

**STANDARD OPERATING PROCEDURES  
WORKERS' COMPENSATION TECHNICIAN  
GS-0203-06/07**

- 1. Counsel current and former employees on the claim submission process.**
- 2. Provide claim process and procedures to supervisors and activities.**
  - a. Provide claim submission process to supervisor's utilizing the Electronic Data Interface System (EDI)
- 3. Input claims utilizing the EDI, if needed.**
  - a. Determine whether or not the correct form is used:
    - i. CA1 – Traumatic Injury Claim
    - ii. CA2 – Occupational Injury and Illness Claim
    - iii. CA2A – Notice of Recurrence
    - iv. Ensure that information is accurate on claim form.
- 4. Authenticate EDI claims for submission to Department of Labor (DOL).**
- 5. Determine whether or not Continuation of Pay (COP) should be authorized.**
  - a. Nine reasons the employing agency may refuse COP.
    - i. Reasons can be found on CA1 form and in CA-810
  - b. Determine COP dates
    - i. Use computation spreadsheet
- 6. Notify Supervisor that claim has been received and medical**  
Documentation (i.e. dispensary chits, doctor notes, test results, and/or limitations) is required to support claim
- 7. Send Claimant letter indicating claim number and when COP expires.**
- 8. Input Claim information into TWMS FECA Tracker (SOP#)**
- 9. CA2 – Occupational Disease Claim - request Official Personnel Folder (OPF)** from Human Resources Service Center Southeast (HRSC-SE) or National Personnel Records Center (NPRC) for employment history, applications, and SF-50's for date of injury location verification.
- 10. Controversion/challenge on initial claim.**
  - a. Review information submitted with initial claim.
  - b. If technician feels a controversion/challenge is needed, forward information to Specialists.
- 11. Congressionals and Attorney requests - forward to Specialists.**

**12. Send all medical documentation and any other pertinent information received to the Department of Labor.**

**13. Process forms for all claimants (active and periodic roll).**

- a. CA-16, Authorization for Treatment
- b. CA7, CA7a, CA7b, Claim for Compensation
  - i. Leave without Pay
  - ii. Leave Buy Back
  - iii. Wage Loss
  - iv. Schedule Award

**14. Letters from DOL to Activities for further information – forward to Specialist**

**15. Set up and maintain case files.**

- a. Maintain active and inactive files
  - i. Inactive files are those that have had little or no activity for at least one year
- b. Inactive files should be kept in a separate locked cabinet.

**16. Purge files annually (DoDI 1400.25-V810, April 15, 2005)**

- a. All active and inactive records are governed under the disclosure provisions of FOL/GOVT-1, Office of Workers' Compensation Program, Federal Employee's Compensation Act File.
  - i. No Lost time/No Medical Expense.
  - ii. First Aid
  - iii. Medical Expenses Only
  - iv. Medical Expenses and COP
  - v. Medical Expenses, COP and Compensation
- b. Remove CA forms, acceptance/denial letters, appeal decision letters most recent medical – Keep separate file in inactive file cabinet.
- c. Shred all other documents