



We hope you never get hurt at work. But should that happen, **Managed Care Advisors (MCA)** is here to help. MCA provides workers' compensation claims processing and medical case management services for the Department of Commerce and employs Claims Specialists to assist in claims related matters, including claims filing, compensation, and reimbursement. Should your injury cause you to lose time from work, MCA may also assign a Medical Case Manager (a Registered Nurse) to telephonically support you in your recovery. You may reach MCA at 1-844-362-2524, 202-684-3081, or DOCWCCclaims@managedcareadvisors.com.

For All Injuries and Occupational Illnesses:

1. If it is an emergency, call 911 immediately.
2. Seek medical attention or first aid, as necessary.
3. Notify your supervisor immediately
4. Using ECOMP, file an [OSHA-301](#). DOC now uses [ECOMP](#) for the electronic submission of claim forms.
5. If you wish to submit a claim for Worker's Compensation, file a CA-1 or CA-2 via [ECOMP](#), the Department of Labor's online claims filing portal.
6. Managed Care Advisors (MCA) will work closely with you, your supervisor and the Department of Labor to ensure that your claim is processed correctly and in a timely manner.
7. If your injury causes you to miss work, contact MCA to determine if Continuation of Pay benefits are authorized for your claim.

For Traumatic Injuries Only:

If medical treatment is being sought and a claim has been or will be filed, please issue a CA-16 to support early treatment and recovery. Please contact Managed Care Advisors at 844-362-2524 for assistance.

You should review the following:

- [Introduction to the ECOMP Claims Process](#) provides both [employees](#) and [supervisors](#) instructions on how to file a workers' compensation claim
- [OWCP CA-11](#): When Injured at Work Information Guide for Federal Employees
- [Form CA-17](#): Duty Status Report for the employee to take to the treating physician (*Supervisor: please complete the Side A – Supervisor portion first*):
- **Additional References** (*included in this document*):
 - *Return to Work Tips, How Returning Helps Recovery*
 - *Employee Rights and Responsibilities*
- [DAO 209-3](#): Accident/Incident Reporting and Investigation

Creation of a CA-1, CA-2 or CA-2a

The appropriate form must be completed electronically in ECOMP (www.ecomp.dol.gov) and submitted to the Department of Labor (DOL) within 10 days of receipt by the agency.

Questions about your claim? Contact the DOC Workers' Compensation Claims Center at 1-844-DOC-CLAIM (1-844-362-2524), 202-684-3081, or DOCWCCclaims@managedcareadvisors.com.