

Frequently Asked Questions Prior to Phased Implementation

Question: Who needs to take an exam?

Answer: All federal wildland firefighters in positions considered arduous.

Question: How often are medical exams required (what's the periodicity)?

Answer: all positions considered arduous, must take an exam every three years; and self-certify in the years between as a condition of employment. The self-certification process will be in place for Phase 1 participants fire season 2016.

Question: What if an individual had an exam just last year, can I wait for two more years to get an exam under the new contract?

Answer: No. Periodicity will start again under the new contract. If your Unit has been selected to phase in, new exams must be completed.

Has the exam components changed from last year?

Answer: Yes. The exam is more comprehensive and includes adequate testing for a Reviewing Medical Officer to assess the individual against the Federal Interagency Wildland Firefighter Medical Standards. Therefore, appointments will take longer than before.

Question: What unique identification number do I use to input firefighters?

Answer: use the examinees' social security number. Once entered into the system, the social security number is defaulted to the last four and protected per Privacy Act and contract requirements.

Question: What exam type should be scheduled - a baseline or periodic exam? What if a baseline has been completed in the past?

Answer: During initiation of the contract, DOI MSP provided CHS with all previous baselines that could be verified. CHS uploaded this information into CAS. The CAS system is set to automatically prompt schedule of a periodic exam for all individuals with verified baselines. Unless the system prompts you for a periodic, you should take a baseline exam. Please do not try and work around this even if you feel you had a baseline previously.

Question: How long does it take from the time of exam to a qualification determination?

Answer: per contract requirement findings from the exam will be communicated within 10 business days of the exam.

Question: How can I help make the process as smooth as possible?

Answers:

- Be responsive to CHS's contact attempts.
- Be flexible with appointment times (have more than one option).
- Don't miss the appointment.
- Most importantly, upload (into EAS) and/or bring to the appointment any supporting information for recent/existing conditions, especially if any specific conditions were disclosed on the medical history questionnaire.
 - Example 1: if you are diabetic – you should upload or provide at the time of appointment recent A1C readings that indicate you are static and stable.
 - Example 2: if you had a recent surgery (especially if you've listed the surgery on your questionnaire) – you should bring a copy of a note from your Doctor indicating you are *good to go* (can perform the essential functions).

Question: Can I schedule my exam on a weekend?

Answer: No. Exams will not be scheduled on weekends nor on federally recognized Holidays.

Question: What happens in the event of a missed appointment?

Answer: The Government will incur a cost of \$40 dollars for every missed appointment. Please contact CHS and reschedule if you cannot make it!

Question: Why might I be driving by one clinic to go to another clinic that is further?

Answer: There are several possible reasons:

- The closer clinic cannot perform all of the exam requirements
- The closer clinic has refused to contract with CHS
- There are no available appointments at the closer clinic

If you have a suggestion on a preferred clinic, please provide that clinic's information to DOI MSP: wlfcsr@blm.gov or 888-286-2521. CHS will attempt to include that clinic in their network.

Question: What if I have concerns/issues with clinic quality?

Answer: Please contact: wfff@chsmedical.com or 888-636-8619 and express your concerns.

Question: What if I have a pre-existing Risk Mitigation/Waiver on file?

Answer: All existing Risk Mitigation/Waivers were provided to CHS during contract initiation. Upon review of your examination the Reviewing Medical Officer will determine any changes in your medical condition that could impact your Risk Mitigation/Waiver. If there are no changes that impact your existing Risk Mitigation/Waiver, you will be *Qualified with Waiver*; and your Risk Mitigation/Waiver will remain in place unless there are changes in your health status. If there are changes in your medical condition, you will be *Not Qualified* and your Risk Mitigation/Waiver will be reviewed.

Question: I have a Risk Mitigation/Waiver that was generated during 2011-14 that was not sent to the DOI MSP?

Answer: Please contact DOI MSP wlfcsr@blm.gov or 888-286-2521.

Question: I received two letters from CHS regarding the outcomes of my exam; what is the difference?

Answer: the Qualification Determination letter is the official letter clearly indicating your medical qualification (*Qualified, Qualified with Risk Mitigation/Waiver, Not Qualified* or additional information required). The second letter you received is a curtesy letter from CHS, separate from the DOI MSP process summarizing your overall health with suggestions for follow-up which will not be covered by the Government.

Question: An individual was determined *Not Qualified*. What is the next step?

Answer: Participate in the Risk Mitigation/Waiver Process and/or if you disagree with your qualification, provide additional information for Reviewing Medical Officer Review that could potentially change your qualification.

- Information on and help with the Risk Mitigation/Waiver Process can be found here: https://www.nifc.gov/medical_standards or by calling 888-286-2521.
- A request for Reviewing Medical Officer (RMO) review can also be obtained using the contact information above. An RMO review can be requested at any time during the DOI MSP process if an individual feels they have additional medical information that could change their qualification determination. The DOI MSP can help guide you on the type of information that will be helpful.

Question: Where can I get help deciphering the reason for non-qualification so I can begin the Risk Mitigation/Waiver Process?

Answer: Please contact DOI MSP wlfcsr@blm.gov or 888-286-2521.

Question: How can I request a copy of my exam?

Answer: It is planned to have the exam copy request function incorporated in the Employee Access System. Until this function is in place, request a copy of the exam through Email to CHS at: wfff@chsmedical.com

- Employee should email from the account provided at registration to ensure valid identity.
- CHS will send a reply email with an encrypted link that will allow them to securely access their medical exam results.