

## “WHO DOES WHAT” ON WORKERS’ COMPENSATION

### COMPUTER ISSUES:

To request access to the DCPAS systems, go to the DCPAS web site <https://extranet.apps.cpms.osd.mil/Divisions/Benefits%20and%20Worklife/Injury%20and%20Unemployment%20Compensation%20Branch.aspx> and look for Products and Services on the right hand side. Fill out the electronic form to request access. Compensation Specialists should scan the completed form to their DoD liaison; Command Coordinators should scan to the Army Program Manager. Remember it must be signed both by you and by your supervisor.

If you need a **password re-set**, click on the link for that in the same Products and Services area.

If your **system is not available**, start with your local IT staff. If they are not able to help, then email Mr. Chris Inserra, [chris.inserra@cpms.osd.mil](mailto:chris.inserra@cpms.osd.mil).

### CHRA OPERATIONS MANAGER (CARRIE):

Receives all questions from Compensation Specialists. Responds if possible about specific cases, job offers, or aspects of Return-to-Work for claimants. Elevates questions to Army Program Manager if cases are precedent setting, especially difficult, high visibility, or affect policy.

Arranges Annual Reviews and notifies participants of topics and cases to be discussed.

Makes decisions about moving cases when an installation closes or there is a Transfer of Function, and communicates these decisions to HQDA for implementation.

Sends Requested Placement form to the CPAC chief for a job offer, as appropriate.

Provides annual report to the Army Program Manager of Requested Placement results.

Notifies Compensation Specialist/leadership when cases need attention.

### ARMY PROGRAM MANAGER (DAISY CROWLEY; ASSISTED BY DEBBIE SANDERS):

Handles Army policy and promulgation of any new policy.

Manages the overall Army workers’ compensation program.

Arranges quarterly on-line meetings for Command Coordinators/Army FECA Working Group.

Engages Command Coordinators if their help is needed on difficult job offers.

Participates in Annual Reviews.

Deals with DCPAS on issues such as changing CPO ID codes and chargeback codes.

Sends out information on POWER cases and Army's performance and program costs.

Assists with specific cases elevated from CHRA Program Manager.

Assists Command Coordinators with programs.

Represents Army at meetings and conferences dealing with workers' compensation.

### **COMMAND COORDINATORS:**

Inform Command leadership about the workers' compensation program, costs, number of claimants, high-dollar installations.

Work with Command leadership to create suitable return-to-work job offers when the Compensation Specialist's efforts have been unsuccessful.

Arrange quarterly or semi-annual FECA Working Groups for their Command for in-depth discussion of problem areas.

Participate in Annual Reviews when the installation being discussed has a preponderance of cases that come under their Command.

Respond to data calls from HQDA such as the Hammack-Lamont memo reporting requirements.

### **DoD LIAISONS:**

Review of a job offer or challenge/controversion before it is mailed.

Help in communicating with a non-responsive claims examiner.

Review cases in the OWCP district office and obtain copies of documents.

Help with Pipeline funding after the claimant has accepted the job offer.