

MANAGING WORKERS' COMPENSATION CASES AND COSTS IN NCA

1. REASON FOR ISSUE: To establish National Cemetery Administration (NCA) policy for the management of Workers' Compensation Program (WCP) cases and costs.

2. SUMMARY OF CONTENTS:

a. This is a new NCA directive that implements VA policy and other Federal laws affecting workers' compensation issues.

b. This directive also includes Appendices A through N that provide procedural guidance, detailed information by topic, and a list of references for users to access the multiple forms and other guidance from the U.S. Department of Labor.

3. RESPONSIBLE OFFICE: NCA, Human Capital Management, Office of Training & Safety (43F1), 810 Vermont Ave., NW, Washington, DC 20420 is responsible for the contents of this directive. Questions may be referred to the NCA WCP Manager within the Safety Division.

4. RELATED PUBLICATIONS:

a. VA Directive 5810, Managing Workers' Compensation Cases and Costs (October 23, 2007);

b. NCA Directive 7700, NCA Occupational Safety and Health Program (January 14, 2019);

c. NCA Directive 0322, NCA First Notice of Event (October 29, 2019);

d. NCA Directive 6300, NCA Records and Information Management (March 6, 2020).

5. RESCISSIONS: Human Capital Management Letter NO: 003-20-43F1 (January 28, 2020).

6. RECERTIFICATION: This directive is scheduled for recertification on or before the last day of April 2026.

/s/

Ronald E. Walters

Acting Under Secretary for Memorial Affairs

Distribution: Electronic

MANAGING WORKERS' COMPENSATION CASES AND COSTS IN NCA

1. PURPOSE/AUTHORITY:

a. This Directive establishes core administrative and technical requirements for the National Cemetery Administration (NCA) Workers' Compensation Program (WCP) at NCA Central Office, District Offices and Cemeteries to standardize the roles, responsibilities, and processes of managing and administering workers' compensation (WC) claims;

b. Implementing the requirements set forth in this directive establishes a uniform program across the administration, standardizes the quality of customer service provided to our injured workers and builds confidence in the NCA as a trusted source of fair, effective medical and administrative case management;

c. The Federal Employees' Compensation Act (FECA) as amended (5 U.S.C. 8101 et seq.) provides payment of WC benefits to civilian officers and employees of all branches of the Government of the United States (U.S.). Part 10 of Title 20 Code of Federal Regulations (CFR) describe the rules for filing, processing and paying claims for benefits under FECA. FECA provides compensation benefits to civilian employees of the U.S. for disability because of personal injury or disease sustained while in the performance of duty. FECA also provides payment of benefits to dependents if a work-related injury or illness/disease causes an employee's death;

(1) FECA is remedial in nature and proceedings under it are non-adversarial. Under 5 USC 8116, FECA is the exclusive remedy for federal workers' work-related injury, illness, or death;

(2) The responsibility for administering FECA, except for 5 U.S.C. § 8149 as it pertains to the Employees' Compensation Appeals Board (ECAB), is delegated to the Director of the Office of Workers' Compensation Programs (DOL-OWCP) of the U.S. Department of Labor (DOL). DOL-OWCP has delegated the Division of Federal Employees' Compensation (DFEC) to conduct operations of FECA;

d. Directive 5810, Managing Workers' Compensation Cases and Costs, provides authority for NCA to maintain a management infrastructure to achieve WCP implementation.

2. POLICY:

a. NCA is committed to maintaining a healthy and productive workforce. Achievement of this goal requires the cooperation of all employees and adherence to safe work practices such as, exercising caution, identifying hazards, reporting accidents, injuries and illnesses, and following the responsibilities and procedures outlined in this Directive when accidents and job-related injuries and illnesses occur;

b. NCA will maintain a comprehensive and effective WCP that meets statutory requirements;

c. WCP coverage includes all NCA employees;

d. NCA Central Office, District Offices, and Cemeteries shall provide appropriate treatment and assistance to injured employees and volunteers and return them to duty as soon as medical conditions permit;

e. NCA management will ensure that employees and volunteers are protected from retaliation when reporting workplace injuries, illnesses, and diseases; and that every place of employment is free of restraint, interference, coercion, or reprisal related to reporting of work-related injuries, diseases, and illnesses;

f. All accident report forms and accident-related documentation contained in the NCA Workers' Compensation Claim Filing Instruction Checklist must be completed when filing a claim (See Appendix C);

g. WC policies and procedures are included in all orientations for new employees and updated through annual or refresher training for all supervisors;

h. NCA will implement all requirements specified in this directive in compliance with the terms of applicable collective bargaining agreements.

3. RESPONSIBILITIES:

a. **The Under Secretary for Memorial Affairs** is responsible for ensuring NCA:

(1) Maintains a WCP that is compliant with Department of Veterans Affairs policy and other Federal laws affecting workers' compensation issues; and

(2) Achieves WCP objectives as described in this directive.

b. **Principal Deputy Under Secretary for Memorial Affairs** is responsible for:

(1) Ensuring appropriate financial and other resources provided are adequate to implement the NCA WCP.

c. **Deputy Under Secretary for Management** is responsible for:

(1) Providing necessary staffing to develop and implement policy, planning, training, and oversight compliance of the NCA WCP.

d. **Deputy Under Secretary for Finance and Planning** is responsible for incorporating, as appropriate, WCP requirements in the Organizational Assessment and Improvement (OAI) program.

e. **Executive Director, Human Capital Management (HCM)**, is responsible for:

(1) Documenting WCP goals, objectives, current milestones, and projected outcomes;

(2) Administering the WCP and ensuring coordination of the WCP with the safety and health programs;

(3) Implementing WCP policies, statutory requirements, standards and programs;

(4) Representing the Under Secretary for Memorial Affairs on the VA Workers' Compensation Steering Committee and VA Safety Steering Committee;

(5) Approving and distributing WCP communications to program offices, district offices and cemeteries about regulation and policy interpretations, procedural guidance, oversight and compliance findings, performance measures and data requests; and

(6) Serve as NCA's Designated Safety and Health Official (DSHO)

f. **NCA Director for Training and Safety** is responsible for:

(1) Overseeing NCA occupational safety and health managers and coordinating with HCM on WCP implementation matters;

(2) Collecting program data that is accurate, valid, and reliable;

(3) Assisting in developing business and operational process strategies to achieve WCP goals and objectives; and

(4) Developing and submitting annual budget plans.

g. **NCA Safety and Occupational Health Manager** is responsible for:

(1) Coordinating NCA occupational safety and health and WCP matters, including:

(i) Overseeing the WCP;

(ii) Requesting necessary funds to implement and maintain sufficient staffing, training, and resources in support of the WCP;

(iii) Informing the DSHO immediately upon notification of an injury or illness resulting from a documented on-the-job injury that results in a fatality, hospitalization of three days or longer, or property damage that affects the safe working conditions of employees and contractors, or the general safety of visitors while on cemetery grounds;

(iv) Developing and submitting annual budget plans to the Director of Training and Safety, including any travel expenses required to support the responsibilities for policy, planning, training, new initiatives, special projects, oversight, and compliance for the WCP; and

(v) Providing the VA OSH Office directives and handbooks or other documents requiring coordination with another Federal Agency, and/or national Memoranda of Agreement significantly impacting WCP policy or implementation (excluding labor-management Memoranda of Understanding);

(vi) Overseeing the development, implementation, operation, administration, and evaluation of interagency and service-level agreements.

h. NCA Workers' Compensation Program Manager is responsible for:

(1) Developing policies, procedures, and guidance for the WCP in accordance with laws, regulations, policies, and procedures through collaboration with the NCA Safety and Occupational Health Manager;

(2) Administering a standardized WCP throughout NCA Central Office, District Offices, and Cemeteries, in accordance with this directive;

(4) Developing and implementing methods of communication on matters involving compliance, policy, procedures, special initiatives, news releases, and performance measures;

(5) Assessing NCA use of existing or new technologies and tools to improve case management and data integrity for WC case files;

(6) Maintaining the WCP SharePoint and WCP distribution lists;

(7) Developing, implementing, and tracking performance measures; compiling and dispatching data reports for use by appropriate stakeholders to evaluate the effectiveness of the WCP nationally;

(8) Providing WCP staff with professional guidance, education, training, and new staff orientation to ensure compliance with laws, regulations, policies, and standard operating procedures;

(9) Participating as a member in stakeholder meetings including the VA Workers' Compensation Steering Committee, Safety Steering Committee, and Workers' Compensation Occupational Safety and Health Management Information System (WC-OSH/MIS) Pre-Production Committee and Quarterly Workforce Review;

(10) Establishing working relationships with the DOL-OWCP District Offices that administer FECA;

(11) Reviewing the directive and references cited annually for necessary updates;

(12) Ensuring privacy of WCP records in accordance with the Office of Workers' Compensation Programs, Federal Employees' Compensation Act File (DOL/GOVT-1), and the Privacy Act of 1974; and NCA Directive 6300;

(13) Establishing and maintaining a standard case file management system to ensure consistency in documentation and records retention;

(14) Implementing a claims initiation process, providing guidance and counsel to every injured worker; creating initial case file and continually reviewing and managing active WC case files throughout the life of an injured worker's claim;

(15) Providing guidance and counseling on leave options; ensuring necessary personnel actions are taken and working collaboratively with the injured worker, supervisor, timekeeper, payroll (VA Financial Services Center), and DOL-OWCP to effectively manage WCP leave and compensation;

(16) Evaluating work capacity documentation and ensuring necessary personnel actions, job duties, light duty assignment job offers, and when appropriate, permanent job offer processes are completed;

(17) Reviewing and analyzing WCP performance metrics and cost reports to identify program areas requiring improvement and take appropriate action to improve cost containment for the WCP;

(18) Ensuring timely filing of Form CA-1 (Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation), Form CA-2 (Notice of Occupational Disease and Claim for Compensation), Form CA-3 (Report of Work Status), and Form CA-7 (Workers Compensation Claim); and

(19) Ensuring entitlement to Continuation of Pay (COP) eligibility; drafting COP Memoranda and validating COP authorizations for appropriate payment.

i. **NCA HCM Training and Safety (T&S), WC Specialists** are responsible for:

(1) Notifying the Director and/or supervisor when: Forms CA-1, CA-2 are not completed correctly and/or pertinent information is missing; and/or, required documents are missing from the WC packet; (2) Providing the injured worker with the assigned DOL-OWCP Case Number (usually within three business days from submission of the claim to DOL); and (3) Communicating with the injured worker who initiated Form CA-1 and, if applicable, Form CA-2 to provide guidance and counseling regarding entitlements, rights and responsibilities throughout the claims process.

j. **NCA Supervisors** (at all levels) are responsible for:

(1) ensuring subordinates are aware of and comply with the workers' compensation policies and procedures contained in this Directive;

(2) Implementing day-to-day safe work procedures and ensuring that hazards are reported and corrected immediately;

(3) Advising employees of their responsibility to promptly report all job-related injuries and illnesses, and of their right to claim benefits under the FECA; and assisting employees in the preparation of claim forms;

(4) Advising employees of their right to elect COP or use annual or sick leave if the injury is disabling;

(5) Advising the injured worker of his/her right to elect a private physician of choice for initial medical care of a traumatic injury and if needed, encouraging the employee to seek prompt treatment by a healthcare professional for initial assessment during normal work hours;

(i) If the injured worker elects treatment for the work-related injury, the Director/Assistant Director must complete and issue an Authorization for Examination and/or Treatment (Form CA-16), Part 1 and Part B - Attending Physician's Report, CA-16, Page 2 within 7 days from date of injury;

(6) Investigating accidents on NCA premises and implementing follow-up corrective actions as necessary. If there is a reason to disagree with the account of the incident as reported by the employee, the supervisor will submit a full written report to NCA HCM T&S, WCP Specialist specifying the areas of disagreement and findings upon which the disagreement is based. The report must be supported by documentation such as written witness statements, report of contact, or any other relevant information. Disagreement with the employee will not be used by the supervisor to delay forwarding the claim, or to compel or induce the employee to change the claim. The investigation must substantiate the claim or show doubt as to the validity of the claim. NOTE: Supervisor will not make a final determination as to whether the injury or illness of an employee was sustained in performance of duty. This determination will be made by the Department of Labor, Office of Workers' Compensation Program (DOL-OWCP);

(7) Assisting employees in completion of a Form CA-1, "Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation," or Form CA-2, "Notice of Occupational Disease and Claim for Compensation." If the employee is unable to complete his/her portion of the form due to a serious injury, NCA HCM T&S WCP Specialist may complete and sign on behalf of the employee. Failure to complete and submit the claim forms within three business days may result in a delay of benefits and potential hardship for the injured employee. Employees will be provided with a copy of their claim form upon request;

(8) Completing "Report of Incident", VA Form 2162 and "Occupational Safety and Health Administration" OSHA Form 301;

(9) Ensuring that any COP, leave, or leave without pay (LWOP) used by the employee relating to a job-related injury is properly requested by the employee and is

authorized through appropriate administrative channels; COP should only be paid upon receipt of a COP Memorandum from the NCA HCM T&S WCP Specialist;

(10) Developing appropriate assignments or list of tasks which can be performed by employees who require light duty assignment while recovering from a job-related injury or illness. If the supervisor is unable to accommodate the employee's restrictions within the work unit, alternative duty should be located elsewhere within the cemetery and/or District Office;

(11) Referring suspected fraud, waste, and abuse within the WCP to NCA WCP Office for evaluation and possible referral to Office of Inspector General (OIG) and appropriate officials;

(12) Communicating to NCA employees a commitment to safety, information about their rights and responsibilities under FECA, and ensuring awareness of WCP policy and other HCM guidance;

(13) Ensuring all subordinate supervisors are trained and held accountable for their roles and responsibilities to report job-related injuries and illnesses;

(14) Establishing a local light duty assignment policy and standard operating procedures to ensure injured workers return to productive duty as soon as medically able;

(15) Reminding employees to maintain their Public Key Infrastructure (PKI) encryption to transmit protected data through electronic messaging; and,

(16) Submitting First Notice of Event (FNOE) within 24 hours from the injury or illness incident.

k. Collateral Duty Safety Officers (including Designees) are responsible for:

(1) Notifying the District Collateral Duty Safety Officer, NCA Safety and Occupational Health Manager, and NCA Workers' Compensation Program Manager immediately of any occupational accident that is fatal to any individual or results in the hospitalization of any individual;

(2) Investigating the circumstances of any accident or incident on NCA premises that results in injury or illness and ensure documentation is completed (Form VA 2162 – Report of Accident, and OSHA 300/301 Log Form).

I. NCA Employees and VA Voluntary Service Registered-Volunteers are responsible for:

(1) NCA employees and volunteers should be familiar with current Human Capital Management Letters, local standard operating procedures, program guidance, and updates that apply to that individual's specific work environment;

(2) Reporting to the NCA Supervisor any work-related incidents that may have caused an injury or illness, within 24 hours of injury or when illness was first realized;

(3) Providing the NCA Supervisor with full details concerning the incident (describe what, when, where, why and how the incident occurred);

(4) Filing Form CA-1 on the date of injury, or Form CA-2 on date the illness was first realized or within three years to claim benefits under FECA. In cases of traumatic injury, Form CA-1 must be filed within 30 days from the date of injury to maintain entitlement to COP;

(5) Electing a treating physician of the employee's choice to treat the job-related injury or illness;

(6) For traumatic injuries that are not related to occupational disease claims, requesting from the supervisor the Authorization for Examination and/or Treatment (Form CA-16) to provide to the treating physician on date of injury. Form CA-16 is not authorized for Occupational Disease claims;

(7) For traumatic injury claims make election between COP and sick and/or annual leave for injury-related absences;

(8) Following local leave policy and procedures for requesting any leave when absence occurs due to a work injury or illness. Any injured employee who initially elects to use leave has the right to change to an election of COP within one year of the date the leave was used or the date of claim acceptance by DOL-OWCP, whichever is later;

(9) Upon return to work from a medical appointment, immediately submitting all medical evidence from treating physician, which supports injury and duty status to the supervisor and provide a copy to NCA HCM T&S WCP Specialist. Medical evidence submitted must bear an original physician's signature and must discuss diagnosis, prognosis, and causal relationship. Failure to submit medical reports within 10 calendar days of the injury may result in a loss of benefits, and COP will be withheld until acceptable medical documentation is received by the NCA HCM T&S WCP Specialist;

(10) Informing the elected treating provider that light duty work assignments are available;

(11) When restricted duties are assigned, any work restrictions recommended by a treating physician must be specific and completed in writing on the NCA Work Capacity Evaluation; Attending Physician's Report, Part B, CA-16, Page 2; Duty Status Report (Form CA-17) or equivalent duty status medical report;

(12) Returning to duty immediately when offered duties that are consistent with their treating physician's determination of physical limitation and restrictions. Failure to return to duty may result in termination of COP or compensation;

(13) Adhering to the restrictions prescribed by the treating physician, both on and off the job, to allow the condition to resolve and to prevent further injury.

m. **NCA Timekeepers** are responsible for:

(1) Posting COP or other injury-related leave only when authorized by NCA HCM T&S WCP Specialist, correcting VATAS timecards and leave records to include when COP is rescinded;

(2) Providing a detailed VATAS timecard summary to NCA HCM T&S WCP Specialist each pay period to validate COP leave authorizations are paid appropriately.

4. DEFINITIONS:

a. **Contest.** The actions taken by the employing agency to notify DOL-OWCP when there is disagreement with any aspect of the injured worker's report of injury. The employing agency submits a written statement to DOL-OWCP that specifically describes the factual allegation or argument with which it disagrees and provides evidence or argument to support its position. This is also known within NCA as a "challenge" or "dispute".

b. **Controversion.** The formal process when an employing agency presents evidence to DOL-OWCP to question one or more periods of an injured worker's entitlement to Continuation of Pay (COP).

c. **Fraud.** The intentional deceptive act or series of acts committed by an individual with the intent to cause NCA or DOL to grant benefits that would not normally be provided under FECA.

d. **Injured Worker.** A current or former employee or volunteer of NCA who has claimed WC benefits under the FECA for a traumatic injury or occupational illness. For purposes of this directive, injured worker also includes any individual, attorney, or attorney group, as a representative appointed in writing by the injured worker and approved by DOL-OWCP.

e. **Light Duty Assignment.** Work duties offered by the agency to an injured worker when the appropriate physician imposes temporary medical restrictions.

f. **Maximum Medical Improvement.** When an injured worker reaches a state where his or her condition cannot be improved any further or when a treatment plateau in a person's healing process is reached.

g. **Medical Benefits.** If the claim is accepted as compensable under FECA, the injured employee is entitled to medical services. Medical services include examinations, treatments and related services such as hospitalization, medications, appliances, supplies, and transportation, as prescribed or recommended by qualified physicians (licensed physician) that in the opinion of DOL-OWCP are likely to cure, give relief, or reduce the degree or the period of disability. Medical care is provided and is authorized by DOL-OWCP.

h. **Traumatic Injury.** A condition of the body caused by a specific event or incident, or series of events or incidents, within a single workday or shift. Such condition is

caused by external force, including stress or strain, which is identifiable as to time and place of occurrence and member or function of the body affected.

i. **Occupational Disease.** A condition produced by the work environment over a period longer than a single workday or shift.

j. **Permanent Job Offer.** A classified and graded position offered to an injured worker in response to a Workers' Compensation claim and who has reached Maximum Medical Improvement (MMI) and where the employee is no longer capable of performing the job held on the date of injury.

k. **Prima Facie Evidence.** Reliable, probative, and substantial evidence provided to DOL-OWCP to support entitlement to coverage under FECA as outlined in 20 CFR 10.115. These requirements, which the employee must establish to meet his or her burden of proof, are as follows:

- a. The claim was filed within the time limits specified by FECA;
- b. An employee of the United States;
- c. The fact that an injury, disease, or death occurred;
- d. The injury, disease or death occurred while the employee was in performance of duty; and
- e. The medical condition for which compensation or medical benefits is claimed is causally related to the claimed injury, disease or death.

l. **Recurrence.** A work stoppage caused by a spontaneous return of symptoms without intervening cause, an increase of disability due to a consequential injury, or a need of additional medical treatment after release from treatment for the work-related injury.

5. LIST OF APPENDICES: (Attached in the following order):

- a. APPENDIX A: PRIVACY AND SECURITY OF DATA
- b. APPENDIX B: CLAIMS INITIATION PROCESS
- c. APPENDIX C: CLAIM FILING INSTRUCTIONS, CHECKLIST AND FORMS
- d. APPENDIX D: MEDICAL TREATMENT
- e. APPENDIX E: REPORTING
- f. APPENDIX F: ADDITIONAL CLAIMS
- g. APPENDIX G: GENERAL PROVISIONS

- h. APPENDIX H: LIGHT DUTY WORK ASSIGNMENTS
- i. APPENDIX I: PERMANENT JOB OFFERS
- j. APPENDIX J: CONTINUATION OF PAY (COP)
- k. APPENDIX K: COMPENSATION
- l. APPENDIX L: ABSENCES AND LEAVE BUY BACK (LBB)
- m. APPENDIX M: DOCUMENTING RETURN TO DUTY & SEPARATION FROM EMPLOYMENT
- n. APPENDIX N: REFERENCES

APPENDIX A – PRIVACY AND SECURITY OF DATA

1. Compliance with NCA System of Records: Confidentiality and security of NCA WCP documentation and data shall comply with Federal regulations and be released in accordance with the routine use of the following applicable system of record notices:

a. **The Privacy Act of 1974.** The Privacy Act of 1974 imposes certain obligations and responsibilities concerning the creation, maintenance, use and disclosure of records pertaining to individuals, including WCP records related to government employees and contractors;

b. **Office of Workers' Compensation Programs, Federal Employees' Compensation Act File.** Office of Workers' Compensation Programs, Federal Employees' Compensation Act File (DOL/GOVT-1) is the system of record for Federal Employees' Compensation Act (FECA) claims. The U.S. Department of Labor, Office of Workers' Compensation Programs (DOL-OWCP) is the owner of all records in this system of records. OWCP authorizes access for Federal agency NCA HCM T&S WCP Specialist;

c. **Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules.** HIPAA Privacy and Security Rules generally do not apply to WCP records owned by DOL-OWCP and maintained by NCA. A covered entity, such as NCA or another health care provider, may disclose protected health information regarding an individual to the extent necessary to comply with FECA. However, if protected health information covers both a work-related condition and a concurrent condition, the health care provider should redact any medical information not related to the WC case unless the injured worker authorizes its release.

APPENDIX B – CLAIMS INITIATION PROCESS

1. General Information about Workers' Compensation Claims. NCA must not require, prohibit or impede an injured worker from filing a WC claim. NCA Supervisors and Collateral Duty Safety Officers must investigate and document incident investigations.

a. NCA Supervisors will provide guidance and counsel to employees regarding their rights, responsibilities, and requirements under the FECA immediately following the first report of work-related injury or illness;

b. NCA HCM T&S WCP Specialist counsels injured workers regarding the DOL-OWCP definitions for traumatic injuries and occupational illnesses and explains the types of claim forms and how each is used based on the incident reported;

b. To claim benefits under the FECA, an injured worker who sustains a work-related traumatic injury (Form CA-1) or occupational disease (Form CA-2) must give notice in writing to the U.S. Department of Labor (DOL) by completing OSHA Form 301, and WC claims (Form CA-1 or Form CA-2) in the Employees' Compensation Operations and Management Portal (ECOMP);

c. NCA Supervisors must not require an injured worker to complete Report of Accident, Form 2162. NCA Supervisors must initiate Form 2162 prior to the end of the work shift on the date that an employee reports an injury or illness;

d. NCA HCM T&S WCP Specialists, directors, and supervisors must advise the injured worker of the obligation to return to work as soon as possible and that detailed return to work capacity reports are required by the treating or referral physician after each medical appointment in all cases where medical restrictions exist or where hospital treatment or prolonged care is required;

e. NCA HCM T&S WCP Specialist will continue to provide guidance and assistance throughout the claim process to injured workers regarding decisions made by the DOL-OWCP.

**APPENDIX C – INJURED EMPLOYEE CLAIM FILING INSTRUCTIONS,
CHECKLIST AND FORMS**

1. **Claim filing instructions and forms** are located on the NCA Safety SharePoint site, accessible using the following link:

<https://vaww.nca.vaco.portal.va.gov/sites/ITBRAS/Safety/WorkersCompensation/default.aspx>. Under the “Libraries” tab, select “How to File a Claim” for detailed information.

2. **Information on Employee Compensation** claims are located on the U.S. Department of Labor, Employees’ Compensation Operations and Management Portal (ECOMP). Please use the following link to access detailed information about incident reporting and claims filing: <https://www.ecomp.dol.gov>.

APPENDIX D: MEDICAL TREATMENT

1. Emergency Treatment: An injured worker may obtain emergency treatment without prior authorization when it is required and securing authorization for medical treatment would hinder necessary medical attention. These are critical care cases that involve lifesaving medical attention. NCA HCM T&S WCP Specialist should be notified immediately of such cases.

(a) In cases of emergency care, the supervisor advises the injured worker of the right to emergency treatment by a private physician or hospital of choice;

(b) Authorization for Examination and/or Treatment (Form CA-16) authorizes initial examination and/or medical treatment at DOL-OWCP expense. It is used when the injured worker files Form CA-1 and elects a private physician as their provider of choice;

(c) Upon notification of emergency care and treating physician information, the Director/Assistant Director must complete Form CA-16, Authorization for Examination and/or Treatment, within one hour of the injury;

(d) The injured worker and supervisor must complete the Form CA-1 within 48 hours, if possible. If there is not sufficient time to complete appropriate paperwork, arrange to do it after medical care has been provided.

2. Non-Emergency Treatment: The director and/or supervisor notifies NCA HCM T&S WCP Specialist immediately or as soon as possible, after a report of injury or illness to begin appropriate claim initiation process.

APPENDIX E: REPORTING

1. Guidance for Reporting Traumatic Injuries:

- a. The NCA Supervisor and/or NCA HCM T&S WCP Specialist provides the injured worker with instruction on how to complete the Form CA-1;
- b. The injured worker who elects to file a claim for traumatic injury (Form CA-1) may elect COP, annual, or sick leave if time loss occurs from the job-related injury;
- c. Within one business day from the date of injury or illness, the injured worker must complete the "Employee Data" page of Form CA-1 in its entirety, then must sign and date the form.;
- d. The injured worker must provide supporting medical documentation to the NCA supervisor and NCA HCM T&S WCP Specialist. The injured worker is responsible for submitting *prima facie* medical evidence of disability to the supervisor and NCA HCM T&S WCP Specialist no later than 10 calendar days after submission of Form CA-1;
- e. If the NCA HCM T&S WCP Specialist does not receive timely and sufficient medical documentation of disability within 10 calendar days, the Specialist will terminate COP and controvert entitlement to periods of COP with DOL-OWCP and provide the injured worker with a copy of the Controversion letter;
- f. The NCA Supervisor will review the employee's narrative statements for accuracy based on the incident investigation and document discrepancies on Form CA-1. If applicable, the NCA Supervisor must provide factual and objective information to the NCA HCM T&S WCP Specialist when there is a reason to contest employee statements. The NCA Supervisor must complete the Supervisor's Report in its entirety and sign and date Form CA-1 within three business day of receipt of the Employee Data page;
- g. The supervisor completes, signs and dates the Receipt of Notice of Injury attached to the Form CA-1 and provides a copy to the injured worker;
- h. The supervisor forwards the Injury Compensation Packet (ICP) to the NCA HCM T&S WCP Specialist within three business days of receipt of Form CA-1 from the injured worker. The ICP for Traumatic Injury consists of the following documents, which can be found on the [NCA Safety SharePoint Site](#):
 - (i) Form CA-1 bearing wet ink signatures of employee and supervisor;
 - (ii) OSHA Form 301 and VA Form 2162; Prevention of Dual Benefits, Release of Information and Election of Physicians;

(iii) Authorization for Examination and/or Treatment (Form CA-16), Part 1 and Part B – Attending Physician’s Report, CA-16, Page 2, signed by Director;

(iv) NCA Work Capacity Evaluation Musculoskeletal Conditions, Duty Status Report (Form CA-17) or equivalent duty status report.

2. Guidance for Reporting Occupational Disease

a. The supervisor or NCA HCM T&S WCP Specialist provides the injured worker with instruction on how to complete the Form CA-2 along with the appropriate Form CA-35 (A-H), Evidence in Support of Occupational Disease, for the type of illness being claimed;

b. The supervisor and/or NCA HCM T&S WCP Specialist informs an employee who elects to file a Form CA-2 there is no entitlement to COP in cases of occupational disease. The injured worker must request any combination of annual, sick leave and leave without pay (LWOP) for periods of disability;

(i) Compensation benefits (i.e., payment for lost wages, payment of medical expenditures, etc.) are contingent upon DOL-OWCP’s adjudication and acceptance of the claim. If accepted, compensation is not payable for the first three calendar days of total disability unless the disability extends beyond 14 calendar days;

(ii) If DOL-OWCP accepts the claim, the injured worker may complete Claim for Compensation (Form CA-7) to claim compensation for any period of LWOP used to cover period(s) of disability due to the illness. The injured worker may request Leave Buy Back (LBB) Worksheet/Certification and Election (Form CA-7b), to buy back annual or sick leave that was used to cover period(s) of disability prior to adjudication. Additional LBB information can be found in section 17;

e. Use of Authorization for Examination and/or Treatment (Form CA-16) is not authorized for Occupational Disease claims;

f. The injured worker completes the “Employee Data” page in its entirety and signs and dates the Form CA-2 within one business day;

g. The supervisor reviews the employee’s narrative statements for accuracy based on the incident investigation and documents discrepancies on Form CA-2 and provides factual and objective information to NCA HCM T&S WCP Specialist when there is a reason to contest employee statements;

h. The supervisor completes the Supervisor’s Report in its entirety and signs and dates Form CA-2 within three business day of receipt of the Employee Data page;

i. The supervisor completes the Notice of Receipt of Occupational Disease, attached to Form CA-2 and gives a copy to the injured worker;

j. The injured worker elects any combination of sick leave, annual leave, or LWOP (pending the DOL-OWCP adjudication of the claim) when unable to work because of the claimed illness);

l. The supervisor forwards the ICP to NCA HCM T&S WCP Specialist within three business days of receipt of Form CA-2 from the injured worker. The ICP for Occupational Disease consists of the following documents, which can be found on the [NCA Safety SharePoint Site](#):

(i) Form CA-2 bearing wet ink signatures of employee and supervisor;

(ii) VA Form 2162k: Report of Accident

(iii) Prevention of Dual Benefits, Release of Information, and Election of Physicians;

(iv) NCA Work Capacity Evaluation Musculoskeletal Conditions, Duty Status Report (Form CA-17) or equivalent duty status report).

m. The supervisor completes and forwards the Employing Agency section of the appropriate Form CA-35, Evidence Required in Support of a Claim for Occupational Disease, checklist and sends to NCA HCM T&S WCP Specialist, along with information provided by the employee.

APPENDIX F – ADDITIONAL CLAIMS (RECURRENCE OF INJURY AND DEATH)

1. Guidance on Claims for Recurrence of Injury or Illness:

a. The term “recurrence” defines a spontaneous return or increase of disability without an intervening cause, due to a consequential injury, or for additional medical care after release from treatment for the work-related injury.

b. NCA HCM T&S WCP Specialist must differentiate a true recurrence of disability from a disability caused by a new injury or illness;

c. The employee must elect the provider from the original injury for treatment of the recurrence of injury. Once DOL-OWCP formally accepts the claim as being work-related, the injured worker may elect a provider of choice;

d. Any change in elected provider from the original injury or illness requires the injured worker to request a change of physician in writing to DOL-OWCP; e. In the event of an injury recurrence, there is a 45-day entitlement period for any unused portion of the COP benefit. The period begins on the first day that the employee returns to work following the original date of injury. Recurrence allows any balance of COP remaining after the injured worker returns to duty to be used for recurrence of disability, or for medical treatment, if the absence begins within 45 days of the first return to work.

2. Guidance on Death Claims:

a. FECA provides for the payment of monetary compensation to specified survivors of an employee whose death is the result of an employment-related injury or illness and for payment of certain funeral and burial expenses; b. If death is a result of an employment-related injury, NCA HCM T&S WCP Specialist will provide guidance and counsel to employee’s family and assist with the completion of appropriate FECA claim forms based on the relationship of the family member claiming benefits.

APPENDIX G: GENERAL PROVISIONS

1. Scheduling of Medical Treatment: The injured worker has a right to elect a provider of choice. The choice is solely the responsibility of the injured worker. NCA HCM T&S WCP staff, Directors or supervisors must not influence this decision:

a. NCA HCM T&S WCP Specialist will provide the injured worker with an election of physician letter for completion and signature for submission to DOL-OWCP;

b. The medical provider must meet the requirements under FECA, 20 Code of Federal Regulation, Title 10, Subpart D – Medical and Related Benefit.

(i) Any qualified physician (licensed physician) or qualified hospital may provide such services, appliances and supplies;

(ii) Medical treatment/appointments should be scheduled at the beginning or end of work shift, if possible.

2. Contact with Medical Providers: NCA HCM T&S WCP Specialist may contact the treating physician's office personnel by facsimile or electronic messaging when clarification of duty status is needed to obtain information regarding the prognosis and estimated duration of disability if the period of light duty appears to be excessive for the nature or type of injury, or if medical documentation lacks supporting rationale. NCA HCM T&S WCP Specialist must send copies of written correspondence to the injured worker and DOL-OWCP.

3. Overtime and Injured Workers: Overtime pay provided under Title 5, United States Code, is pay for hours of work officially ordered or approved of more than eight hours in a day or 40 hours in an administrative workweek.

a. Overtime approval is at the discretion of the Director.

NOTE: It is highly recommended that an employee who is unable to perform the essential functions of his or her job due to a work-related injury while assigned light duty is not allowed to work overtime. Light duty assignments allow the employee to recover from an injury. Overtime work may aggravate the employee's condition causing the employee to remain on restrictions and/or off work longer than anticipated.

4. Vocational Rehabilitation: When an injured worker has permanent limitations and cannot return to the date of injury position, vocational rehabilitation services may be provided to assist in returning the worker to a suitable job.

a. Rehabilitation services are carried out by the DOL-OWCP with the assistance of state or private rehabilitation agencies.

b. When vocational rehabilitation is under way, DOL-OWCP may provide a monthly maintenance allowance not to exceed \$200 in addition to compensation for wage loss.

5. Schedule Award: Compensation is provided for permanent loss or loss of use (either partial or total) of certain internal organs, members, or functions of body parts such as arms, legs, hands, feet, fingers, toes, or eyes and loss of hearing or loss of vision. Schedule awards may vary for different body parts. Each extremity is rated for a specific number of weeks for compensation. If a serious disfigurement of the head, face, or neck results from a job-related injury, a schedule award may also be made for such disfigurement.

a. To request a schedule award, the injured worker must complete Claim for Compensation (Form CA-7) and must have reached maximum medical improvement.

6. Fraud and Abuse Management: WCP case files shall be evaluated to determine if there is potential fraud or abuse of the FECA. FECA provides an essential employee benefit, entitling injured workers to compensation while they recover. However, the Department of Veterans Affairs (VA) Office of Inspector General's (OIG) effort in the WCP area have shown that a very small percentage of employees fraudulently submit WCP claims or, after establishment of a WCP claim, commit program fraud.

a. Referrals shall be made to the VA OIG in accordance with OIG documented procedures. The objective of the VA OIG is to assist NCA HCM T&S WCP personnel in reducing compensation costs resulting from fraudulent claims and to gather information leading to the removal of dishonest employees and medical providers from the WCP;

b. Identifying potential fraud and abuse within the WCP is essential to reducing unnecessary costs and minimizing the potential for future fraudulent activity;

APPENDIX H – LIGHT DUTY WORK ASSIGNMENTS

1. Light Duty Policy. It is NCA's policy to accommodate all work-related injuries when restricted duties are assigned by the injured workers' treating physician. The policy requires NCA Supervisors to:

a. Consult with HCM T&S WC Specialist before sending an employee home, even if the employee presents with a medical note indicating they are not able to work or if there is a change in their work status in response to a medical note that prevents them from performing the full duties of their position;

b. Identify job duties for injured employees within the work limitations imposed by the treating physician; and

c. Find suitable light duties for an injured employee within his or her assigned service.

2. Offering Light Duty Assignment. NCA HCM T&S WCP Specialist will coordinate with the Director and/or supervisor to offer a light duty assignment in writing. The written offer must include the following information:

a. Description of the duties to be performed;

b. The specific physical requirements of the position and any special demands of the workload or unusual working conditions;

c. The organizational and geographical location of the light duty assignment;

d. The name and contact information of the injured worker's supervisor or manager;

e. The date on which the assignment will first be available;

f. Work schedule (including telework); and

g. Pay rate (grade, salary) information.

3. Date by which the injured worker must respond to the light duty assignment.

In most cases, this will be the same day that the offer is made or return to work date. NCA HCM T&S WCP Specialist may extend the offer to the injured worker verbally and follow up with a written light duty assignment job offer within two business days.

a. **Light Duty Assignment Acceptance, Refusal or Controversion.** When the injured employee accepts an approved light duty assignment offer, the NCA HCM T&S WCP Specialist will submit the light duty assignment offer along with the employee's written acceptance to DOL-OWCP;

(1) When the light duty assignment offer is declined, or a response is not received by the injured worker in the timeframe specified on the light duty assignment offer, the NCA HCM T&S WCP Specialist must submit the light duty assignment offer and declination with a cover letter to DOL-OWCP to request due process and suitability determination;

b. During the entitlement period for COP, NCA HCM T&S WCP Specialist will controvert periods of COP that the employee may request because of the refusal of the assignment;

c. During periods where no entitlement to COP exists, NCA HCM T&S WCP Specialist will annotate on the injured workers' completed Claim for Compensation (Form CA-7) that the offer was declined or that the injured worker did not respond to the assignment offer, which constitutes refusal of the position; and

d. NCA HCM T&S WCP Specialist will monitor the case for a decision from DOL-OWCP on the Controversion or payment of compensation. If applicable, the Specialist will take the appropriate action to either terminate or reduce the compensation or COP.

4. Monitoring Light Duty Assignments. NCA HCM T&S WCP Specialist and NCA Supervisors will:

a. Notify injured workers of their responsibility to provide updated medical duty status reports immediately after each medical appointment while in a light duty assignment;

b. Track and monitor the duration of the light duty status and follow-up on updated medical duty status reports immediately after each scheduled medical appointment until the injured worker is returned to full duty; and

c. Review medical documentation against the most recent light duty assignment offer to determine if restrictions have increased or decreased and issue a revised light duty assignment offer when restrictions change.

APPENDIX I – PERMANENT JOB OFFERS

1. General Information: NCA HCM T&S WCP Specialist must identify a permanent job offer when DOL-OWCP determines that the weight of medical evidence confirms the injured worker is permanently partially disabled because of a job-related injury and capable of performing restricted duties.

2. Procedural Guidance for Permanent Job Offers:

a. NCA HCM T&S WCP Specialist will collaborate with the employee's NCA Supervisor and Human Resources Center to identify a suitable permanent job;

b. If the injured worker is a current employee and can perform the core duties of the position held on the date of injury with only minor modification, assignment to the current position with modifications may be feasible;

c. If the injured worker is a current employee and can no longer perform the core duties of the position held on the date of injury but can perform the core duties of another authorized position for which the injured worker is qualified, reassignment to the alternate position may be feasible;

d. When a current or former employee's restriction prohibits accommodation as described in the categories above, the NCA HCM T&S WCP Specialist, NCA Supervisor, and Human Resources Center may identify and combine individual tasks to create a new position description.

APPENDIX J – CONTINUATION OF PAY (COP)

1. General Information: For injured workers who sustain a traumatic injury (Form CA-1), FECA requires the employer to continue the injured worker's regular pay during periods of disability and/or medical treatment for the injury, up to a maximum of 45 calendar days.

a. COP begins on the calendar day following the date the injury occurred. No charge of annual or sick leave will be made for the day on which the injury occurred. If the injured worker lost time (during scheduled tour of duty) the day on which the injury occurred, administrative leave will be charged. Administrative leave or excused absence after the day of injury is not authorized in cases of work-related injuries;

b. COP prevents an interruption of pay while claims are pending review and adjudication by DOL-OWCP;

c. Injured workers must follow local leave policy and procedures requesting any combination of COP, sick and annual leave, or LWOP during the period of COP entitlement;

d. While COP is employer-paid leave, DOL-OWCP has final authority for determining entitlement to COP;

e. NCA HCM T&S WCP Specialist evaluate medical evidence to determine eligibility, calculate entitlement periods, authorize posting of COP via memorandum, track days used and expiration of entitlement to COP;

2. Controverting COP:

a. NCA HCM T&S WCP Specialist will evaluate the case file and medical documentation to determine whether entitlement to COP exists:

b. NCA HCM T&S WCP Specialist may withhold authorization of COP if any of the seven conditions exist as stated in 20 CFR 10.220, "When is an employer not required to pay COP?"

d. NCA HCM T&S WCP Specialist may stop COP when any of the conditions exist as stated in 20 CFR 10.222.

e. NCA HCM T&S WCP Specialist sends a memorandum to the VA Financial Services Center, director, supervisor, timekeeper and injured worker when COP is authorized and places a copy of the memorandum in the WC case file.

3. Recoupment of COP: If DOL-OWCP determines that the employee is not entitled to COP after it has been paid, the employee may choose to have the time charged to

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annual or sick leave or considered an overpayment under 5 U.S.C. 5584. The employer must correct any deficiencies in COP as directed by DOL-OWCP.

APPENDIX K – COMPENSATION

1. General Information About Compensation:

a. Compensation is paid at the rate of 66 2/3 percent of the employee's salary (no dependents) or 75 percent of the salary (with dependents):

b. An injured worker may not be entitled to compensation for the first three days of temporary disability, unless temporary disability exceeds 14 business days;

c. Compensation for time away from work to attend medical appointments is not considered disability from work and, therefore, does not require a waiting period.

2. Procedural Guidance for a Workers' Compensation Claim:

a. To submit a claim for WC, an employee must complete the employee portion of a Claim for Compensation (Form CA-7) and submit it to the NCA HCM WCP Specialist for compensation along with supporting medical evidence of disability due to a work-related injury:

(1) An employee must complete a claim for WC when a minimum of 10 hours is owed, unless it is the final claim.

(2) If an employee does not qualify for COP, Claim for Compensation (Form CA-7) must be completed as soon as the employee enters non-pay status.

(3) If an employee is receiving COP and is disabled beyond 45 days, a Form CA-7 must submit to the NCA HCM T&S WCP Specialist five working days prior to the end of the 45-day COP period;

b. Upon receipt of a claim, an NCA HCM T&S WCP Specialist will assist the claimant by:

(1) Advising the claimant of the above requirements and timelines;

(2) Reviewing the Form CA-7 and Time Analysis (Form CA-7a) for completeness, and returning incomplete forms to the injured worker with information on what needs to be corrected;

(3) Completing the agency portion of Form CA-7 and electronically submitting it to DOL-OWCP within five business days of receipt of a claim.

APPENDIX L – ABSENCES AND LEAVE BUY BACK (LBB)

1. Procedural Guidance for Recording Absence: Recording absences during receipt of compensation is required. Time and leave records are documented as LWOP for any period of absence in which DOL-OWCP pays compensation.

a. Recording Absences When an Occupational Disease Claim is Pending. Employees must follow local leave policy and procedures requesting any combination of sick and annual leave or LWOP during the period when DOL-OWCP is adjudicating the claim;

b. Timekeepers Posting COP. Timekeepers post COP only when authorized by NCA HCM T&S WCP Specialist through memorandum; otherwise, post appropriate leave categories in accordance with an approved request for leave;

c. Supervisors Certifying Timecards. Supervisors certify the accuracy of posted leave on timecards, ensuring that any posted COP was previously authorized;

d. Documentation of Work-Related LWOP. NCA HCM T&S WCP Specialist initiate or request completion of Form SF 52, Request for Personnel Action, to document LWOP of more than 80 continuous hours in the Electronic Official Personnel File (eOPF) as DOL-OWCP related; and document in the WC case file when Form SF 50, Notification of Personnel Action, is complete.

2. Procedural Guidance for Leave Buy Back:

a. NCA HCM T&S WCP Specialist may counsel an injured worker, who uses sick or annual leave pending adjudication of a DOL-OWCP claim, on the procedures and timeframes for buying back injury-related leave;

b. The injured worker must request a LBB within one year from DOL-OWCP approval of the claim, unless it is administratively determined that the injured worker was prevented from exercising this option because of the disability. In such cases, the injured worker may exercise the option within one year of the time it is determined that the injured worker has sufficiently recovered from the disability to enable the injured worker to make a reasoned decision;

c. NCA permits one LBB for initial filing of each Traumatic Injury (Form CA-1), Occupational Disease (CA-2) and Notice of Recurrence (CA-2a) and only for leave used while the claim is pending adjudication by DOL-OWCP. Once DOL-OWCP has accepted the claim, the injured worker is encouraged to request LWOP and file a Claim for Compensation (Form CA-7) every two weeks, to coincide with official pay periods, to receive compensation for lost wages;

d. The injured worker who wishes to initiate a LBB contacts NCA HCM T&S WCP Specialist for guidance about the LBB process. NCA HCM T&S WCP Specialist counsels the injured worker on the following aspects of buying back leave:

(1) Non-entitlement to compensation for the first three days of temporary disability, unless temporary disability exceeds 14 business days;

(2) Time limitations for submitting a request to buy back leave;

(3) Possible tax implications for filing for LBB in a post-year for previous year leave. However, NCA HCM T&S WCP Specialist are not tax experts and injured workers are encouraged to seek additional information and/or professional guidance from tax experts regarding implications of a LBB;

(4) Leave carry-over limitations that may disadvantage the injured worker;

(5) Completion of LBB process prior to voluntary separation or retirement from agency rolls; and,

(6) Leave will only be restored to the injured employee's records when all monies due are paid in full.

**APPENDIX M – DOCUMENTING RETURN TO DUTY & SEPARATION FROM
EMPLOYMENT**

1. Documenting Return to Duty:

a. NCA HCM T&S WCP Specialist will coordinate completion of Request for Personnel Action (Form SF 52 to document return to duty in the Electronic Official Personnel Folder (eOPF) and will include copies of the SF 52 and Notification of Personnel Action (SF 50) in the WC case file for the injured employee;

b. NCA HCM T&S WCP Specialist must electronically submit Report of Work Status (Form CA-3) to DOL-OWCP each time an injured worker stops work, reduces work hours, or returns to work following a work-related injury.

2. Separation from employment:

a. At the time when DOL-OWCP places an injured worker in a Periodic Roll status, NCA HCM T&S WCP Specialist tracks, monitors and reviews the case to determine workability and the amount of time that the injured worker has been in a LWOP status;

b. After 365 calendar days in a LWOP status, and unless the injured worker's physician can provide a medical opinion that the injured worker has some work capacity, NCA HCM T&S WCP Specialist will communicate with the Director/Assistant Director, HR Center and NCA's Employee/Labor Relations so that a determination may be made to separate an injured worker from the agency rolls;

c. In such cases where an injured worker is no longer on the agency rolls, compensation and WCP case management requirements will continue.

APPENDIX N – REFERENCES

1. VA Workers' Compensation Program Strategic Plan 2016-2020:
<https://vaww.vashare.vaco.va.gov/sites/OccupationalSafetyandHealth/SitePages/VA%20Workers'%20Compensation%20Program.aspx>
2. VA Directive 5810 – “Managing Workers’ Compensation Cases and Costs”, dated October 23, 2007:
<https://vaww.vashare.vaco.va.gov/sites/OccupationalSafetyandHealth/SitePages/VA%20Workers'%20Compensation%20Program.aspx>
3. Code of Federal Regulations, Title 20 Employee Benefits, Part 10, Subparts A-J:
http://www.ecfr.gov/cgi-bin/text-dx?c=ecfr&sid=31125e0d9dbc9edf2fd1eebff9c2e0b6&tpl=/ecfrbrowse/Title20/20cfr10_main_02.tpl
4. Injury Compensation for Federal Employees, Publication CA-810, revised 2009:
<http://www.dol.gov/owcp/dfec/regs/compliance/DFECfolio/CA-810.pdf>
5. Federal Employees’ Compensation Act, Title 5, USC Section 8101-8193:
<https://www.dol.gov/owcp/dfec/regs/statutes/feca.htm>
6. Privacy Act Systems – DOL/GOVT-1: <http://www.dol.gov/sol/privacy/dol-govt-1.htm>
7. Appropriate Collective Bargaining Agreements:
<https://www.va.gov/lmr/agreements.asp>
8. VA Office of Inspector General (OIG): <https://www.va.gov/oig/>
9. Federal Employees’ Compensation Act, Title 5, USC Section 8101-8193:
<http://www.dol.gov/owcp/dfec/regs/statutes/feca.htm>
10. Retention Rights, Code of Federal Regulations, Sections 353, 301, 302, and 303: https://www.ecfr.gov/cgi-bin/text-idx?SID=1829446162ff894254997f76a9e20e09&mc=true&tpl=/ecfrbrowse/Title05/5cfrv1_02.tpl#0
11. NCA Workers’ Compensation Claim Filing Instruction and Checklist:
<https://vaww.nca.vaco.portal.va.gov/sites/ITBRAS/Safety/WorkersCompensation/How%20To%20File%20A%20Claim/Forms/AllItems.aspx>
12. NCA Safety SharePoint Site
<https://vaww.nca.vaco.portal.va.gov/sites/ITBRAS/Safety/WorkersCompensation/default.aspx>

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13. Quantico Information Technology Center (ITC) Portal:
<https://vawww.portal.cem.va.gov/QitcHome.aspx>

14. Employees' Compensation Operations and Management Portal (ECOMP):
<https://www.ecomp.dol.gov/#>