Analyzing/Managing the Chargeback

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Seattle District Management Advisor

July 2019
Agenda

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- Bluf
- Objectives
- Understanding the Chargeback Report
- Obtaining the Chargeback Report
- Understand the Data - OWCP Agency Page
- Understand the Data - Data Dictionary
- Viewing the Chargeback Report
- Chargeback Code Changes
- Identifying Anomalies
- Prioritize Claims
- Setting the Priority
- References
- Q & A
Understanding and effectively managing the Chargeback Report helps ICPA’s to:

• Focus efforts and resources on the claims that need attention

• Identify and prioritize claims that require attention with regard to case management

• Reduce agency costs
Objectives

• Understand what is contained in the Chargeback Report

• 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

• Understand the agency process for viewing the Chargeback Report

• Understand the process for getting errors corrected on the Chargeback Report
Understanding the Chargeback Report

• Compensation costs are initially paid by the Department of Labor from the Compensation Fund

• DOL provides each agency with a statement of payments – this is known as the Chargeback List

• Agencies include this amount in the budget requests to Congress and the money is deposited back into the Compensation Fund

• Chargeback codes are the mechanism used by Department of Labor to identify the agency responsible for the costs incurred with the claim
Understanding the Chargeback Report

• Codes are 6 characters – 4 numeric which designates the agency and 2 alpha (CPO code) which designates the servicing personnel office - CPO code is used by DOL to determine where to send correspondence

• Codes are assigned by the DOL – agencies cannot create codes

• The Chargeback code determines access to claims in AQS and DIUCS

• Chargeback year runs from July 1 through June 30
Obtaining the Chargeback Report

- OWCP prepares data file for DoD.
- DoD retrieves the file from a secure data site.
- DoD validates the data then loads it into DIUCS where it becomes available for all users.
- Chargeback listing is generally available within 4-6 weeks after the quarter ends.
- If you encounter issues with obtaining your chargeback, contact your DoD Advisor for assistance.
Understand the Data - OWCP Agency Page

DFEC Agency page contains data dictionaries that explains the elements OWCP uses and transmits to agencies in the CMF, 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:

<table>
<thead>
<tr>
<th>Report</th>
<th>Web Page (HTML)</th>
<th>PDF</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACPS Data Dictionary V2.0</td>
<td><img src="#" alt="Web Page" /></td>
<td><img src="#" alt="PDF" /></td>
</tr>
<tr>
<td>Bill Pay Data Dictionary v1</td>
<td><img src="#" alt="Web Page" /></td>
<td><img src="#" alt="PDF" /></td>
</tr>
<tr>
<td>Chargeback Data Dictionary 2</td>
<td><img src="#" alt="Web Page" /></td>
<td><img src="#" alt="PDF" /></td>
</tr>
<tr>
<td>CMF Data Dictionary (New with Appendices)</td>
<td><img src="#" alt="Web Page" /></td>
<td><img src="#" alt="PDF" /></td>
</tr>
</tbody>
</table>
The Chargeback Data Dictionary contains the data elements and the values for the Chargeback Data extract. It can be viewed as a web page.

<table>
<thead>
<tr>
<th>FLD NAME</th>
<th>LOCATION</th>
<th>FIELD TYPE</th>
<th>CBSUM-REC NAME</th>
<th>DESCRIPTION</th>
<th>DEFINITION OF LEGAL VALUES ESAFCECS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CB AGENCY KEY</td>
<td>1-7</td>
<td>NUM/7</td>
<td>PREFIX</td>
<td>Department indicator and accounting code</td>
<td></td>
</tr>
<tr>
<td>ROLLUP CODE</td>
<td>8-11</td>
<td>NUM/4</td>
<td>AGENCY-ROLLUP-CODE</td>
<td>Chargeback agency rollup code</td>
<td></td>
</tr>
<tr>
<td>CASE NUMBER</td>
<td>12-20</td>
<td>NUM/9</td>
<td>CASE-NO</td>
<td>Unique numeric identifier for each case</td>
<td></td>
</tr>
<tr>
<td>RECORD TYPE</td>
<td>21-21</td>
<td>NUM/1</td>
<td>REC TYPE</td>
<td>Appropriate record type</td>
<td>1 - SUMMARY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 - DETAIL</td>
</tr>
<tr>
<td>DISTRICT OFFICE</td>
<td>22-23</td>
<td>NUM/2</td>
<td>LAST-PYMT-DIST</td>
<td>Owning district office</td>
<td></td>
</tr>
<tr>
<td>LAST PAYMENT DATE</td>
<td>24-31</td>
<td>DATE/8</td>
<td>LAST-PYMT-DATE</td>
<td>Date of the latest transaction</td>
<td>YYYYMMDD</td>
</tr>
<tr>
<td>LAST SERVICE INDICATOR</td>
<td>32-32</td>
<td>CHAR/1</td>
<td>SRCE-CP-OR-BP</td>
<td>Latest transaction's service type.</td>
<td>B - MEDICAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>C - COMPENSATION</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X - CANCELLED CHECK (COMPENSATION)</td>
</tr>
</tbody>
</table>
Understand the Data - Data Dictionary

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

<table>
<thead>
<tr>
<th>FIELD NAME</th>
<th>LOCATION START END</th>
<th>FIELD TYPE</th>
<th>CBSUM-REC NAME</th>
<th>DESCRIPTION</th>
<th>DEFINITION OF LEGAL VALUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONDITION SOURCE OF INJURY</td>
<td>301</td>
<td>NUM/4</td>
<td>SOURCE-INJURY</td>
<td>OSHA injury site</td>
<td></td>
</tr>
<tr>
<td>CA1 SIGNATURE DATE</td>
<td>305</td>
<td>DATE/8</td>
<td>CA1-2.SIG.DATE</td>
<td>Date the submitted claim (CA1, CA2, or CA3) was signed</td>
<td>YYYYMMDD</td>
</tr>
<tr>
<td>ACCEPTED CONDITION FLAG</td>
<td>313</td>
<td>CHAR/1</td>
<td>REP.ACCEPT-COND-FLAG</td>
<td>Whether the reported diagnosis was accepted as compensable</td>
<td>N = NOT ACCEPTED AS COMPENSABLE, Y = ACCEPTED AS COMPENSABLE</td>
</tr>
<tr>
<td>THIRD PARTY INDICATOR</td>
<td>314</td>
<td>CHAR/1</td>
<td>3RD-PARTY-IND</td>
<td>Latest third party insurance, if present</td>
<td>0 = NO 3RD PARTY INSURANCE, 1 = NOT REFERRED TO SOL, 2 = REFERRED TO SOL, 4 = CLOSED, MINOR, NOT ECONOMICAL TO PURSUE, 5 = CLOSED, OTHER, 6 = SETTLED, NO REFUND DUE, 7 = SETTLED, REFUND NOT RECEIVED, NO CREDIT DUE, 8 = SETTLED, REFUND RECEIVED, CREDIT DUE AGAINST FUTURE COMPENSATION</td>
</tr>
<tr>
<td>REHABILITATION INDICATOR</td>
<td>315</td>
<td>CHAR/1</td>
<td>REHAB.IND</td>
<td>Case’s vocational rehabilitation status</td>
<td>1 = CLOSED ON REFERRAL, 2 = CLOSED REHABILITATED, 3 = CLOSED REHABILITATED, NEW EMPLOYER, 4 = CLOSED REHABILITATED, PREV. REEMP, 5 = CLOSED, NOT REHABILITATED, 6 = CLOSED WITH POST EMPLOYMENT SERVICES, 7 = RETURNED TO WORK, NURSE INTERVENTION, 8 = RETURNED TO WORK, W/OUT VR ASSISTANCE, 9 = COP CLOSURE, A = INITIAL INTERVIEW HELD, B = NURSE INTERVENTION, C = RETURNED TO CE, D = PLAN DEVELOPMENT, E = EXTENSION, F = WORKING PART TIME OR TEMPORARY, G = PLACEMENT ASST. REEMPLOYMENT, H = EMPLOYED BY NURSE, I = PLAN APPROVED, K = NOT RTW, NI, WORK LIMITS ON FILE, L = LIGHT DUTY, M = MEDICAL REHABILITATION, N = PLACEMENT PREV. EMPLOYER</td>
</tr>
</tbody>
</table>
Viewing the Chargeback Report

Understand How to View the Listing:

• Each agency should have a process for reviewing the Chargeback Listing quarterly.

• The ability to sort and filter the information contained within the listing will make it easier for analysis.

• Viewing as a web page or in pdf format, either way, the Chargeback Listing provides a wealth of information on the claims charged to your agency.
Viewing the Chargeback Report (Con’t)

Understand How to Correct Errors:

• The Listing must be accurate.

• Review quarterly, submitting corrections to your DOD Liaison 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.
Chargeback Code Changes

• Chargeback code changes will be routed to the assigned DoD Program Manager

• The ICPA will complete the request for Chargeback code change form and submit the request to their FECA Program Managers who will verify the information and forward the request to their assigned DoD Program Manager.

• The assignments are as follows:

  Darryl Washington, darryl.v.washington2.civ@mail.mil - Army/AF -

  Barbara Leathers, barbara.m.leathers.civ@mail.mil - Navy /DoD/NGB -
# Chargeback Code Change

Chargeback Code Change *(Template)*

<table>
<thead>
<tr>
<th>CASE STATUS</th>
<th>OWCP CASE #</th>
<th>OLD AGENCY CODE (4-DIGIT NUMERIC)</th>
<th>OLD DOL CPO (2-CHARACTER ALPHABET)</th>
<th>NEW CHANGE (NUMERIC AND ALPHA CODE)</th>
<th>DATE DOL CORRECTED CODE (ICUC ONLY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ex: MC</td>
<td>123456789</td>
<td>1234</td>
<td>AB</td>
<td>1234CD</td>
<td></td>
</tr>
</tbody>
</table>
Chargeback Code Changes

• A list of Chargeback code changes are usually sent to DOL the last work day in each month except for the last month when the quarter ends.

• The list to DOL must be sent by the 15th of the month that the quarter ends to ensure the corrections will reflect on the upcoming chargeback report.

Example: In order for changes to reflect on the 3Q 2018 CHBK report, the Agencies need to submit their changes to ICUC no later than March 5, 2018 because DOL needs all changes by the 15th of the month that the quarter ends.

• Once DOL makes the changes/corrections, they send a notification email back to ICUC and the DoD Program Managers who will inform the ICPA whether the change/correction was made.
# Chargeback Report Example

## Quarterly Chargeback Listing

**Chargeback Detail Report for QTR 3/31 of Year 2018**

<table>
<thead>
<tr>
<th>CHBK</th>
<th>DOL</th>
<th>CPO</th>
<th>CASE #</th>
<th>DOI</th>
<th>L NAME</th>
<th>F NAME</th>
<th>MI</th>
<th>Age</th>
<th>PD</th>
<th>COI</th>
<th>EOI</th>
<th>Anatomy</th>
<th>PAY</th>
<th>ADJ</th>
<th>DOL Create</th>
<th>Cont</th>
<th>Med Cost</th>
<th>Comp Cost</th>
<th>Total Cost</th>
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</thead>
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<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>07/16/1975</td>
<td>S</td>
<td>F</td>
<td>D</td>
<td>94</td>
<td>14</td>
<td>Cause Unknown</td>
<td>Non-Fatal Lost Time</td>
<td>C2</td>
<td>MC</td>
<td>AT</td>
<td>08/15/1975</td>
<td>N</td>
<td>$22,249.00</td>
<td>$0.00</td>
<td>$22,249.00</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>01/15/1979</td>
<td>L</td>
<td>T</td>
<td>L</td>
<td>75</td>
<td>14</td>
<td>Slip/Twist/Other</td>
<td>No Time Lost</td>
<td>BL</td>
<td>PW</td>
<td>AP</td>
<td>02/07/1979</td>
<td>N</td>
<td>$0.00</td>
<td>$24,980.89</td>
<td>$24,980.89</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>09/15/2016</td>
<td>R</td>
<td>P</td>
<td>S</td>
<td>63</td>
<td>14</td>
<td>Handling Materials</td>
<td>Non-Fatal Lost Time</td>
<td>KS</td>
<td>PR</td>
<td>AM</td>
<td>09/27/2016</td>
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<td>$24,205.11</td>
<td>$0.00</td>
<td>$24,205.11</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>02/03/1978</td>
<td>C</td>
<td>J</td>
<td>G</td>
<td>87</td>
<td>13</td>
<td>Falling Cargo</td>
<td>Non-Fatal Lost Time</td>
<td>AS</td>
<td>PW</td>
<td>AP</td>
<td>02/21/1978</td>
<td>N</td>
<td>$0.00</td>
<td>$16,409.86</td>
<td>$16,409.86</td>
<td></td>
</tr>
<tr>
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<td>xxxxxxxx</td>
<td>11/04/1970</td>
<td>R</td>
<td>A</td>
<td>V</td>
<td>77</td>
<td>14</td>
<td>Handling Materials</td>
<td>Non-Fatal Lost Time</td>
<td>BL</td>
<td>PW</td>
<td>AP</td>
<td>12/31/1970</td>
<td>N</td>
<td>$0.00</td>
<td>$7,868.82</td>
<td>$7,868.82</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>08/14/1990</td>
<td>M</td>
<td>K</td>
<td>L</td>
<td>74</td>
<td>14</td>
<td>Cause Unknown</td>
<td>No Time Lost</td>
<td>C2</td>
<td>MC</td>
<td>AM</td>
<td>09/24/1990</td>
<td>N</td>
<td>$3,280.00</td>
<td>$0.00</td>
<td>$3,280.00</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>06/09/1981</td>
<td>B</td>
<td>M</td>
<td>K</td>
<td>70</td>
<td>14</td>
<td>Handling Materials</td>
<td>Non-Fatal Lost Time</td>
<td>BL</td>
<td>MC</td>
<td>AP</td>
<td>07/30/1981</td>
<td>N</td>
<td>$0.00</td>
<td>$11,896.79</td>
<td>$11,896.79</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>LA</td>
<td>xxxxxxxx</td>
<td>06/01/2016</td>
<td>F</td>
<td>M</td>
<td>A</td>
<td>40</td>
<td>14</td>
<td>Handling Trash</td>
<td>No Time Lost</td>
<td>SS</td>
<td>MC</td>
<td>AC</td>
<td>06/06/2016</td>
<td>N</td>
<td>$80.00</td>
<td>$0.00</td>
<td>$80.00</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>10/01/2015</td>
<td>C</td>
<td>T</td>
<td>D</td>
<td>65</td>
<td>14</td>
<td>Working on/Armed</td>
<td>No Time Lost</td>
<td>A6</td>
<td>MC</td>
<td>AM</td>
<td>06/06/2016</td>
<td>N</td>
<td>$1,407.77</td>
<td>$0.00</td>
<td>$1,407.77</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>06/15/2002</td>
<td>T</td>
<td>J</td>
<td>H</td>
<td>67</td>
<td>14</td>
<td>Machinery</td>
<td>No Time Lost</td>
<td>C2</td>
<td>MC</td>
<td>AM</td>
<td>06/09/2002</td>
<td>N</td>
<td>$4,473.63</td>
<td>$51,851.02</td>
<td>$56,324.65</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>BQ</td>
<td>xxxxxxxx</td>
<td>07/25/1995</td>
<td>V</td>
<td>C</td>
<td>U</td>
<td>85</td>
<td>14</td>
<td>Fall On Hill</td>
<td>Non-Fatal Lost Time</td>
<td>KS</td>
<td>PN</td>
<td>AP</td>
<td>09/14/1995</td>
<td>N</td>
<td>$149.97</td>
<td>$16,613.07</td>
<td>$16,762.04</td>
<td></td>
</tr>
<tr>
<td>3493</td>
<td>OO</td>
<td>xxxxxxxx</td>
<td>09/09/1997</td>
<td>O</td>
<td>D</td>
<td>O</td>
<td>76</td>
<td>14</td>
<td>Cause Unknown</td>
<td>No Time Lost</td>
<td>SS</td>
<td>PW</td>
<td>AP</td>
<td>10/22/1997</td>
<td>N</td>
<td>$172.88</td>
<td>$24,717.45</td>
<td>$24,890.33</td>
<td></td>
</tr>
</tbody>
</table>

**Quarterly Chargeback Listing**

Chargeback Detail Report for QTR 3/31 of Year 2018

Date Run: Thu Apr 25 14:53:11 MDT 2019
Identifying Anomalies

• Start with cases not identified as agency employees.

• Unusually high or low compensation costs could indicate;
  Incorrect pay rates
  Duplicate payments

• Spikes in medical charges could indicate surgery or other procedures.

• 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.

• Understanding the anomalies will help catch clerical type errors as well as understanding changes in case status.
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 and are low priority.
  
  Wage Earning Capacity (WEC) established
  WEC can be actual or constructed
Prioritize Claims

• **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 dependent 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.
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
Setting the Priority

The next group should be those with a 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?

  Did the dependent recipient of a death claim pass or remarry before age 55?

• FERS employees nearing retirement age (FERS Offset)
  
  Has an offset occurred?
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
  - Possible FERS Offset
- PW cases
- All others
References

Injury Compensation for Federal Employees
Publication CA-810– Chargeback – Chapter 9-4

www.dol.gov/owcp/dfec/federalagency.htm

www.dol.gov/owcp/dfec/regs/compliance/DFECfolio/CA-810.pdf
QUESTIONS?
A 38 year old claimant whose case status is PR. Her date of injury was 1/5/2018. She stopped all work 2/13/2018.

She is currently still on your employment rolls. Her accepted condition is severe depression.

The last medical from the doctor was dated 6/13/2018 and stated the employee was unable to return to work for a minimum of 6 months.

What actions would you take?
Case Study

A 51 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 5/7/2018.

He had surgery on his left hand in September 2018 and on his right hand in January 2019.

He has not worked since his first surgery in 2018.

How would you prioritize this case?

What is your first course of action?
Exercise

*Using the Chargeback hand out, answer all exercise questions below.*

What should be your first action upon receipt of your Chargeback Report?

How many possible anomalies can you identify?

How would you prioritize these cases?

What action(s) would you take?