWCP for case management. Follows up with OWCP on any tasks that are generated from requests for information regarding case. Output: Case maintained/managed until closure by OWCP	Followup may be needed if requests for information are received via CE-LinQ or letter from OWCP. OWCP usually assigns a timeframe for responses. All followup should be responded to within the allowed time frame from OWCP. Case management is performed for all claims for the lifecycle of the claim until the claim is resolved or the claimant passes away.

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Process 4 – Leave Buy Back



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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 1</u> NASA Employee Submits Leave Buy Back Inquiry	Employee contacts NSSC with inquiry regarding how to buy back Leave used for approved work-related injury absences. Output: Inquiry submitted	A Leave Buy Back can be requested for Annual Leave or Sick Leave used after the COP period has expired.
<u>Step 2</u> NSSC (SP) HR Specialist Provides Counseling on Leave Buy Back	NSSC (SP) HR Specialist provides guidance and counseling to employee filing Form CA-7 and CA-7a. Counsels regarding: Possible tax implications of filing for Leave Buy Back for a previous year's leave, Leave carryover limitations, completion of Leave Buy Back process prior to separation or retirement, and that Leave will only be restored to the claimant's record when all monies due are paid in full. Output: Counseling on filing claim for Leave Buy Back and possible implications to make informed decision provided to employee before filing	Workers' compensation Specialists are not tax experts, and for additional information related to tax implications of a Leave Buy Back, the claimant may want to seek guidance from a tax professional.

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 3</u> NASA Employee Files CA-7 for Leave Buy Back	<p>Employee decides to file a CA-7, Claim for Compensation for Leave Buy Back.</p> <p>Employee will also likely need to complete Form CA-7a, Time and Analysis Form. This can be completed via hard copy or using DOL's ECOMP system located at https://www.ecomp.dol.gov/#/</p> <p>The CA-7a must list each date on a separate line and include the number of hours, hour type, and reason for leave for the period requested. The CA-7a is not required if all hours used are continuous and for the same type of leave for the entire period claimed. To expedite processing, the claimant should complete a CA-7a via hard copy prior to submitting CA-7 since the Interior Business Center (IBC) Leave Buy Back computations may take up to 120 days to process.</p> <p>Output: Form CA-7 and CA-7a for Leave Buy Back filed</p>	Supervisors and Agency reviewer do not have the capability to complete a CA-7a electronically on behalf of the claimant.

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<p><u>Step 4</u></p> <p>NSSC (SP) HR Specialist</p> <p>Receives Notice of CA-7 for Leave Buy Back Submitted</p>	<p>NSSC (SP) HR Specialist receives notification via e-mail from ECOMP advising CA-7 for Leave Buy Back has been submitted.</p> <p>Monitors status of Forms CA-7 and CA-7a in ECOMP for timely transmittal to OWCP, provides guidance and assistance to employee and/or supervisor for completion of form.</p> <p>Output: Notice received for CA-7 for Leave Buy Back submitted</p>	
<p><u>Step 5</u></p> <p>Employee's Supervisor</p> <p>Completes Supervisor Portion of CA-7 for Leave Buy Back</p>	<p>The supervisor receives an e-mail message from the ECOMP system advising an employee has filed a claim in ECOMP and it requires review.</p> <p>Supervisor reviews employee information for accuracy and completes supervisor sections of CA-7 in ECOMP.</p> <p>If claim is not completed within 3 days of filing, the claim form will be rerouted to the NSSC (CS) HR Specialist for completion on behalf of the supervisor.</p> <p>Output: Supervisor sections of CA-7 for Leave Buy Back completed and form forwarded to Agency reviewer</p>	<p>If changes are required on the CA-7, the claim form should be sent back to the employee, which resets the timeliness of the form.</p>

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<p><u>Step 6</u></p> <p>NSSC (SP) HR Specialist</p> <p>Receives CA-7 Claim for Leave Buy Back for Agency Review</p>	<p>NSSC (SP) HR Specialist receives e-mail notification from ECOMP advising a CA-7 for Leave Buy Back is pending ECOMP Agency review.</p> <p>Reviews claim for completeness and accuracy and make any necessary changes. Confirm requested dates and hours match time and attendance records and are medically supported and coordinate corrections with employees if inaccuracies are found.</p> <p>Completes page 1 of CA-7b, Leave Buy Back Certification and Election, and sends notification via e-mail to NSSC (CS) HR Specialist upon completion that it is ready for review.</p> <p>Advises employee that CA-7 claim will be returned in ECOMP pending return of CA-7b with Leave Buy Back estimate from IBC Payroll.</p> <p>Output: CA-7, CA-7a, and CA-7b elevated to NSSC (CS) HR Specialist for review</p>	<p>If hard copy CA-7a is submitted first without a CA-7 submitted in ECOMP, the CA-7b should be completed and returned by IBC prior to the CA-7 being submitted in ECOMP. This will avoid the need for the CA-7 to be returned to the employee.</p>

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<p><u>Step 7</u></p> <p>NSSC (CS) HR Specialist</p> <p>Reviews and Certifies CA-7/CA-7a/CA-7b</p>	<p>NSSC (CS) HR Specialist receives notification via e-mail that CA-7, CA-7a, and/or CA-7b are ready for review and certification.</p> <p>Reviews, validates, and makes any necessary changes. Certifies CA-7, CA-7a, and CA-7b.</p> <p>Advises claimant of the estimated CA-7b debt that may be incurred from filing a Leave Buy Back. If employee is proceeding, returns CA-7 to employee via ECOMP pending completion of IBC computation of Leave Buy Back estimate.</p> <p>Notifies NSSC (SP) HR Specialist to elevate CA-7a and CA-7b to IBC contact for processing.</p> <p>Output: CA-7, CA-7a, and/or CA-7b reviewed and certified for elevation to IBC for Leave Buy Back estimate</p>	

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<p><u>Step 8</u></p> <p>NSSC (SP) HR Specialist</p> <p>Elevates CA-7a and CA-7b to IBC</p>	<p>Received notification from NSSC (CS) HR Specialist to elevate request for Leave Buy Back to IBC Payroll for processing.</p> <p>Uploads CA-7a and CA-7b to IBC via secure transport for processing of Leave Buy Back Estimate. A copy of the CA-7 can be uploaded as well if requested by IBC Payroll.</p> <p>Updates NSR with information and confirmation that documents have been elevated to IBC Payroll.</p> <p>Output: Leave Buy Back CA-7a and CA-7b elevated to IBC Payroll for processing of estimate</p>	
<p><u>Step 9</u></p> <p>IBC</p> <p>Completes and Processes CA-7b</p>	<p>IBC Payroll receives secure transport of Leave Buy Back forms.</p> <p>Reviews Leave usage and dates and hours claimed, completes remainder of Form CA-7b, and computes estimate with breakdown of amounts owed from OWCP and claimant.</p> <p>Returns completed documents to NSSC (SP) HR Specialist via secure transport.</p> <p>Output: Leave Buy Back estimate completed and returned to NSSC</p>	

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 10</u> NSSC (SP) HR Specialist Receives Completed CA-7b and Leave Buy Back Estimate	<p>NSSC (SP) HR Specialist receives CA-7b and estimate with breakdown of the amount owed from OWCP and bill of collection for claimant.</p> <p>Sends completed CA-7b and estimate to the claimant for review, election, and signature.</p> <p>Provides counseling on the amount owed and timeframes for repayment prior to Leave restoration.</p> <p>Assists employee, as needed, in completing forms and resubmission of the Form CA-7 in ECOMP.</p> <p>Output: CA-7b and estimate provided to claimant for acceptance or rejection</p>	<p>If CA-7a hard copy was submitted first for estimate to be processed prior to CA-7 filing, the CA-7 for Leave Buy Back should be filed in ECOMP at this time, if the employee accepts and decides to complete the Leave Buy Back process.</p>

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<p><u>Step 11</u></p> <p>NASA Employee</p> <p>Accepts or Rejects Leave Buy Back</p>	<p>Employee/Claimant receives CA-7b and estimate for Leave Buy Back and decides if they will complete a Leave Buy Back.</p> <p>If completing Leave Buy Back, submits/resubmits CA-7 for Leave Buy Back in ECOMP. Claimant returns CA-7b with acceptance signature.</p> <p>If the claimant elects not to repurchase leave, the Leave Buy Back process stops. Claimant declines and completes part III of CA-7b. NSSC will retain copies of forms CA-7, CA-7a, CA-7b together as one document link in the NSR.</p> <p>Output: Leave Buy Back accepted or rejected by employee/claimant</p>	
<p><u>Step 12</u></p> <p>NSSC (SP) HR Specialist</p> <p>Receives ECOMP Notice of Leave Buy Back Proceeding</p>	<p>NSSC (SP) HR Specialist receives e-mail notification of CA-7 for Leave Buy Back submitted/resubmitted in ECOMP.</p> <p>Reviews employee claim for completeness and accuracy and make any necessary changes. Routes claim form to NSSC (CS) HR Specialist for completion of supervisor sections of form.</p> <p>Output: Claim form routed for completion of supervisor sections</p>	

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 13</u> NSSC (CS) HR Specialist Reviews and Submits Leave Buy Back Claim	NSSC (CS) HR Specialist receives e-mail notification for review of CA-7 for Leave Buy Back from ECOMP. Reviews claim and submits as supervisor. Claim is forwarded through ECOMP for Agency Reviewer review. Output: Supervisor section finalized, and claim forwarded for Agency Reviewer review	
<u>Step 14</u> NSSC (SP) HR Specialist Completes Agency AR Review	NSSC (SP) HR Specialist reviews CA-7 claim for Leave Buy Back in ECOMP. Attaches CA-7a(s), signed CA-7b, all estimate documents, and any other supporting documentation to claim form in ECOMP. Routes claim form with all documents attached to NSSC (CS) HR Specialist for final review and elevation to OWCP. Output: CA-7 for Leave Buy Back routed to NSSC (CS) HR Specialist for certification and elevation to OWCP	

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 15</u> NSSC (CS) HR Specialist Certifies and Elevates Claim to OWCP	NSSC (CS) HR Specialist receives notice from (SP) HR Specialist and reviews claim in ECOMP. Certifies and elevates CA-7 claim for Leave Buy Back to OWCP for processing. Output: CA-7 claim for Leave Buy Back elevated to OWCP for processing	
<u>Step 16</u> NSSC (SP) HR Specialist Requests NSSC Form 0061 for Accounts Receivable	NSSC (SP) HR Specialist contacts NASA Center Payroll POC for Form 61 for funding information for Accounts Receivable processing of payment from OWCP. Output: NSSC Form 0061 for funding information requested from NASA Center	The completed NSSC Form 0061 is needed to post the payment from OWCP. The form is requested in advance to avoid wait time once the check arrives.
<u>Step 17</u> OWCP Receives and Processes Claim for Leave Buy Back	OWCP receives CA-7, CA7a, CA-7b and all supporting documentation via ECOMP and processes for payment of its portion to the Agency. OWCP may request additional information before processing payment. Sends OWCP portion of Leave Buy Back payment via check to NASA Accounts Receivable at NSSC. Output: Claim processed and payment sent to NSSC Accounts Receivable	

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 18</u> NSSC (SP) HR Specialist Receives NSSC Form 0061 and Forwards to Accounts Receivable	NSSC (SP) HR Specialist receives completed NSSC Form 0061 from NASA Center Payroll POC with funding information for Accounts Receivable to post payment from OWCP. Sends e-mail notification to NSSC (CS) Accounts Receivable POC with information of expected incoming payment from OWCP for Leave Buy Back. Output: Accounts Receivable notified of expected OWCP check	
<u>Step 19</u> NSSC Accounts Receivable Receives OWCP Check and Processes	NSSC Accounts Receivable receives check from OWCP. Sends copy of front and back of check to NSSC (SP) HR Specialist with notification that check has arrived. Output: Confirmation of check receipt sent to NSSC (SP) HR Specialist	OWCP will also mail out a benefits statement with the amount of the check as a notification.

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 20</u> NSSC (SP) HR Specialist Provides Information to Accounts Receivable for Check Processing	NSSC (SP) HR Specialist receives confirmation from Accounts Receivable of check receipt. Forwards completed NSSC Form 0061, IBC computations and/or benefits statement from OWCP/Agency Query System (AQS) to Accounts Receivable for posting payment. Output: Funding information provided to NSSC Accounts Receivable.	
<u>Step 21</u> NSSC Accounts Receivable Processes OWCP Payment and Employee Bill of Collection	NSSC Accounts Receivable deposits OWCP check into applicable ALC and posts using provided funding information Creates Bill of Collection under ZEPY customer account number and sends bill to employee/claimant. Validates when payment in full is received and posts payment in Systems Applications and Products (SAP). Sends notification to NSSC (SP/CS) HR Specialists when debt has been paid in full. Output: Payment of Leave Buy Back processed and NSSC (SP/CS) HR Specialists notified	If partial payment is received or if employee requests, NSSC Accounts Receivable will work with employee on a payment plan to pay in full within 1-year limitation.

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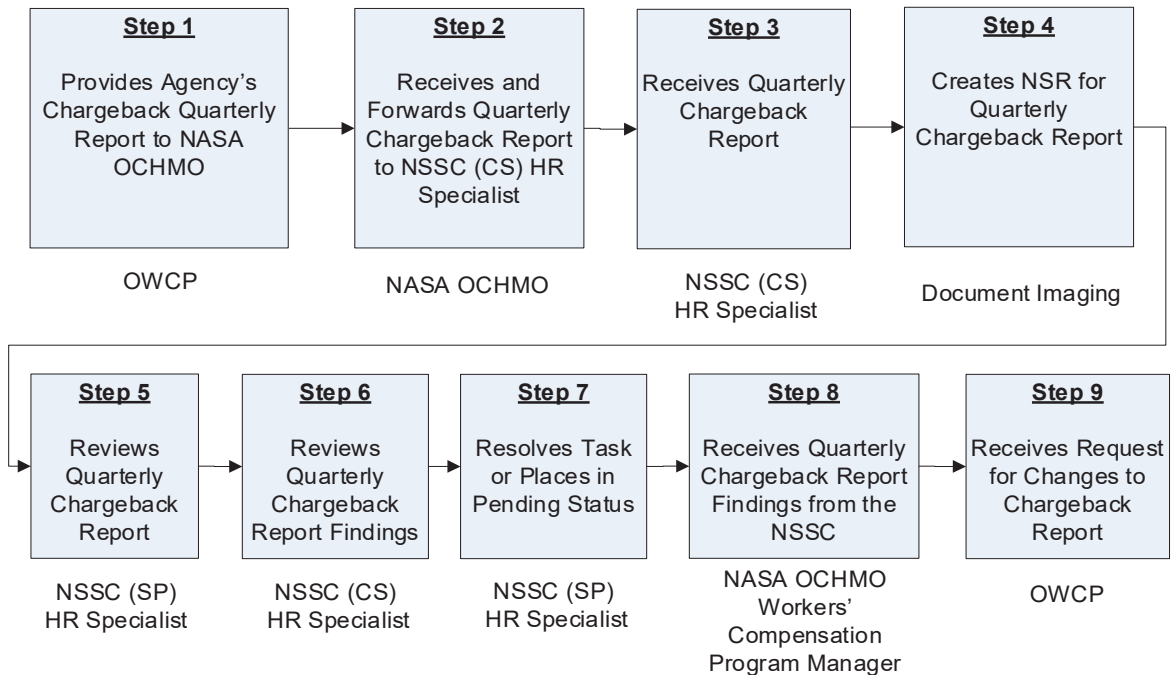
Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<u>Step 22</u> NSSC (SP) HR Specialist Receives Notification Debt Paid in Full	NSSC (SP) HR Specialist receives notification from Accounts Receivable that debt for Leave Buy Back has been paid in full. Sends copy of OWCP check front and back via secure transport to IBC Payroll along with e-mail confirmation that claimant portion has been satisfied and debt is paid in full. Requests response from IBC Payroll when Prior Pay Period Adjustments (PPPAs) are completed to restore Leave claimed. Output: IBC notified of debt payment	
<u>Step 23</u> IBC Completes Adjustments and Restores Leave	IBC Payroll completes PPPAs in Federal Personnel and Payroll System (FPPS) to restore Leave. Notifies NSSC (SP) HR Specialist of status once adjustments are complete. Output: NSSC (SP) HR Specialist notified of completed adjustments	Payroll for the pay period in which the adjustments were completed will need to run before the Leave restoration can be confirmed in FPPS.

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Step Roles and Responsibilities	Leave Buy Back Action	Tips/Notes
<p><u>Step 24</u></p> <p>NSSC (SP) HR Specialist</p> <p>Validates Adjustments and Leave Restoration</p>	<p>NSSC (SP) HR Specialist receives notification from IBC that adjustments are completed and that Leave will be restored.</p> <p>Confirms Leave restoration in FPPS after payroll completes for the pay period.</p> <p>Ensures that the Leave balance of the claimant is recredited in accordance with approved Leave Buy Back.</p> <p>Sends notification to NSSC (CS) HR Specialist and employee/claimant that Leave has been restored.</p> <p>Output: Claimant Leave been restored and Leave Buy Back complete</p>	

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Process 5 – Chargeback: Quarterly Review



Step Roles and Responsibilities	Chargeback: Quarterly Review Action	Tips/Notes
Step 1 OWCP Provides Agency's Chargeback Quarterly Report to NASA OCHMO	OWCP provides quarterly chargeback report of costs associated with accepted work-related injuries and deaths to OCHMO. Quarterly reports list all cases and costs for which charges will appear on the yearly chargeback bill. Output: Quarterly chargeback report provided to OCHMO	

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Step Roles and Responsibilities	Chargeback: Quarterly Review Action	Tips/Notes
<u>Step 2</u> NASA OCHMO Receives and Forwards Quarterly Chargeback Report to NSSC (CS) HR Specialist	NASA OCHMO Workers' Compensation Program Manager receives quarterly chargeback report from the OWCP, then forwards to NSSC (CS) HR via encrypted e-mail. Output: Quarterly chargeback report forwarded to NSSC (CS) HR Specialist via encrypted e-mail	
<u>Step 3</u> NSSC (CS) HR Specialist Receives Quarterly Chargeback Report	NSSC (CS) HR Specialist receives quarterly chargeback report from OCHMO and forwards to NSSC Document Imaging for NSR to be created. Output: Quarterly chargeback report forwarded to NSSC Document Imaging for creation of NSR	
<u>Step 4</u> Document Imaging Creates NSR for Quarterly Chargeback Report	Document Imaging receives quarterly chargeback report, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: Chargeback quarterly chargeback report forwarded to NSSC (SP) HR Specialist for review via NSR	
<u>Step 5</u> NSSC (SP) HR Specialist	NSSC (SP) HR receives NSR and reviews quarterly chargeback report for errors (e.g., incorrect Agency Center coding, compensation paid for a non-NASA employee, compensation paid where	Chargeback quarterly report findings, actions and identified errors; reported to

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Step Roles and Responsibilities	Chargeback: Quarterly Review Action	Tips/Notes
Reviews Quarterly Chargeback Report	<p>entitlement to benefits was terminated). Annotate any identified errors in NSR.</p> <p>Reviews quarterly report to determine if there are any listed cases requiring case issue development and/or action by OWCP (e.g., medical documentation for continuation of medical and/or compensation benefits, compensation rate issues). If discrepancies are found, sends appropriate correspondence to DOL requesting case file review for identified issue(s) with request for resolution and response.</p> <p>Determines quarterly medical, compensation, and death claims chargeback amounts for each Center and records responsible amount in NSR.</p> <p>Reviews and compares each quarterly report against prior quarterly report, to determine if any prior identified issues (e.g., error notifications, change requests, warranted case issue development) have been resolved. If unresolved, further development will be taken to resolve pending issue and noted in NSR.</p> <p>Output: Quarterly chargeback report reviewed and case development request(s), if any, forwarded to OWCP; chargeback reports findings, actions, and identified errors reported to the NSSC (CS) HR Specialist for review via Task</p>	(CS) HR Specialist within 30 days via Task after receipt of chargeback report.

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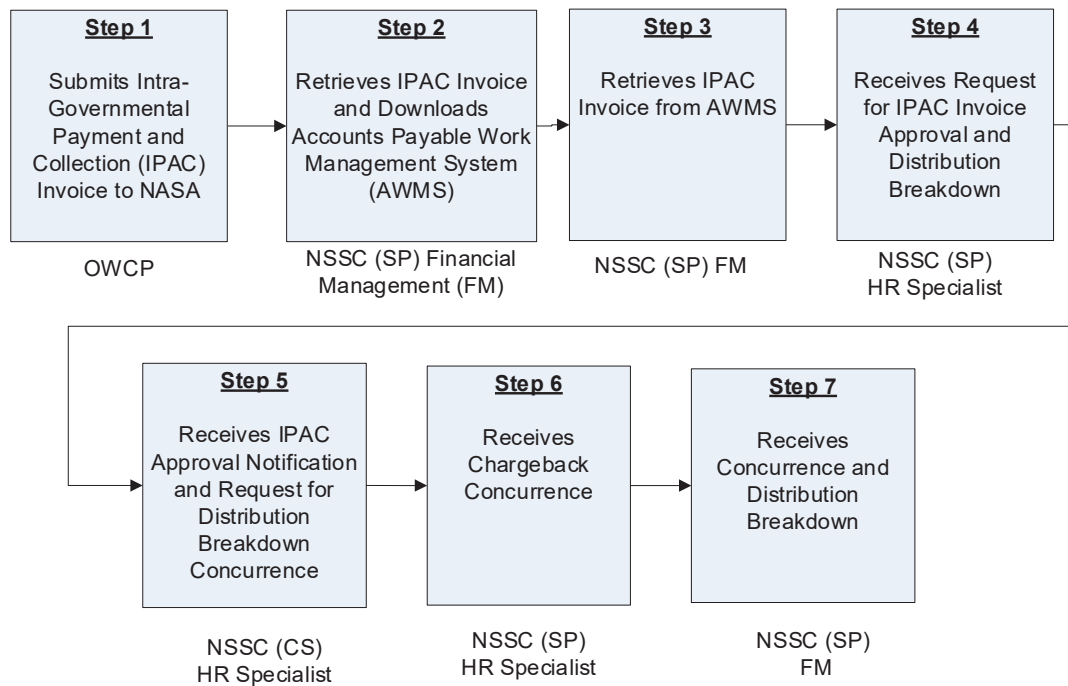
Step Roles and Responsibilities	Chargeback: Quarterly Review Action	Tips/Notes
<u>Step 6</u> NSSC (CS) HR Specialist Reviews Quarterly Chargeback Report Findings	<p>NSSC (CS) HR Specialist reviews quarterly chargeback report findings and, if warranted, reports quarterly chargeback report error(s) to the NASA OCHMO Workers' Compensation Program Manager within 14 days after receipt of report via encrypted e-mail.</p> <p>Review quarterly chargeback findings and assign Task to NSSC (SP) HR Specialist, if needed, to be resolved or assigned a followup date until pending action(s) is resolved.</p> <p>Output: If applicable, notification of error(s) forwarded to the OCHMO Workers' Compensation Program Manager; NSR updated; Task closed when action is complete</p>	
<u>Step 7</u> NSSC (SP) HR Specialist Resolves Task or Places in Pending Status	<p>NSSC (SP) HR Specialist reviews Task by NSSC (CS) HR Specialist.</p> <p>Any remaining case development issues would continue to be worked through the open Task until completion. Once open items are complete, Task will be resolved.</p> <p>If there are no case development issues requiring further actions, then it will be resolved.</p> <p>Output: Actions needed complete and Task resolved or placed in pending status for followup</p>	

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Step Roles and Responsibilities	Chargeback: Quarterly Review Action	Tips/Notes
<u>Step 8</u> NASA OCHMO Workers' Compensation Program Manager Receives Quarterly Chargeback Report Findings from the NSSC	<p>NASA OCHMO Workers' Compensation Program Manager receives a copy of quarterly chargeback findings via encrypted e-mail.</p> <p>If any reported errors, then the NASA OCHMO Workers' Compensation Program Manager will review findings and make a determination if a request for changes will be sent to OWCP for chargeback report correction(s) and/or monetary credit(s). Request for changes, with supporting evidence, should be made within 90 days of receipt of the report.</p> <p>Output: Quarterly chargeback report received and reviewed by NASA OCHMO Program Manager; If warranted, error(s) reported to OWCP with a request for applicable changes</p>	
<u>Step 9</u> OWCP Receives Request for Changes to Chargeback Report	<p>OWCP receives a request for changes based on review of the quarterly chargeback report.</p> <p>OWCP will review the case file and supporting evidence to determine whether requested changes are warranted. If the evidence does not support the request, then OWCP will send written notification explaining the basis for its finding.</p> <p>Output: Case reviewed and determination made; if request denied, notified NSSC</p>	

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Process 6 – Chargeback: Billing



Step Roles and Responsibilities	Chargeback: Billing Action	Tips/Notes
Step 1 OWCP Submits Intra-Governmental Payment and Collection (IPAC) Invoice to NASA	Submits IPAC invoice to NASA for annual chargeback bill for payments on account of work-related injuries for all Centers via IPAC.gov. IPACs are typically received 2 years behind end of annual fiscal billing period for chargeback. Funds transfer is immediately recorded by the Department of Treasury from NASA to OWCP when the Workers' Compensation IPAC is generated in IPAC.gov. Output: IPAC submitted to NASA for collection of funds via IPAC.gov	

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Step Roles and Responsibilities	Chargeback: Billing Action	Tips/Notes
<u>Step 2</u> NSSC (SP) Financial Management (FM) Retrieves IPAC Invoice and Downloads to Accounts Payable Work Management System (AWMS)	NSSC (SP) FM retrieves IPAC invoice, from IPAC.gov, then downloads to AWMS for record keeping and NSSC Document Imaging storage to TechDoc. Output: Invoice available in AWMS for entry into SAP Financial	
<u>Step 3</u> NSSC (SP) FM Retrieves IPAC Invoice from AWMS	NSSC (SP) FM retrieves IPAC invoice from AWMS and enters into SAP Financial for tracking and processing. NSSC (SP) FM creates and sends Task requesting invoice approval and distribution breakdown to NSSC (SP) HR Specialist. Output: Request for invoice approval and distribution breakdown forwarded to (SP) HR Specialist via Task	.

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Step Roles and Responsibilities	Chargeback: Billing Action	Tips/Notes
<p><u>Step 4</u></p> <p>NSSC (SP) HR Specialist</p> <p>Receives Request for IPAC Invoice Approval and Distribution Breakdown</p>	<p>NSSC (SP) HR Specialist receives and reviews request for IPAC invoice approval and distribution breakdown via Task.</p> <p>NSSC (SP) HR Specialist determines distribution breakdown for each Center's chargeback cost, then attaches or notates the distribution breakdown in the original quarterly report.</p> <p>NSSC (SP) HR Specialist creates Task to the NSSC (CS) HR Specialist notifying of invoice approval and request chargeback distribution concurrence.</p> <p>Output: IPAC approval notification and request for distribution breakdown concurrence forwarded to NSSC (CS) HR Specialist via Task for verification</p>	

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Step Roles and Responsibilities	Chargeback: Billing Action	Tips/Notes
Step 5 NSSC (CS) HR Specialist Receives IPAC Approval Notification and Request for Distribution Breakdown Concurrence	<p>NSSC (CS) HR Specialist receives IPAC approval notification for Center distribution and concurrence from NSSC (SP) HR Specialist via Task.</p> <p>Documents any noted reasons for non-concurrence in Task notes.</p> <p>NSSC (CS) HR Specialist reassigns Task back to NSSC (SP) HR Specialist with distribution breakdown concurrence.</p> <p>If there is a non-concurrence, NSSC (CS) HR Specialist will notify OCHMO Workers' Compensation Program Manager via e-mail. However, total IPAC will be required to be paid. Any corrections and/or credits will be verified on next annual chargeback report.</p> <p>Output: Task forwarded to NSSC (SP) HR Specialist with concurrence</p>	
Step 6 NSSC (SP) HR Specialist Receives Chargeback Concurrence	<p>Receives Chargeback IPAC Concurrence with applicable notes from NSSC (CS) HR Specialist.</p> <p>Forwards IPAC concurrence and Centers' distribution breakdown to NSSC (SP) FM via Task.</p> <p>Output: NSSC (SP) FM receives concurrence and Centers' distribution breakdown via Task from NSSC (SP) HR Specialist</p>	

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Step Roles and Responsibilities	Chargeback: Billing Action	Tips/Notes
<u>Step 7</u> NSSC (SP) FM Receives Concurrence and Distribution Breakdown	<p>NSSC (SP) FM receives IPAC concurrence and Centers' distribution breakdown from NSSC (SP) HR Specialist.</p> <p>NSSC (SP) FM will post a collection or a credit per the distribution breakdown.</p> <p>Funding will be requested via Invoice Routing and Information System (IRIS) from Centers that do not provide NSSC with accounting information for posting in advance.</p> <p>Output: IPAC invoice(s) posted</p>	Please reference NSSDG-9200-0005, NSSC Accounts Payable Intra-Governmental Payment and Collection (IPAC) Processing Service Delivery Guide.

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP) Workers' Compensation Team	Elevation of forms CA-1 and CA-2 within 10 business days after submission by NASA employee.	Department of Labor OWCP	98% timeliness filing rate for CA-1 (Notification of Traumatic Injury) or CA-2 (Notice of Occupational Disease) shall be submitted no later than 10 business days after receipt of notice from employee.
NSSC (SP) Workers' Compensation Team	Elevation of Form CA-7 within 5 business days after submission by NASA employee.	Department of Labor OWCP	98% of Forms CA-7 (Claim for Compensation) shall be submitted no later than 5 business days after receipt of claim from employee.
NSSC (SP) Workers' Compensation Team	Notification sent to employee with continuous time loss with CA-7 filing information 10 calendar days before expiration of COP period.	NASA Employee	98% of written Notification of Responsibility to file a Form CA-7 (Claim of Compensation), for continued time loss, shall be issued to employees no later than 10 calendar days prior to the end of COP entitlement period.

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Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP) Workers' Compensation Team	Response to NSSC Accounts Payable for chargeback bill concurrence/non- concurrence reported to NSSC (CS) HR Specialist.	NSSC (CS) HR Specialist	100% of requests from NSSC Accounts Payable requesting annual chargeback bill concurrence/non- concurrence, with distribution breakdown, shall be responded to within 10 business days and reported to the NSSC (CS) HR Specialist.

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow	Workload Management System	User and User Support	ServiceNow
TechDoc	NSSC's Technical Library Public Search Engine	User Role	Web NSR
ECOMP	Electronic interface for Employees, Supervisors, Agencies, and DOL for Workers' Compensation claims	User Role	N/A
AQS	Agency Query System	User Role	N/A

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A	N/A	N/A	N/A

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Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at:
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).

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Appendix A – Acronym List

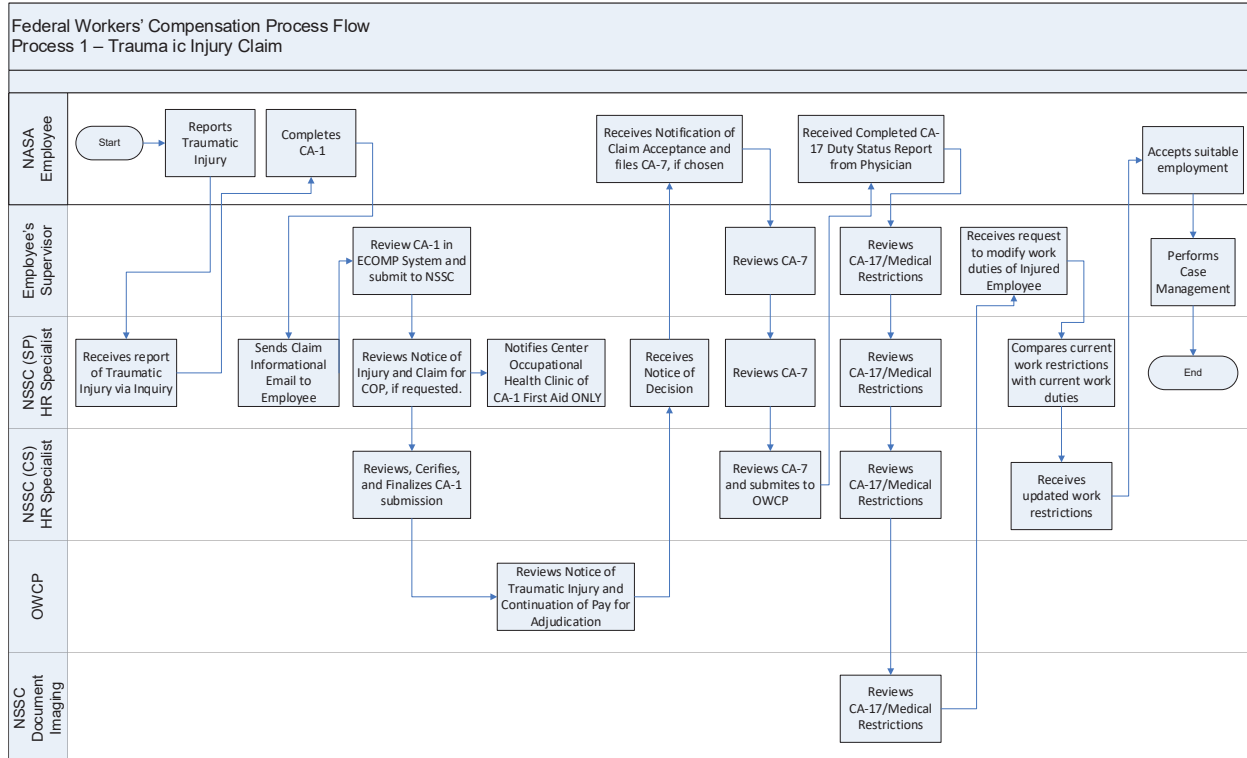
Acronym	Meaning
AQS	Agency Query System
AWMS	Accounting Payable Work Management System
COP	Continuation of Pay
CS	Civil Servant
DOL	Department of Labor
ECOMP	Employees' Compensation Operations and Management Portal
EMF	Employee's Medical Folder
FECA	Federal Employees' Compensation Act
FM	Financial Management
FPPS	Federal Personnel and Payroll System
HR	Human Resources
HRBP	Human Resources Business Partner
IBC	Interior Business Center
IPAC	Intra-Governmental Payment and Collection
IRIS	Invoice Routing and Information System
LWOP	Leave Without Pay
NAF	Nonappropriated Fund
NASA	National Aeronautics and Space Administration
NMIS	NASA Mishap Information System

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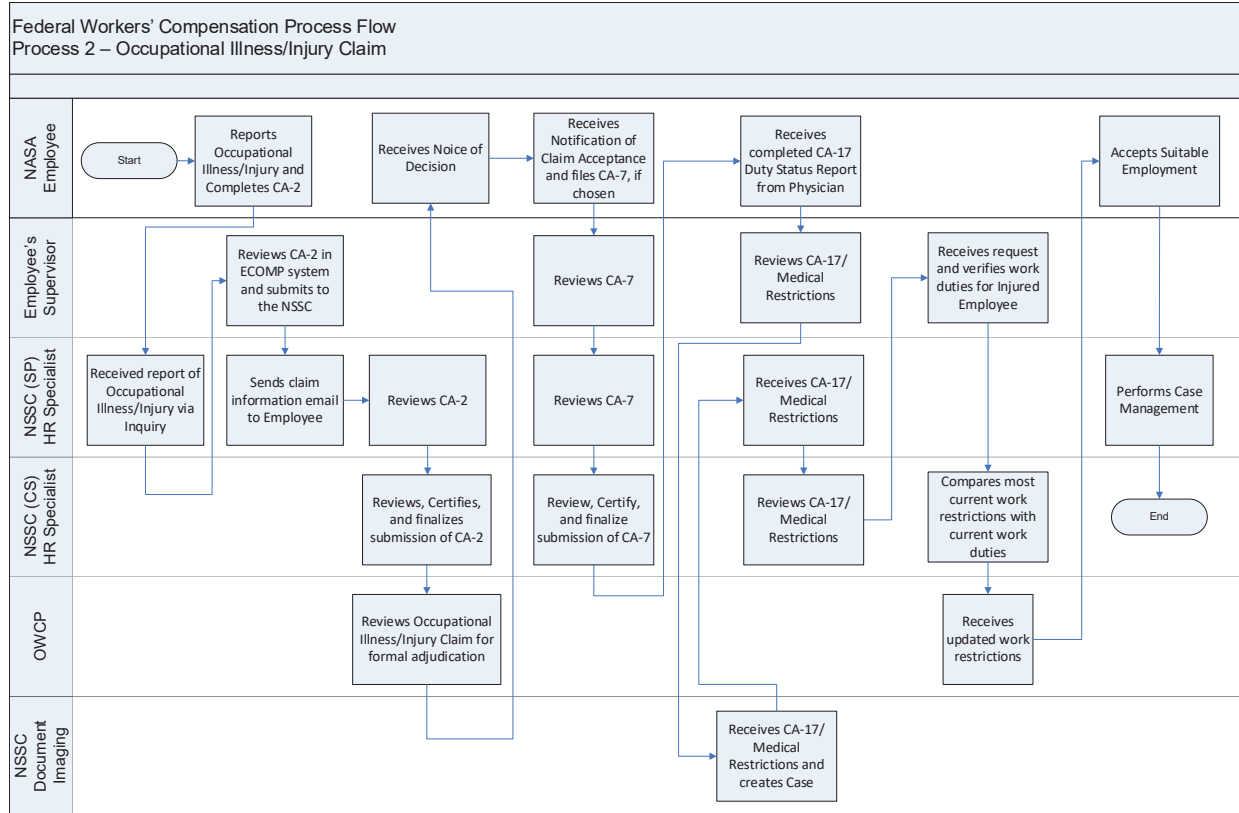
Acronym	Meaning
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OCHMO	Office of the Chief Health and Medical Officer
OSHA	Occupational Safety and Health Administration
OWCP	Office of Workers' Compensation Program
POC	Point of Contact
PPPA	Prior Pay Period Adjustment
SAP	Systems Applications and Products
SF	Standard Form
SP	Service Provider
U.S.	United States

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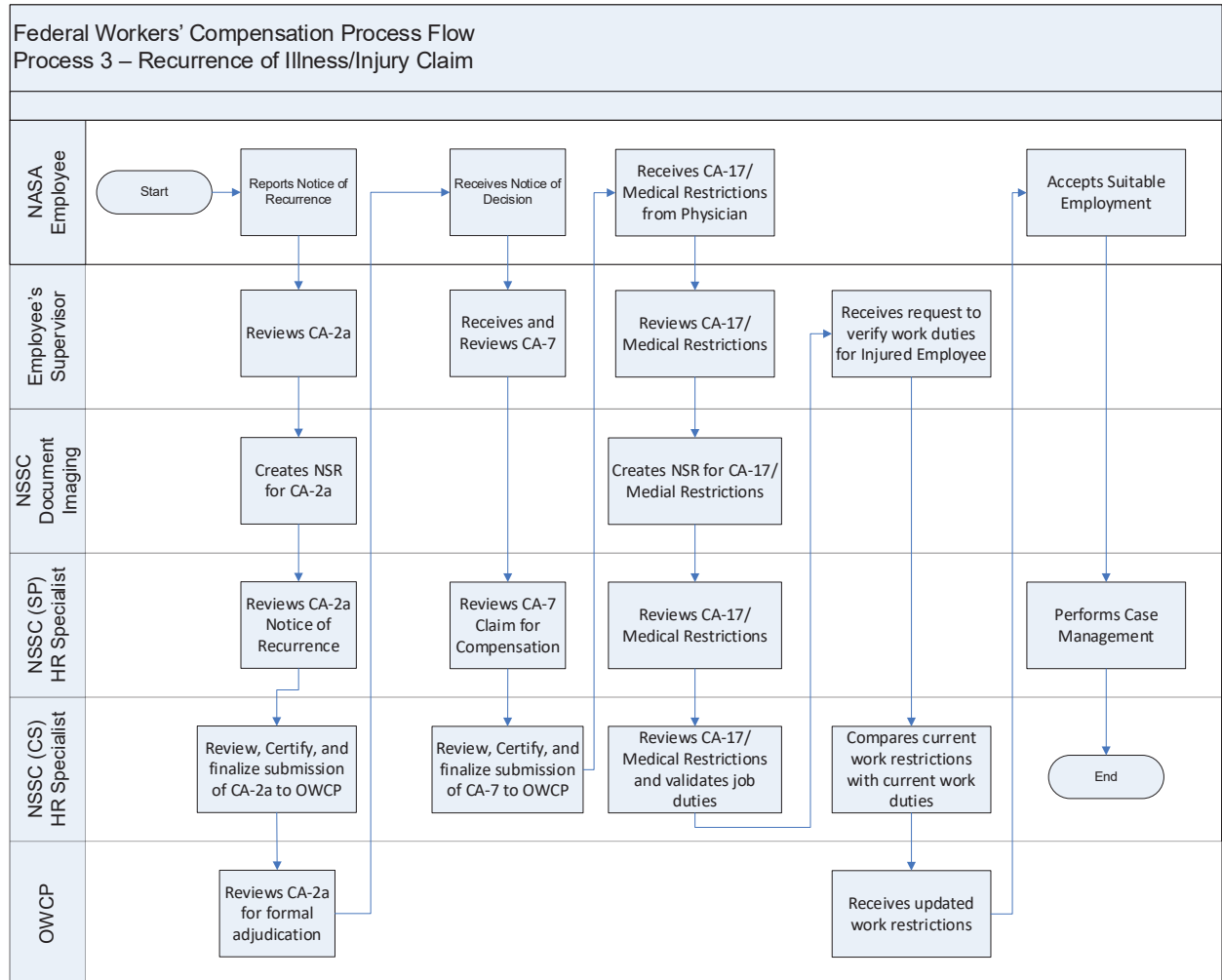
Appendix B – Work Process Flow Diagrams



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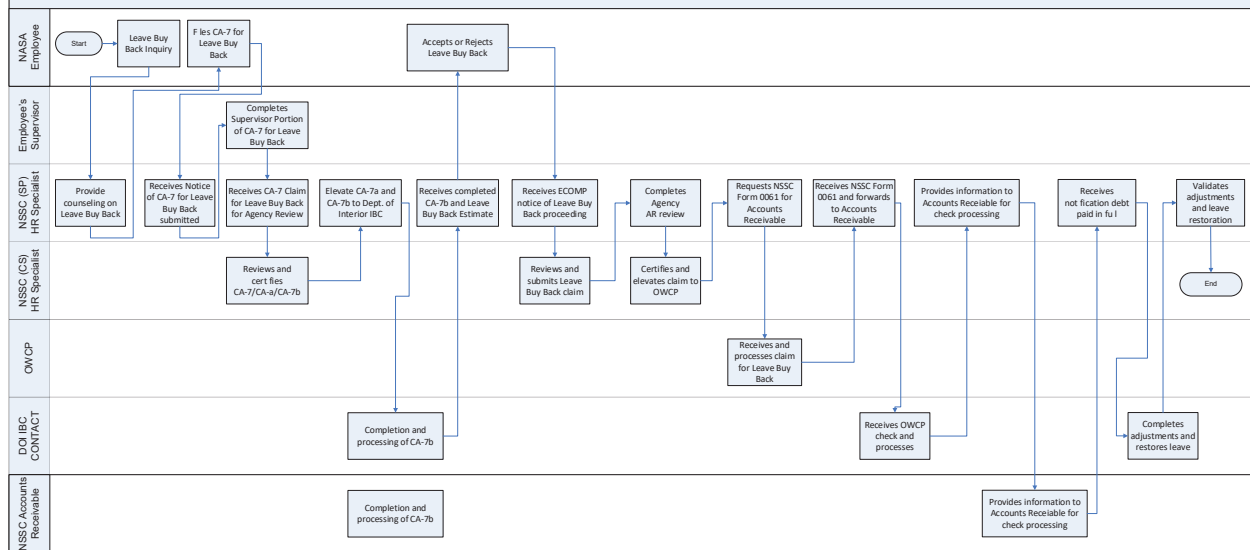
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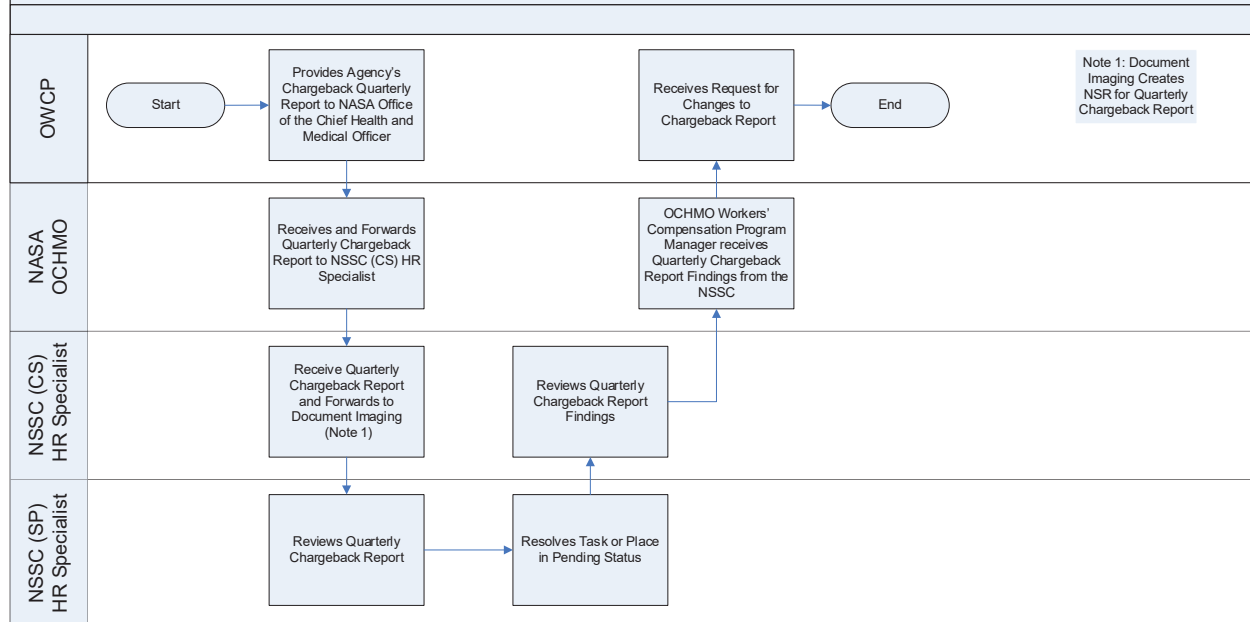
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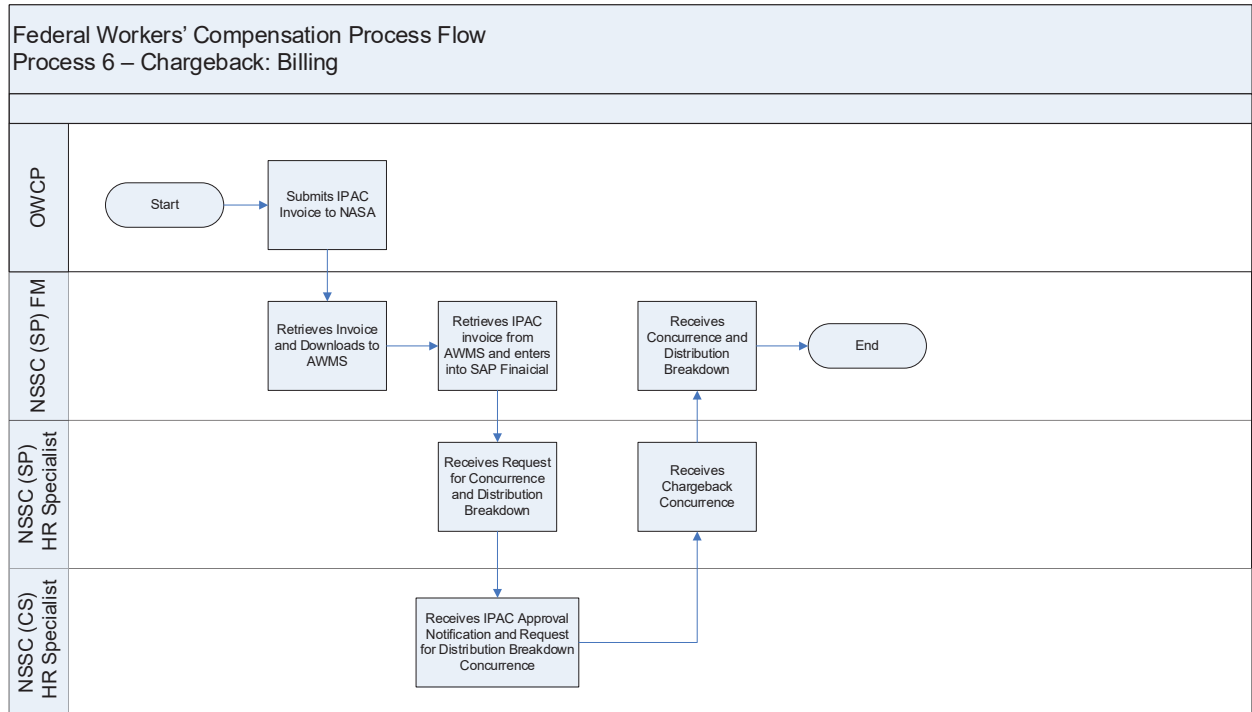
Federal Workers' Compensation Process Flow Process 4 - Leave Buy Back



Federal Workers' Compensation Process Flow Process 5 – Chargeback: Quarterly Review



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Appendix C – Forms

Form	Name of Form
CA-1	Federal Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation
CA-2	Notice of Occupational Disease and Claim for Compensation
CA-2a	Notice of Recurrence
CA-7	Claim for Compensation
CA-7a	Time Analysis Form
CA-7b	Leave Buy Back Worksheet/Certification and Election
CA-16	Authorization for Examination and/or Treatment
CA-17	Duty Status Report
CA-35	Evidence Required in Support of a Claim for Occupational Disease
NSSC Form 0061	Accounts Receivable Funding Information Request
OSHA Form 301	Injury and Illness Incident Report
OWCP-915	Claim for Medical Reimbursement
OWCP-957	Medical Travel Refund Request