


DEPARTMENT OF DEFENSE
DCPAS
Defense Civilian Personnel Advisory Service


**Analyzing the Chargeback and
Managing Long Term Cases**

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Why?




Why put Chargeback Analysis and Long Term Case Management in the same session?


What do they have to do with each other?



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Why?




Simply put, the Chargeback Listing helps focus your efforts and allows you to use your time effectively.

It allows you to identify and prioritize claims that require attention with regard to case management.


It allows you to utilize limited resources on claims that need the attention.




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Course Objectives




- Understand what is contained in the Chargeback Listing
- Develop a process to prioritize claims for potential resolution
- Identify strategies for effective management of long-term cases
- Identify techniques for achieving effective communication with all parties



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Understand the Chargeback Listing




In order to understand the Chargeback Listing it would be helpful to:


- Understand the data your Chargeback Listing contains
- Understand the process your agency uses for viewing your Chargeback Listing
- Understand the process for getting errors corrected on your Chargeback Listing



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Understand the Data - OWCP Agency Page




Understand the data your Chargeback Listing contains.

DFEC Agency page contains data dictionaries that explains the elements OWCP uses and transmits to agencies in the GMF, ACPS, Bill Pay and Chargeback data feeds. The page can be found at <http://www.dol.gov/owcp/dfec/federalagency.htm>

Agency Chargeback and Data Reports


OWCP provides periodic chargeback and data reports to agencies for monitoring and management of agency cases. The attached Data Dictionaries are for usage by those agency representatives that receive weekly, monthly and/or quarterly data extracts from OWCP and require this information to read the data fields:

Report	Web Page (HTML)	PDF
ACPS Data Dictionary V2.0		
Bill Pay Data Dictionary v1		
Chargeback Data Dictionary 2		
GMF Data Dictionary (New with Appendices)		



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Understand the Data - Data Dictionary



The Chargeback Data Dictionary contains the data elements and their values for the Chargeback Data extract. It can be viewed as a web page.

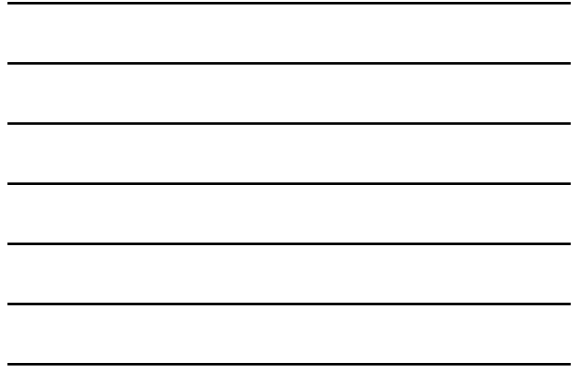
DOL Home > OWCP > DFEC > Chargeback Data Dictionary

Division of Federal Employees' Compensation (DFEC)


Chargeback Data Dictionary

FIELD NAME	LOCATION START END	FIELD TYPE	CRSBA-REC NAME	DESCRIPTION	DEFINITION OF LEGAL VALUES (ESAYES)
CB AGENCY KEY	1 7	NUM7	PREFD	Department indicator and accounting code	
ROLLUP CODE	8 11	NUM4	AGENCY-ROLLUP-CODE	Chargeback agency rollup code	
CASE NUMBER	12 20	NUM9	CASE-NO	Unique numeric identifier for each case	
RECORD TYPE	21 21	NUM1	REC-TYPE	Appropriate record type	1 - SUMMARY 2 - DETAIL
DISTRICT OFFICE	22 23	NUM2	LAST-PMNT-DIST	Owning district office	
LAST PAYMENT DATE	24 31	DATE8	LAST-PMNT-DATE	Date of the latest transaction	YYYYMMDD
LAST SERVICE INDICATOR	32 32	CHAR1	SRCF-CP-COR-UP	Latest transaction's service type.	B - MEDICAL C - COMPENSATION X - CANCELLED CHECK (COMPENSATION)

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Understand the Data - Data Dictionary



It can also be downloaded as a pdf file and used as a ready reference that can be used to increase familiarity with Chargeback Data.

Either way, the Chargeback Listing provides a wealth of information on the claims charged to your agency.


DOL Home > OWCP > DFEC > Chargeback Data Dictionary

FIELD NAME	LOCATION START END	FIELD TYPE	CRSBA-REC NAME	DESCRIPTION	DEFINITION OF LEGAL VALUES (ESAYES)
OFFICE OF ORIGIN	001 004	NUM4	SOURCE-ORIGIN	Office where case	
CAL INQUIRY CODE	007 012	DATE8	CAL-1-REQ-DATE	Date for calendar time (CAL) or other time period	YYYYMMDD
DATE OF LAST PAYMENT	017 024	DATE8	DATE-OF-LAST-PAYMENT	Date of the last payment received	YYYYMMDD
RECORD TYPE	029 036	NUM1	REC-TYPE	Appropriate record type	1 - SUMMARY 2 - DETAIL
RECORD TYPE	037 044	NUM1	REC-TYPE	Appropriate record type	1 - SUMMARY 2 - DETAIL

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Understand How to View the Listing



- Each Agency should have a process for obtaining and reviewing the Chargeback Listing quarterly.
 - Data received from DOL should be complete.
 - How does your agency initially review the data from DOL?
 - What happens if the data is not complete?
 - The ability to sort and filter the information contained within the listing will make it easier for analysis.


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Understand How to Correct Errors

- The Listing must be accurate.
 - Review quarterly, submitting corrections to DOL as necessary. CA-810 section 9-4 provides guidance on corrections to the Chargeback Bill
 - Requests for changes based on review of the quarterly chargeback report should be . . . made within 90 days of receipt of the report.
 - Due to the time needed to verify information and correct errors, problems brought to OWCP's attention during the fourth quarter of a fiscal year may not be corrected in time for that year's bill.



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Now What?


Think of the Listing as a map.

You have figured out how to open the map, decipher the symbols and information present on the map, but you haven't used the map to get anywhere. . . yet.

Now we are going to go places using our map.




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Prioritize Claims


- Start with cases displaying anomalies
 - Unusually high or low compensation costs could indicate
 - Incorrect pay rates
 - Duplicate payments
 - Old claims reappearing on the report after periods of non-payment could indicate a worsening of the accepted condition or an election of FECA benefits from an employee that was previously on OPM Disability Retirement.




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Prioritize Claims




- Start with cases displaying anomalies
 - Spikes in medical charges could indicate surgery, other procedures, or use of compounding medications.
 - DFEC recently published guidance on payment for compounded medications. It can be found at:
<https://www.dol.gov/owcp/dfec/updatedfecpharmacy.htm>



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Prioritize Claims



Division of Federal Employees' Compensation (DFEC)

Updated DFEC Pharmacy Fee Schedule:

Generic Medications: For services billed on or after July 1, 2016, the Office of Workers' Compensation Programs (OWCP) Division of Federal Employees' Compensation (DFEC) will calculate the maximum allowable fee for generic drugs at 60% of the average wholesale price (AWP) plus a \$4.00 dispensing fee.


Compound Medications: For services billed on or after July 1, 2016, the Office of Workers' Compensation Programs (OWCP) Division of Federal Employees' Compensation (DFEC) will calculate the maximum allowable fee at:

- 50% of AWP of each NDC in the compounded drug, for compounded drugs containing three or fewer ingredients
- 30% of AWP of each NDC in the compounded drug, for compounded drugs containing four or more ingredients


Compound Medication Initial Fill Duration:

Effective July 1, 2016, the initial prescriptions for compound medication should be for a period not to exceed 90 days. Initial prescriptions for periods greater than 90-days may be subject to further review for medical necessity.


- Understanding the anomalies will help catch clerical type errors as well as understanding changes in case management.




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Prioritize Claims




- Prioritize cases by pay status as follows:
 - PR should be highest priority
 - Higher return to work potential
 - Requirement for updated medical annually
 - PN should be reviewed closely for potential adjustment to case status
 - Sometimes ability to return to work changes
 - PW cases have formal decisions so they take lower priority on the list
 - Wage Earning Capacity (WEC) established
 - WEC can be actual or constructed




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Prioritize Claims




- Prioritize cases by pay status as follows:
 - PS do not require intensive oversight unless the employee was disabled prior to receipt of the Schedule Award
 - DE cases should only require monitoring for change in dependant status or remarriage prior to age 55. Periodically check the DE cases for elder survivors
 - MC cases typically do not have actions needed by the Compensation Specialist. Monitor for unusual costs only.




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Setting the Priority




- Within the PR and PN case status, stage the cases in groups for future actions
- Highest priority should be on cases with greatest chance at returning to work
 - Look at severity of the condition
 - Age of the claimant
 - Vocational skills
 - Length of time on the periodic rolls
 - Residence location in relationship to employment opportunity




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Setting the Priority




- Next group should be those with potential change in status
 - Change in eligible dependents
 - Was the employee married when the injury occurred and now divorced?
 - Did the employee have children under 18 when the injury occurred?
 - FERS employees nearing retirement age (FERS Offset)




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Priority Summary




- Cases with anomalies
- PR and PN cases with greatest return to work potential
- Cases with potential for change in dependent status or for FERS Offset
- PW cases
- All others




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Strategies for Long Term Case Management




- Communication is the key
 - Start early in the process
 - Communicate regularly
 - Be fair and objective in your communication
 - Continue communication even if the employee is placed on the Periodic Roll




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Strategies for Long Term Case Management




- Possible communication suggestions
 - Annual letter to the claimant
 - Periodic phone contact
 - Newsletter
- Primary objective is to keep the claimant informed and connected
 - Notify claimants of changes in the law, rules and regulations (Good source is the DFEC Website)
 - Updates to information sources and points of contact
 - Job opportunities at your installation





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 **Strategies for Long Term Case Management** 



- If the claimant has been placed in the Vocational Rehabilitation program, work closely with the Rehab Counselor
 - Provide work history
 - If offering light duty, act quickly to avoid unnecessary expenses

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 **Strategies for Long Term Case Management** 


- Review your local records periodically for updates to the file
- Request Second Opinions or Referee Opinions when appropriate

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 **Strategies for Long Term Case Management** 

- Use organizational venues (department meetings, etc) to develop effective strategies on maintaining costs
 - The key is to develop cohesive strategy that cuts across organizational lines
 - Safety, Occupational Medicine, and Human Resources all need to work together in order to return employees to work


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Communicate effectively




- Avoid taking an adversarial tone
- Be concise and direct
- Relay facts, not opinions
- Provide supporting documentation
- Understand the other parties position



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What would you do?




You have a 44 year old claimant whose case status is currently PR. He is an IT Specialist who has Bilateral Carpal Tunnel Syndrome. His date of injury is listed as 5/7/2016. He had surgery on his left hand in September 2016 and on his right hand in January 2017. He has not worked since his first surgery in 2016.


How would you prioritize this case?
What is your first course of action?



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What would you do?





A 38 year old claimant whose case status is PR. Her date of injury was 1/5/2015. She stopped all work 2/13/2015. She is currently still on your employment rolls. Her accepted condition is severe depression. The last medical from the doctor was dated 6/13/2016 and stated the employee was unable to return to work for a minimum of 6 months.

What actions would you take?





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 **What would you do?** 

A 70 year old claimant whose current case status is PN. His date of injury was 8/12/1991. He stopped all work 7/23/1995. His accepted condition is lumbar strain. He also has a history of heart problems and has suffered a heart attack subsequent to his on-the-job injury that has resulted in significant impairment.


What actions would you take?

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Questions?

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