

Navigating Bill Processing Portal



Navigating Bill Processing Portal

- How to access OWCP's web bill processing portal
- Use the portal to check:
 - Eligibility and accepted conditions
 - Bill status
 - Medical authorizations
 - Provider search



Web Bill Processing Portal

OWCP's Web Bill Processing Portal is used by providers, claimants and employing agencies.

- Provider Enrollment
- Online Provider Update
- Medical Bill Submission
- Medical Bill Inquiry
- Eligibility and Accepted Condition Inquiry
- Medical Authorization Request
- Medical Authorization Inquiry
- Provider Payment Status Inquiry
- Provider Search



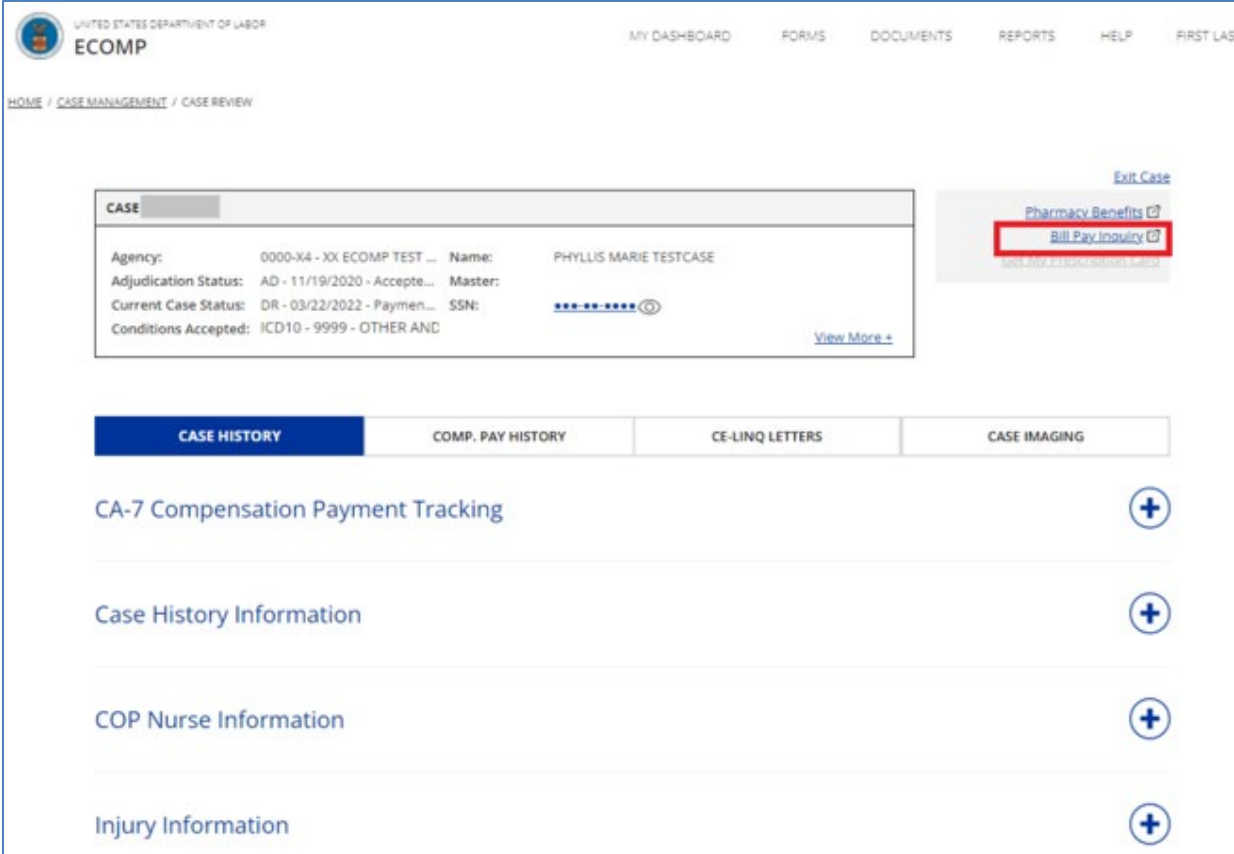
How to Access the Web Bill Processing Portal

- Access the portal through the CASE MANAGEMENT option in ECOMP



Accessing the Portal through ECOMP

- Log in to ECOMP as AR, click CASE MANAGEMENT option found under the MY DASHBOARD top menu, locate the case file to access its CASE REVIEW page, and then click Bill Pay Inquiry



UNITED STATES DEPARTMENT OF LABOR
ECOMP

MY DASHBOARD FORMS DOCUMENTS REPORTS HELP FIRST LAST

HOME / CASE MANAGEMENT / CASE REVIEW

CASE

Agency: 0000-X4 - XX ECOMP TEST ... Name: PHYLLIS MARIE TESTCASE
Adjudication Status: AD - 11/19/2020 - Accepte... Master:
Current Case Status: DR - 03/22/2022 - Paymen... SSN: *****
Conditions Accepted: ICD10 - 9999 - OTHER AND

[Exit Case](#)

[Pharmacy Benefits](#)

[Bill Pay Inquiry](#)

[View More +](#)

CASE HISTORY COMP. PAY HISTORY CE-LINQ LETTERS CASE IMAGING

CA-7 Compensation Payment Tracking +

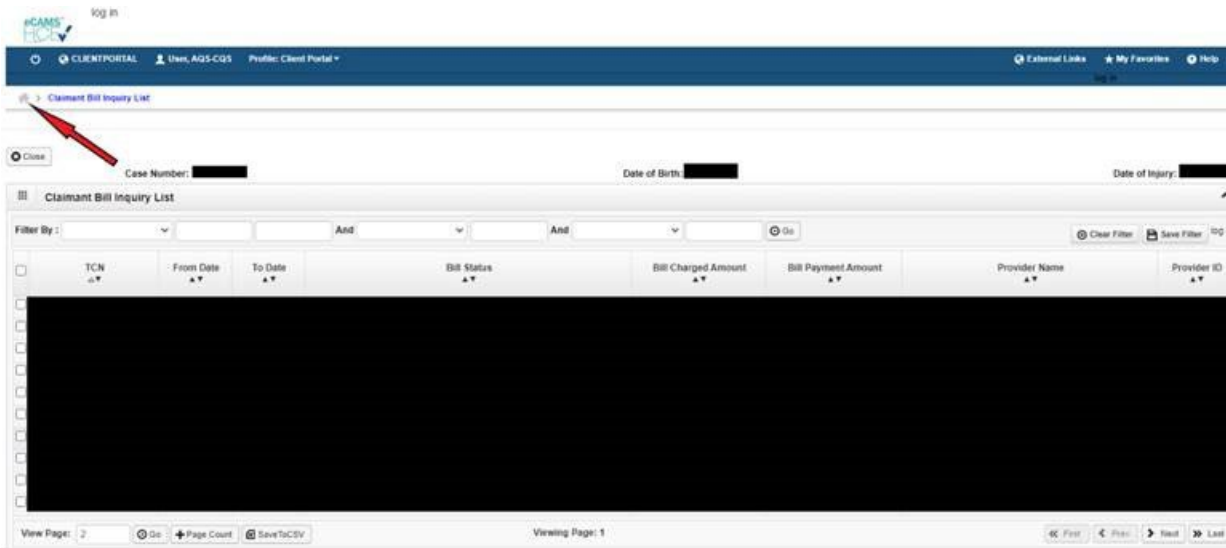
Case History Information +

COP Nurse Information +

Injury Information +

Web Portal

- The default screen is Claimant Bill Inquiry List
- Click on Home icon to access the Query Options



Web Portal Query Options

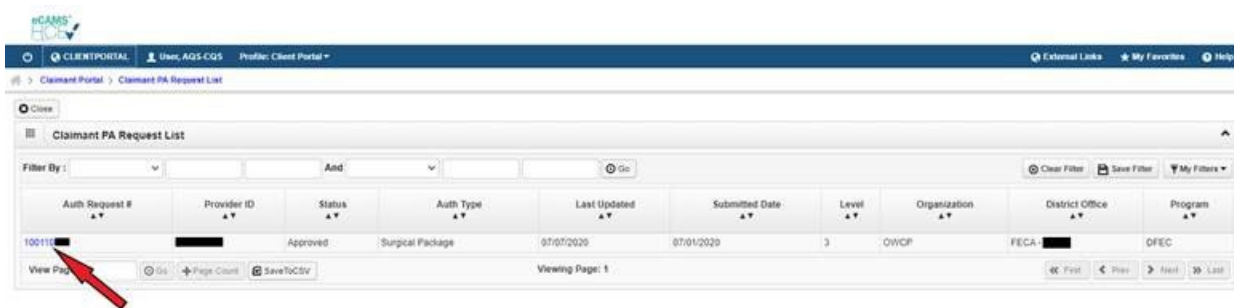
Web Portal

- Authorization History
- Bill History
- Eligibility Inquiry
- Correspondences



Medical Authorization List

- Click on Auth Request # link for additional information on what was requested
- Use the Filter By option to narrow the search result



The screenshot displays the 'Claimant PA Request List' interface. At the top, there is a navigation bar with 'CLIENTPORTAL', 'User: AGS-CGS', and 'Profile: Client Portal'. Below this is a breadcrumb trail: 'Claimant Portal > Claimant PA Request List'. The main content area features a table with the following columns: Auth Request #, Provider ID, Status, Auth Type, Last Updated, Submitted Date, Level, Organization, District Office, and Program. A single row is visible with the following data: 10011, [redacted], Approved, Surgical Package, 07/07/2020, 07/01/2020, 3, OWCP, FECA-[redacted], and DFEC. A red arrow points to the 'Auth Request #' column header. Below the table, there are navigation controls including 'View Page', 'Page Count', 'Save To CSV', and 'Viewing Page: 1'. At the bottom right, there are pagination buttons: 'First', 'Prev', 'Next', and 'Last'.

| Auth Request # | Provider ID | Status | Auth Type | Last Updated | Submitted Date | Level | Organization | District Office | Program |
|----------------|-------------|----------|------------------|--------------|----------------|-------|--------------|-----------------|---------|
| 10011 | [redacted] | Approved | Surgical Package | 07/07/2020 | 07/01/2020 | 3 | OWCP | FECA-[redacted] | DFEC |

Claimant Bill Inquiry List

- Click on TCN link for additional information on each bill
- Use the Filter By option to narrow the search result

Close

Case Number: [REDACTED] Date of Birth: [REDACTED] Date of Injury: [REDACTED]

Claimant Bill Inquiry List

Filter By: [] And [] And [] [Go] [Clear Filter] [Save Filter] [My Filters]

| <input type="checkbox"/> | TCN | From Date | To Date | Bill Status | Bill Charged Amount | Bill Payment Amount | Provider Name | Provider ID |
|--------------------------|-------------------------------|------------|------------|--|---------------------|---------------------|----------------|-------------|
| <input type="checkbox"/> | 0162717180730 | 09/15/2016 | 09/15/2016 | 1. For more detailed information, see remittance advice. | \$118.80 | \$118.80 | DUMMY PROVIDER | 999999991 |

View Page: 1 [Go] [Page Count] [SaveToCSV] Viewing Page: 1 [First] [Prev] [Next] [Last]

Checking Eligibility

Eligibility Inquiries include:

- Non-Pharmacy Services
- Accepted Conditions

The screenshot displays the 'eCAMS HOE' Client Portal interface. The top navigation bar includes 'CLIENTPORTAL', 'User: AQS-CGS', 'Profile: Client Portal', 'External Links', 'My Favorites', and 'Help'. The breadcrumb trail shows 'Claimant Portal' > 'Claimant Eligibility Inquiry'. The main content area is titled 'Claimant Eligibility Inquiry' and contains a form for submitting an inquiry. The form has two radio buttons: 'Non-Pharmacy Services' (selected) and 'Accepted Conditions (DFEC, DEEOIC and DLHWC Only)'. Below this, the 'Eligibility for Non-Pharmacy Services' section is expanded, showing fields for Provider ID, Program Code (set to DFEC), Case ID, Diagnosis Codes (with a note: 'Please Don't enter DOT (".") When entering Diagnosis code. For a g. enter 00889, for the diagnosis code 008.69'), Procedure Code, Revenue Code, NDC Code (Required for Unspecified J-Codes), and Date of Service. A note at the bottom right of the form states '(At least one Diagnosis Code is required.)' and '(If required by Revenue/Procedure Code Matrix)'.

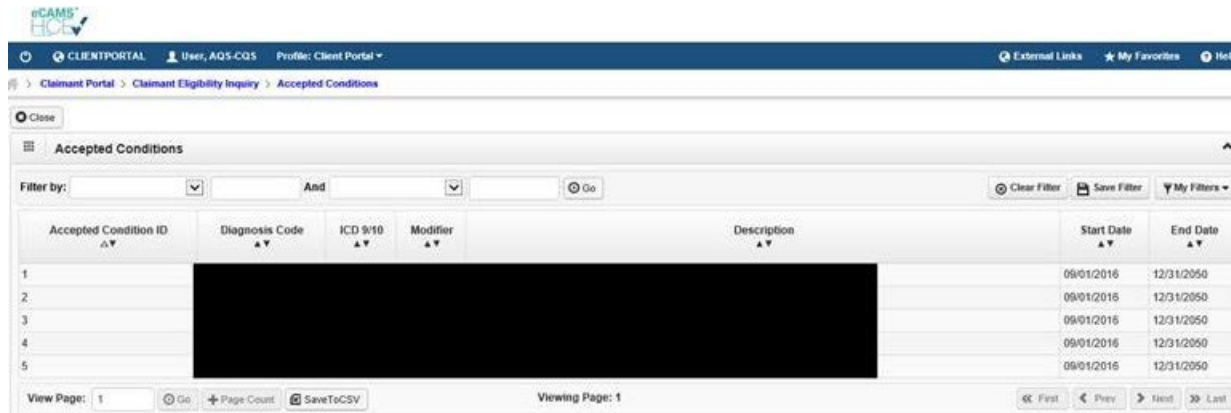
Accepted Condition Inquiry

- Select Accepted Conditions and click on Submit



The screenshot shows the 'Claimant Eligibility Inquiry' form in the eCAMS HCE Client Portal. The form has two radio buttons: 'Non-Pharmacy Services' and 'Accepted Conditions (DFEC, DEEOIC and DLHWC Only)'. A red arrow points to the 'Accepted Conditions' option. Below the radio buttons, there are input fields for 'Case ID', 'Program Code' (set to 'DFEC'), and 'Date of Service'.

- Query returns all accepted conditions as of the date it is run or the Date of Service



The screenshot shows the 'Accepted Conditions' query results table. The table has columns for 'Accepted Condition ID', 'Diagnosis Code', 'ICD 9/10', 'Modifier', 'Description', 'Start Date', and 'End Date'. The 'Diagnosis Code' column is redacted with a black box. The 'Start Date' and 'End Date' columns show dates from 09/01/2016 to 12/31/2050. The table is filtered by 'And' and has a 'Go' button. There are also 'Clear Filter', 'Save Filter', and 'My Filters' buttons.

| Accepted Condition ID | Diagnosis Code | ICD 9/10 | Modifier | Description | Start Date | End Date |
|-----------------------|----------------|----------|----------|-------------|------------|------------|
| 1 | | | | | 09/01/2016 | 12/31/2050 |
| 2 | | | | | 09/01/2016 | 12/31/2050 |
| 3 | | | | | 09/01/2016 | 12/31/2050 |
| 4 | | | | | 09/01/2016 | 12/31/2050 |
| 5 | | | | | 09/01/2016 | 12/31/2050 |

Checking Eligibility for Non-Pharmacy Services

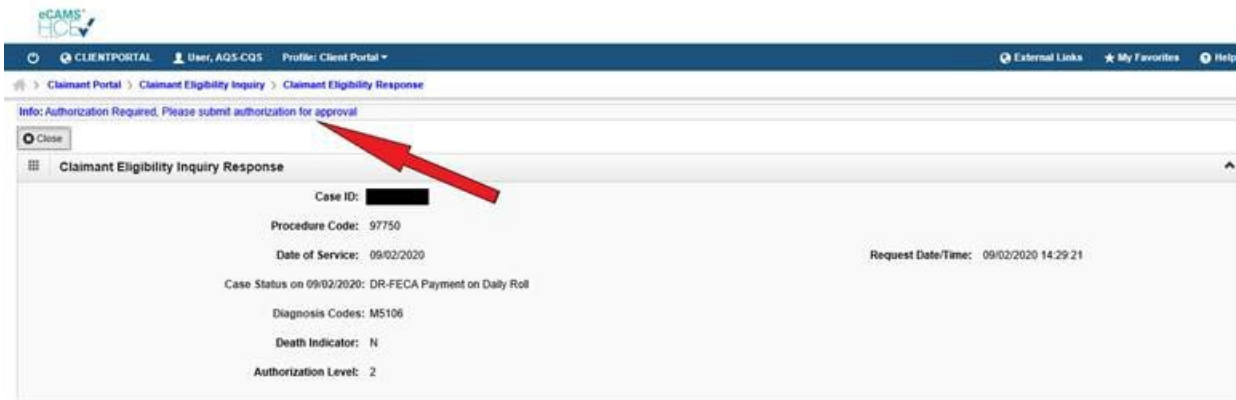
Enter the following and click on Submit:

- Diagnosis Code(s)
- Procedure Code
- Approximate Date of Service

The screenshot shows the 'Claimant Eligibility Inquiry' form in the HCAMS Client Portal. The form is titled 'Claimant Eligibility Inquiry' and includes a 'Submit' button. Below the title, there is a section for 'Eligibility for Non-Pharmacy Services'. The form contains several input fields: 'Provider ID', 'Program Code' (set to DFEC), 'Case ID' (redacted), 'Diagnosis Codes' (set to M51.08), 'Procedure Code' (set to 87750), 'NDC Code', 'Date of Service' (set to 09/02/2020), 'Revenue Code', and 'Procedure Code' (if required by Revenue/Procedure Code Matrix). The form also includes a note: '(All at least one Diagnosis Code is required.)' and a warning: 'Please Don't enter DOT (.) When entering Diagnosis code. For e.g. enter 00669, for the diagnosis code 008.89'.

Checking Eligibility for Non-Pharmacy Services

If both Diagnosis Code and Procedure Code are valid for case, user will see additional information:

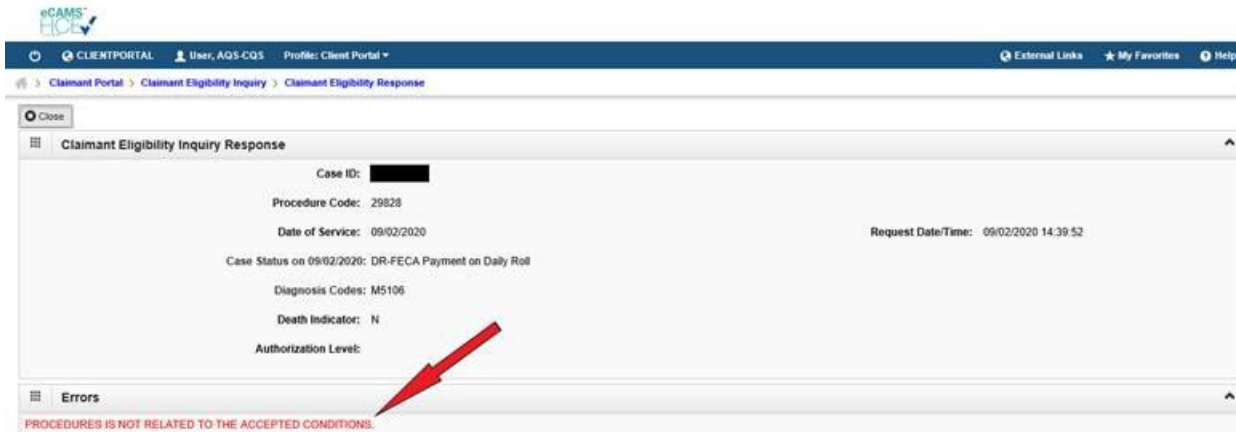


The screenshot shows the eCAMS HOV Client Portal interface. The breadcrumb trail is: Claimant Portal > Claimant Eligibility Inquiry > Claimant Eligibility Response. A message at the top reads: "Info: Authorization Required, Please submit authorization for approval". Below this is a "Close" button. The main content area is titled "Claimant Eligibility Inquiry Response" and displays the following details:

- Case ID: [REDACTED]
- Procedure Code: 97750
- Date of Service: 09/02/2020
- Request Date/Time: 09/02/2020 14:29:21
- Case Status on 09/02/2020: DR-FECA Payment on Daily Roll
- Diagnosis Codes: M5106
- Death Indicator: N
- Authorization Level: 2

A red arrow points to the "Info: Authorization Required, Please submit authorization for approval" message.

If either Diagnosis Code or Procedure Code is invalid for case, user will see an error message:



The screenshot shows the eCAMS HOV Client Portal interface. The breadcrumb trail is: Claimant Portal > Claimant Eligibility Inquiry > Claimant Eligibility Response. A message at the top reads: "Info: Authorization Required, Please submit authorization for approval". Below this is a "Close" button. The main content area is titled "Claimant Eligibility Inquiry Response" and displays the following details:

- Case ID: [REDACTED]
- Procedure Code: 29828
- Date of Service: 09/02/2020
- Request Date/Time: 09/02/2020 14:39:52
- Case Status on 09/02/2020: DR-FECA Payment on Daily Roll
- Diagnosis Codes: M5106
- Death Indicator: N
- Authorization Level:

At the bottom of the page, an "Errors" section is visible, containing the message: "PROCEDURES IS NOT RELATED TO THE ACCEPTED CONDITIONS." A red arrow points to this error message.

Pharmacy Benefits

Log in to ECOMP as AR, click CASE MANAGEMENT option found under the MY DASHBOARD top menu, locate the case file to access its CASE REVIEW page, and then click Pharmacy Benefits

The screenshot displays the ECOMP Case Review interface. At the top, the header includes the United States Department of Labor logo and the text 'ECOMP'. Navigation links for 'MY DASHBOARD', 'FORMS', 'DOCUMENTS', 'REPORTS', 'HELP', and 'FIRST LAST' are visible. Below the header, a breadcrumb trail reads 'HOME / CASE MANAGEMENT / CASE REVIEW'. The main content area features a 'CASE' summary box with the following details: Agency: 0000-X4 - XX ECOMP TEST ...; Name: PHYLLIS MARIE TESTCASE; Adjudication Status: AD - 11/19/2020 - Accepte...; Master: ; Current Case Status: DR - 03/22/2022 - Paymen...; SSN: [REDACTED]; Conditions Accepted: ICD10 - 9999 - OTHER AND. A 'View More >' link is located at the bottom right of this box. To the right of the case summary, there is a vertical menu with options: 'Exit Case', 'Pharmacy Benefits' (highlighted with a red box), 'Bill Pay Inquiry', and 'Get My Prescription Card'. Below the case summary, a horizontal navigation bar contains four tabs: 'CASE HISTORY' (selected), 'COMP. PAY HISTORY', 'CE-LINQ LETTERS', and 'CASE IMAGING'. Under the 'CASE HISTORY' tab, there are four expandable sections: 'CA-7 Compensation Payment Tracking', 'Case History Information', 'COP Nurse Information', and 'Injury Information', each with a plus sign icon to its right.

Pharmacy Bill Inquiry

- The default screen is Prescription History.
- Narrow the search result by date of service, medication, prescriber, pharmacy, or coverage decision.

The screenshot displays the 'Claimant Portal' for the Office of Workers' Compensation Programs Federal Employees' Program. The page includes a header with the program name and language options (Español, Logout). A 'Hello' greeting is followed by 'Claimant Details' showing fields for Claim Name, Date of Birth, Claim/Case Number, and Date of Injury, along with a list of diagnoses. Below this is a 'Quick Links' section with icons for My Prescription History, Check Prescription Coverage, Get My Prescription Card, Find a Pharmacy, and Claim Documents. The main section is 'Prescription History', which includes a search filter for 'Rx Date From' and 'Rx Date To' (both set to 05/20/2021 and 05/20/2022 respectively), a 'Search' button, and a list of 4 medications found, sorted by Rx Date - Descending. The list shows medications like FLUOXETINE CAP 40MG and QUETIAPINE TAB 300MG prescribed by BURKE, CHRISTOPHER MD.

OFFICE OF WORKERS' COMPENSATION PROGRAMS FEDERAL EMPLOYEES' PROGRAM
Claimant Portal

Español Logout

Hello [Redacted]

Claimant Details

Claim Name: [Redacted] Claim/Case Number: [Redacted] Diagnosis:
Date of Birth: [Redacted] Date of Injury: [Redacted] • 831.04-Closed Dislocation Ac
• 807.0-Closed Fracture Of Rib
• 807-Fracture Rib Sternum Larynx&trachea
• 296.2-Major Dprsv Disorder Single Episode
• 803.0-Oth Clo Skul Fx W/o Intracran Injr
[More Diagnosis](#)

Quick Links

- My Prescription History
- Check Prescription Coverage
- Get My Prescription Card
- Find a Pharmacy
- Claim Documents

Prescription History

Dispensed Prescriptions Prescription Authorization History

Search By Date Range

Rx Date From (Required)
MM/DD/YYYY
05/20/2021

Rx Date To (Required)
MM/DD/YYYY
05/20/2022

Search

Sort By: Rx Date - Descending

4 Medication(s) found

Entries per page: 25 50 100

Displaying Page: 1 of 1 Previous Next

| | | |
|------------------------------------|-----------------------------------|---------------------|
| > Medication: FLUOXETINE CAP 40MG | Prescriber: BURKE, CHRISTOPHER MD | Rx Date: 07/05/2021 |
| > Medication: QUETIAPINE TAB 300MG | Prescriber: BURKE, CHRISTOPHER MD | Rx Date: 07/05/2021 |
| > Medication: QUETIAPINE TAB 300MG | Prescriber: BURKE, CHRISTOPHER MD | Rx Date: 06/09/2021 |
| > Medication: FLUOXETINE CAP 40MG | Prescriber: BURKE, CHRISTOPHER MD | Rx Date: 06/07/2021 |

Pharmacy Bill Inquiry

Click on a medication for additional information

Claimant Details

Claim Name: [REDACTED] Claim/Case Number: [REDACTED]
Date of Birth: [REDACTED] Date of Injury: [REDACTED]

Diagnosis:

- 831.04-Closed Dislocation Ac
- 807.0-Closed Fracture Of Rib
- 807-Fracture Rib Sternum Larynx&trachea
- 296.2-Major Dprsv Disorder Single Episode
- 803.0-Oth Clo Skul Fx W/o Intracran Inj

[More Diagnosis](#)

Quick Links

- [My Prescription History](#)
- [Check Prescription Coverage](#)
- [Get My Prescription Card](#)
- [Find a Pharmacy](#)
- [Claim Documents](#)

Prescription History

Dispensed Prescriptions Prescription Authorization History

Search By Date Range

Rx Date From (Required)
MM/DD/YYYY
05/20/2021

Rx Date To (Required)
MM/DD/YYYY
05/20/2022

[Search](#)

Refine Results

By Medication
Select

4 Medication(s) found Sort By: Rx Date - Descending

Entries per page: 25 | 50 | 100 Displaying Page: 1 of 1 [Previous](#) [Next](#)

Medication: FLUOXETINE CAP 40MG Prescriber: [REDACTED] Rx Date: 07/05/2021

[View Medication Info](#)

Medication: FLUOXETINE CAP 40MG NDC: 65862019405
Therapeutic Class: ANTIDEPRESSANTS Rx #: [REDACTED]
Brand/Generics: Generic Rx Date: 07/05/2021
Daily Morphine Equivalency: 0.0 Quantity: 30
Prescriber: [REDACTED] Address: , Phone: Days of Supply: 30
[REDACTED] Fax: Pharmacy: [REDACTED]
Coverage Decision: Paid

Checking Prescription Coverage

- Click on Check Prescription Coverage
- Search by either Medication Name or NDC
- Select the medication from the list and enter quantity, days of supply, and date of service

Quick Links

[My Prescription History](#) [Check Prescription Coverage](#) [Get My Prescription Card](#) [Find a Pharmacy](#) [Claim Documents](#)

Check My Prescription Coverage

Note: Please search with at least 3 characters for Medication name or 11 digits numerics for NDC

Search By (Required) Enter Medication Name (Required)

Medication Name [Search](#) [Clear](#)

Displaying 4 Medication(s)

Entries per page Displaying Page: 1 of 1 [Previous](#) [Next](#)

Generic Name: Fluoxetine HCl
Brand Name(s): FLUOXETINE DR, FLUOXETINE HYDROCHLORIDE, PROZAC, FLUOXETINE HCL, PROZAC WEEKLY

| Strength: (Required) | Quantity: (Required) | Days of Supply: (Required) | Rx Date: (Required) MM/DD/YYYY | |
|---|------------------------------------|---------------------------------|---|-----------------------|
| <input type="text" value="FLUOXETINE HCL CAP 40 MG"/> | <input type="text" value="30.00"/> | <input type="text" value="30"/> | <input type="text" value="05/20/2022"/> | Check |

[View Medication Info](#)

Generic Name: Fluoxetine HCl (PMDD)
Brand Name(s): FLUOXETINE, FLUOXETINE HYDROCHLORIDE, SARAFEM

Checking Prescription Coverage

You will see a message indicating whether the prescription requires prior authorization

Quick Links

- [My Prescription History](#)
- [Check Prescription Coverage](#)
- [Get My Prescription Card](#)
- [Find a Pharmacy](#)
- [Claim Documents](#)

Check My Prescription Coverage

Note: Please search with at least 3 characters for Medication name or 11 digits numerics for NDC

Search By (Required) Enter Medication Name (Required)

Medication Name

Displaying 4 Medication(s)

Entries per page Displaying Page: 1 of 1

Generic Name: Fluoxetine HCl
Brand Name(s): FLUOXETINE DR, FLUOXETINE HYDROCHLORIDE, PROZAC, FLUOXETINE HCL, PROZAC WEEKLY

⚠ This medication requires prior authorization.

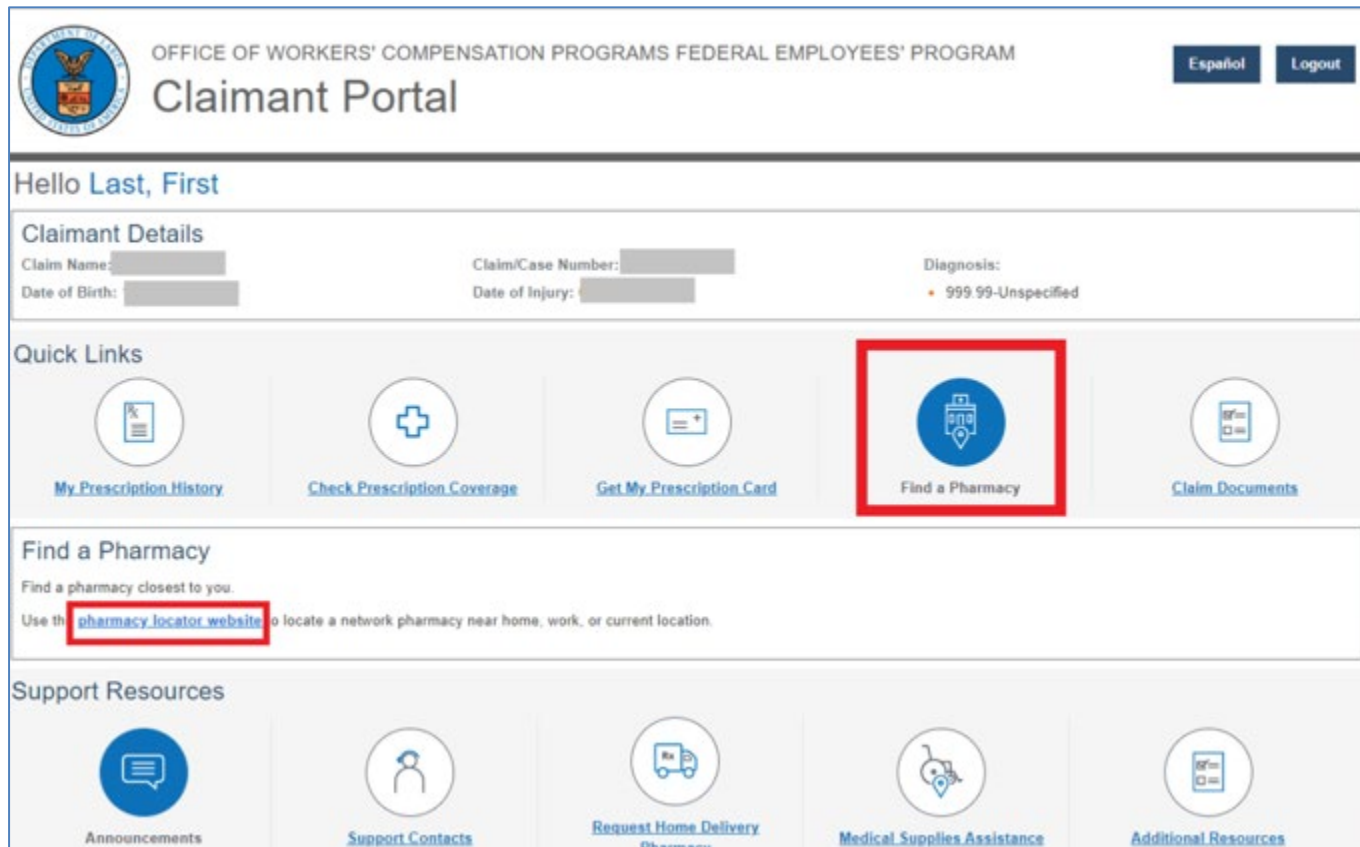
Authorization for this medication is required based on the following reason(s):

- File Status - Claimant Profile Requires Prior Authorization

| Medication | Quantity | Days of Supply | Rx Date |
|--------------------------|----------|----------------|------------|
| FLUOXETINE HCL CAP 40 MG | 30.00 | 30 | 05/20/2022 |

Pharmacy Search

To search for a pharmacy, click Find a Pharmacy and then click the pharmacy locator website link:



The screenshot displays the Claimant Portal interface. At the top, the header includes the Department of Labor logo, the text "OFFICE OF WORKERS' COMPENSATION PROGRAMS FEDERAL EMPLOYEES' PROGRAM", and the "Claimant Portal" title. There are "Español" and "Logout" buttons in the top right. Below the header, a personalized greeting "Hello Last, First" is shown. The "Claimant Details" section contains fields for Claim Name, Date of Birth, Claim/Case Number, Date of Injury, and Diagnosis (999 99-Unspecified). The "Quick Links" section features five icons: My Prescription History, Check Prescription Coverage, Get My Prescription Card, Find a Pharmacy (highlighted with a red box), and Claim Documents. Below this, the "Find a Pharmacy" section includes the text "Find a pharmacy closest to you." and "Use the [pharmacy locator website](#) to locate a network pharmacy near home, work, or current location." The "pharmacy locator website" link is also highlighted with a red box. The "Support Resources" section at the bottom contains five icons: Announcements, Support Contacts, Request Home Delivery Pharmacy, Medical Supplies Assistance, and Additional Resources.

Claim Documents

- Click Claim Documents to view documents related to bill payment and authorization

The screenshot displays a web application interface with a 'Quick Links' bar at the top. The 'Claim Documents' link is highlighted with a red box. Below the bar, the 'Claim Documents' section is visible, showing search filters and a message indicating that no documents were found.

Quick Links

- My Prescription History
- Check Prescription Coverage
- Get My Prescription Card
- Find a Pharmacy
- Claim Documents**

Claim Documents

Search By Date Range

Document Uploaded Date - Range Start (Required) MMDD/YYYY

01/01/2022

Document Uploaded Date - Range End (Required) MMDD/YYYY

05/20/2022

Search

Refine Results

By Document Type

Select

By Initiator

Select

Apply Filters Reset Filters

0 Document(s) found

Sort By: Date Uploaded - Descending

Entries per page: 25 50 100

Displaying Page: 1 of 1 Previous Next

No items to display

Entries per page: 25 50 100

Displaying Page: 1 of 1 Previous Next

Provider Search

- Search results within this function will list only physicians who have agreed to have practice information available to users.
- This feature may be useful in initial choice of physician. However, an IW must submit a written request to OWCP with his/her reasons for desiring a change of physician and obtain prior approval.



Provider Search

From the main page of the Bill Processing Portal
<https://owcpmed.dol.gov>, click on Find a Provider



The screenshot shows the homepage of the Office of Workers' Compensation Programs Medical Bill Processing Portal. The header is blue with the portal's name and a search bar. A navigation menu includes Home, Provider, Login, Resources, Pharmacy/LMN, News, and Contact Us. The main content area features three columns: 'Providers' with 'Get Started' and 'Webinars and Tutorials' buttons; 'Need medical treatment?' with 'How to Search' and 'Find a Provider' buttons; and a central image of a person at a laptop. A red arrow points from the 'Find a Provider' button to the 'Find a Provider' button in the right column. Below the main content are three attention notices.

Office of Workers' Compensation Programs
Medical Bill Processing Portal

Search

Home Provider Login Resources Pharmacy/LMN News Contact Us

Providers
For fast, easy payment of workers' compensation bills
Get Started
Webinars and Tutorials

Need medical treatment?
Find a provider near you
How to Search
Find a Provider

ATTENTION: To all Providers, a new Provider profile has been created and added to registered user accounts. For more this information [click here](#).

ATTENTION | Effective August 1, 2020: We have changed the addresses used for submitting paper correspondence, enrollment applications, authorizations, and bills. The new addresses can be found on the [Contact Us](#) page. Any mail received at the previous addresses will be forwarded. We encourage you to use the new addresses now to avoid delays in processing. Note: Forms are being updated. If your form contains a San Antonio, Texas address, please refer to the link above for the correct address.

ATTENTION: To all Providers, when completing online authorizations, you may upload attachments after reviewing and saving your request. However, please be sure to click the **Submit** button to transmit the authorization for processing.

Provider Search

- Click on Agree button in the pop-up window, and select Filter By drop-down menu.
- Select a filter, enter a search term in the adjacent text box, and select Go.
- Providers matching filter criteria will be listed.

eCAMS HCE

Provider Search

- To search for a provider, select the **Filter By** drop-down menu, select a filter, enter a search term in the adjacent text box, and select **Go**.
 - For example, from the **Filter By** drop-down list, select **State**, enter the state name in the adjacent text box, and then select **Go**.
- You may use the additional fields on this page to narrow your search further using multiple filter criteria.
 - For example, from the first **Filter By** drop-down list, select **State**, enter the state name in the adjacent text box, and then after "**and**" select the second **Filter** (ex. **City**), enter the city name in the adjacent text box, select the **Provider Specialty** drop-down, select the provider specialty, then select **Go**.
- The results of your search will only show 15 providers per page. You will need to select the **Next** button at the bottom right of the list to view additional results.

Filter By : State Florida And City Jacksonville And Program DFEC

Provider Type Provider Specialty Orthopaedic Surgery Go Clear Filter

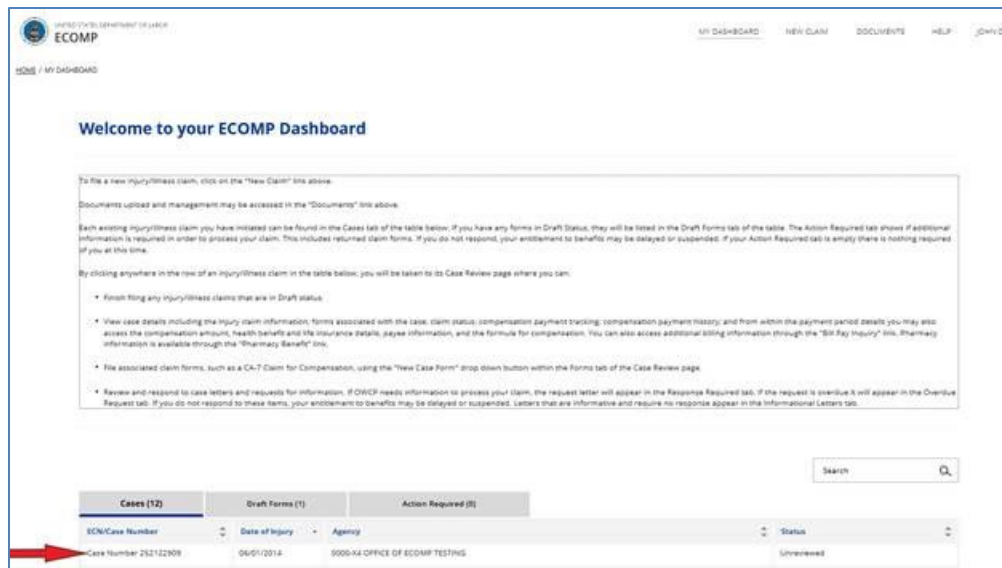
| Provider Name | Address | NPI | Program | Phone Number | Provider Specialty | City | State |
|-------------------------------------|--|------------|-------------|----------------|------------------------|--------------|---------|
| JACKSONVILLE ORTHOPAEDIC INSTITUTE | 14546 ST AUGUSTINE RD, SUITE 107, JACKSONVILLE, Florida 32258 | 1063435600 | DFEC | (904) 880-1260 | 7X-Orthopaedic Surgery | JACKSONVILLE | Florida |
| ARNOLD GRAHAM SMITH MD PA | 9191 R.G.SKINNER PARKWAY, SUITE 103, JACKSONVILLE, Florida 32256 | 1194805085 | DFEC | (904) 391-6862 | 7X-Orthopaedic Surgery | JACKSONVILLE | Florida |
| COMPLEX ORTHOPAEDIC EVALUATIONS INC | 6817 SOUTHPOINT PKWY, SUITE 1704, JACKSONVILLE, Florida 32216 | 1528521911 | DFEC,DEEOIC | (904) 206-4141 | 7X-Orthopaedic Surgery | JACKSONVILLE | Florida |
| Hughston Orthopaedic Southeast, PC | 3625 UNIVERSITY BLVD S, JACKSONVILLE, FLORIDA 32216 | 1568914026 | DFEC | (315) 992-8218 | 7X-Orthopaedic Surgery | JACKSONVILLE | FLORIDA |

Injured Worker Access to Bill Processing Portal

Injured workers must verify their identities in ECOMP to access medical and pharmacy benefit information.

- Click [here](#) for user guide on verifying identity in ECOMP

Identity-verified injured workers may access medical and pharmacy benefit information by clicking on a case on the ECOMP dashboard.

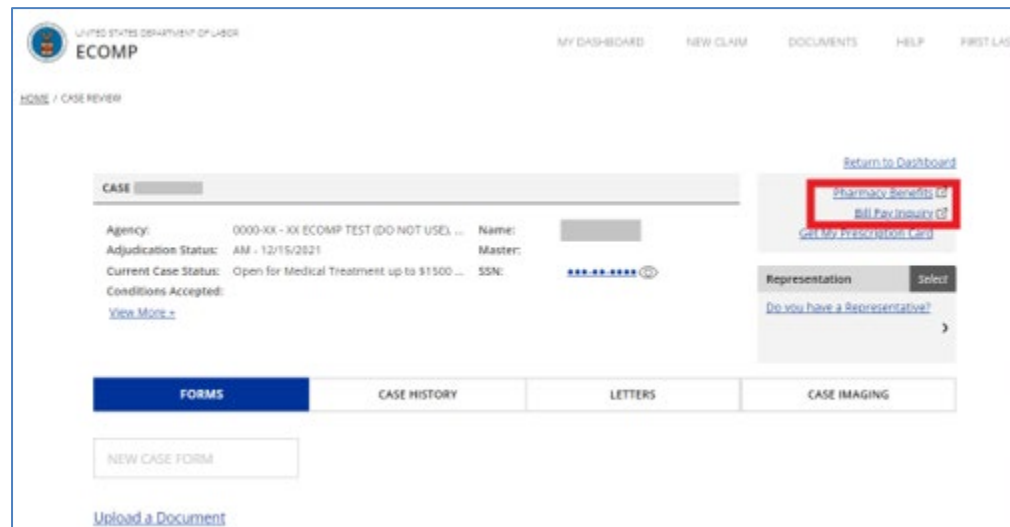


The screenshot displays the ECOMP dashboard interface. At the top, there is a navigation bar with links for "MY DASHBOARD", "NEW CLAIM", "DOCUMENTS", "HELP", and a user profile "JOHN DOE". Below the navigation bar, a "Welcome to your ECOMP Dashboard" message is shown. The main content area contains instructions on how to file a new claim, access documents, and manage existing claims. A table at the bottom of the dashboard lists active cases. A red arrow points to the first row of this table.

| Cases (12) | Draft Forms (1) | Action Required (0) | |
|-----------------------|-----------------|---------------------------------|------------|
| ECN/Case Number | Date of Injury | Agency | Status |
| Case Number 252122008 | 06/01/2014 | 9000-XX OFFICE OF ECOMP TESTING | Silverwood |

Injured Worker Access to Bill Processing Portal

- After selecting a case, click on either Bill Pay Inquiry or Pharmacy Benefits link to access medical or pharmacy benefit information for that case.



The screenshot displays the ECOMP portal interface. At the top, the logo for the United States Department of Labor ECOMP is visible, along with navigation links for 'MY DASHBOARD', 'NEW CLAIM', 'DOCUMENTS', 'HELP', and 'FIRST LAST'. Below the header, the page title is 'HOME / CASE REVIEW'. The main content area shows a 'CASE' summary with fields for Agency, Adjudication Status, Current Case Status, and Conditions Accepted. A red box highlights the 'Pharmacy Benefits' and 'Bill Processing' links in the right-hand sidebar. Below the case summary, there are tabs for 'FORMS', 'CASE HISTORY', 'LETTERS', and 'CASE IMAGING'. A 'NEW CASE FORM' button is located below the tabs, and an 'Upload a Document' link is at the bottom left.

Click [here](#) for user guide on verified claimant's ECOMP experience.

Questions

OWCP's web bill processing portal is used by providers, claimants, and employing agencies for:

- a) Medical Bill Inquiry
- b) Eligibility and Accepted Condition Inquiry
- c) Medical Authorization Request
- d) Provider Payment Status Inquiry
- e) Provider Search
- f) All of the above

Questions

OWCP's web bill processing portal can be utilized to check eligibility for pharmacy, as well as non-pharmacy related services.

- a) True
- b) False

Questions

OWCP's web bill processing portal can help providers see all of the following except:

- a) If a bill is paid
- b) If OWCP received a medical report
- c) If a medical authorization request was received
- d) If a procedure is authorized
- e) Why a bill was denied

Questions

The Provider Search function on OWCP's web bill processing portal will list all physicians in the country, as well as overseas.

- a) True
- b) False

Take Away Tips

1. The web bill processing portal is used by providers, claimants and employing agencies.
2. The injured workers and the employing agencies must access the bill processing portal through ECOMP.
3. The web portal can be used to check Eligibility & Accepted Conditions, Bill Status, Medical Authorization, and to perform a Provider Search.
4. When accessing the Provider Search, the results within this function will list only physicians who have agreed to have practice information available to users. This feature may be useful in initial choice of physician. However, an injured worker must submit a written request to OWCP with his/her reasons for desiring a change of physician and obtain prior approval.