



July 23, 2020

Julia Hearthway  
Director,  
U.S. Department of Labor  
Office of Workers' Compensation Programs  
200 Constitution Ave. NW.  
Washington, DC 20210

Subject: Mailing Address Change for DEEOIC and other concerns with CNSI contract

Dear Ms. Hearthway,

On July 21, 2020 the Division of Energy Employees Occupational Illness Compensation (DEEOIC) issued a notice that the mailing address for the program will change from San Antonio, TX back to the original mailing address in London, KY. The effective date stated on the notice is July 20, 2020 one day before DEEOIC issued the notification.

Claimants and authorized representatives have contacted the Alliance of Nuclear Worker Advocacy Groups (ANWAG) expressing dismay and concern about this change as well as the continued problems with the new medical bill payer contractor, CNSI.

We would like to share one email we received with you. It details the tracking of one letter to the San Antonio, TX address:

*On June 30, I mailed a one page letter to DEEOIC.  
On July 2, it arrived at San Antonio.  
On July 11, it departed San Antonio to the next facility.*

*Today, July 15th report is:*

*In Transit to Next Facility  
Your package is moving within the USPS network and is on track to be delivered to its final destination. It is currently in transit to the next facility.*

*Whoopie. it arrived at its final destination today, July 21. **The final destination is the old address at London, KY. (emphasis added)***

Additionally, ANWAG has received calls and emails about the slow processing of EN-20 forms. This form is used to allow a claimant to choose how they want the monetary compensation to be paid – either in the form of a check or via direct deposit into their bank account.

The vast majority of the concerns ANWAG received is the future issuance of a third new medical card in the short span of less than three months since CNSI began processing medical benefits other than pharmacy bills. One of their concerns is how their medical providers, especially personal physicians, will react to this change. They fear their physicians will become frustrated and no longer accept the medical card.

ANWAG believes the DEEOIC stakeholders need and deserve an explanation. We would appreciate a response to the following questions:

- What is the reason that DEEOIC decided to stop using the San Antonio, TX mailing address and revert to using the London, KY address?
- What prompted the change?
- When did you discover that it was necessary to make this change?
- Why did DEEOIC issue the notice one day after the change was effective?
- As you know, DEEOIC requires that original claims for benefits (Form EE-1 or EE-2) be mailed and uploading to the portal is not permitted. EN-20 forms are also not permitted to be uploaded electronically. What do you anticipate the delay in processing these forms to be?
- Is CNSI operating the London, KY site? Or is Conduent now responsible for scanning documents and uploading them to the ECS (claims status) database?
- How long do you anticipate it will take for the London, KY site to upload the documents which were held at and then forwarded from the San Antonio facility?
- How much money did this change cost DEEOIC?
- How much money has been paid to CNSI to date?
- Please provide the cost of issuing each new medical benefits card, including those claimants who were issued cards for the wrong compensation program, since April 1, 2020?
- Has DEEOIC's contractors removed the names of the deceased workers from their database so that the survivors will not receive an unwanted reminder of the loss of their loved ones?

ANWAG would appreciate a prompt reply to this letter and would appreciate an **electronic response**. People's lives are affected. To remind you of DEEOIC's mission,

*Our mission is to protect the interests of workers who were injured or became ill on the job, or their families, by making timely, appropriate, and accurate decisions on claims and providing prompt payment of benefits to eligible claimants.*

It appears that CNSI has been unable to fulfill their responsibilities under the contract.

ANWAG has been monitoring the implementation of the Energy Employees Occupational Illness Compensation Act since its inception. The only time the claimants experienced this type of fiasco was when the Department of Energy (DOE) was responsible for Part D where DOE's contractor only processed 31 claims in three years.

We look forward to your earliest reply.

Sincerely,



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