

case has not yet been accepted by the DOL OWCP.

The AFPC IC Office does not receive bills that your physician submits, nor does AFPC IC play a role in the payment of bills submitted in your case. Should you experience any difficulty with payment of medical bills, for assistance, contact DOL OWCP and/or ACS (the company that provides bill payment service to the DOL OWCP). The phone number for ACS is 1-844-493-1966. You may also check the status of your billing also on line at: <http://owcp.dol.acs-inc.com>.

7. How can I check the status of my claim? You can check the status of your claim through ECOMP. Once you sign on to ECOMP, the “Employee Dashboard” will be displayed, which lists the status of any forms you have filed through ECOMP. Once you have received a case #, you may also go online to check the status at: <http://owcp.dol.acs-inc.com>, click on FECA claimant link at top left, follow the instructions. After entering your case # information, click “submit”. At the next screen click on the Claimant Query System (CQS) link on the left. Enter you claim # again to see your claim status. This site is designed to provide injured workers with 24-hour access to their case file status, accepted conditions, address of record, compensation claim status, compensation payments, dates, and periods covered. The CQS also provides specific information on medical billings, reimbursement requests, eligibility and authorization inquiries.

You may also contact the DOL OWCP. A listing of the DOL OWCP District Offices and their contact information is available on line at: <http://www.dol.gov/owcp/contacts/fecacont.htm>.

8. What are my options if DOL denies my claim? Every formal decision issued by DOL OWCP has appeal rights that are included in their written correspondence to you. Therefore, it is important that you carefully read and follow the instructions that are provided. Please note that the time allowed to file your appeal is strictly enforced

by the DOL OWCP, therefore it is imperative that you adhere to the specified timeframe when exercising your right to appeal.

9. How do I contact the AFPC Injury Compensation Office? Contact the AFPC IC Office via e-mail at injury.compensation@us.af.mil or through the TFSC at 1-800-525-0102. If calling, listen carefully to the menu and press “2” for civilian employees. You will hear two tones (and several seconds of silence) while your call is being transferred to a Customer Service Representative. Press “4” for “All Other Inquiries.”

10. Where can I find additional information pertaining to Injury (Workers’) Compensation? You can access information at the DOL OWCP website: <http://www.dol.gov/owcp/dfec/> or for AFPC IC go to <https://mypers.af.mil> and do a search on injury compensation.



OUR BOTTOM –LINE

Air Force Personnel Center

Injury Compensation Program (IC) Information



**INJURY COMPENSATION
AFPC/DPIEPC
550 C Street West Ste 57
JBSA Randolph TX 78150**

Employee's Responsibility

The employee's responsibilities will be to:

- Immediately report any job-related injury to their supervisor.
- Electronically initiate a CA-1/Traumatic Injury or a CA-2/Occupational Disease claim form through the Department of Labor's (DOL) ECOMP website: www.ecomp.dol.gov. First time users must establish a username and password. The employee will complete an OSHA 301 first, then choose either the CA-1 or the CA-2, as appropriate.
- If you do not have access to a computer (work, home or other public site) you can request a form from your supervisor or the AFPC Injury Compensation (IC) Office. You will need to complete page 1 of the selected form & fax or mail the form to the AFPC IC Office to put into ECOMP for you.
- Once the OSHA 301 and claim form is completed in ECOMP, your supervisor will receive an email directing them to ECOMP to complete their portion of the forms.
- For urgent traumatic injuries only, if emergency medical care is needed, request a CA-16, Authorization for Medical Treatment form from the dispensary, supervisor or call the AFPC IC Office. Employee has a choice between base Medical Treatment Facility (MTF) or to see a private physician.
- Provide medical documentation to your supervisor to email, fax, or mail directly to AFPC IC.
- **EMAIL:** injury.compensation@us.af.mil
- **FAX:** 210-565-2952 or DSN 665-2952
- **MAIL:** HQ AFPC/DPIEPC, Injury Compensation, 550 C STREET WEST, STE 57, JBSA RAN-DOLPH TX 78150-4759

INJURY COMPENSATION FAQs

1. How do I seek medical treatment for my work related injury? You should seek and obtain the medical treatment that you need right away. You may choose your own private physician to treat you for your injury. If the MTF at your installation provides treatment for civilians with on-the-job injuries you may choose to be treated at the MTF. Ask your supervisor if the MTF at your installation offers this service.

2. How long do I have to file an injury claim? The CA-1 or CA-2 form must be filed within 3 years of the date of injury. However, if a claim is not filed within 3 years, compensation may still be paid if written notice of injury was given within 30 days to your supervisor.

3. What happens after I file an OSHA 301 & a CA-1 or CA-2 in ECOMP or through AF IC Office? The OSHA 301 & the CA-1 or CA-2, once completed electronically in ECOMP, will generate an email to your supervisor to complete their portion. Once the supervisor has completed their portion, they should print out a PDF version of the claim form & both the employee and supervisor will sign and forward by email or fax this document plus any related documentation to the AFPC IC Office. The AF IC Office will verify all data on the claim form & submit the final form through ECOMP to DOL's Office of Workers' Compensation (OWCP).

The DOL OWCP has final authority for accepting or denying injury compensation claims. The DOL OWCP will consider all written factual and medical evidence submitted and will then notify you in writing of their decision. If your claim is accepted, you will be entitled to benefits under the Federal Employees' Compensation Act (FECA). If your claim is denied, you will be notified of your appeal rights (see question #8 for additional information).

4. How do I obtain my claim number? The DOL OWCP will assign a claim number in less than 4hrs

after receipt of the CA-1 or CA-2 from AFPC IC Office. This office will then notify you & your supervisor of the assigned claim number by email or mail, as well as provide you with your AFPC IC Office POC and other pertinent information regarding the status of your claim.

You may also contact the AFPC IC Office via e-mail at injury.compensation@us.af.mil or through the Total Force Service Center (TFSC) at 1-800-525-0102. If calling, listen carefully to the menu and press "2" for civilian employees. You will hear two tones (and several seconds of silence) while your call is being transferred to a Customer Service Representative. Press "4" for "All Other Inquiries."

5. How do I claim compensation for the wages lost due to my injury? Once your case has been accepted by the DOL OWCP, to file for wage loss compensation you will need to complete the first page of Form CA-7, Claim for Compensation. You can obtain this form from your supervisor, or from the following website: <http://webapps.dol.gov/libraryforms>. Type in the search engine box CA-7. Read the instructions for this form carefully. Once completed, give the CA-7, Claim for Compensation, to your supervisor. Sign and do not date the form. The CA-7 form should be completed every 2 weeks, immediately after the end of the pay period in which you missed time from work due to the work injury.

6. How do I get my medical expenses paid? Your physician should submit billings and medical reports to the following address:

Department of Labor
OWCP
P.O. Box 8300
London, KY 40742-8300

Medical bills cannot be paid by the DOL OWCP until your case has been accepted, or unless you have filed a CA-1 and a CA-16 was issued. If a CA-16 was issued, medical bills will be paid for a period of 60 days from the date the CA-16 was issued, even if the