OFFICE OF WORKERS' COMPENSATION PROGRAMS
Federal Employees Compensation Act (FECA) Program
UNITED STATES DEPARTMENT OF LABOR

OWCP
Office of Workers' Compensation Programs
Protecting Injured Workers Responsibly and Compassionately

Federal Employees' Compensation Act (FECA) Program
Helpful Information for Claimants

The Division of Federal Employees', Longshore and Harbor Workers' Compensation (DFELHWC), adjudicates new FECA claims for benefits and manages ongoing cases; pays medical expenses and compensation benefits to injured workers and survivors; and helps injured employees return to work when they are medically able to do so.

The Office of Workers' Compensation Programs (OWCP) realizes that understanding and navigating a federal program is a challenge for our claimants, their families, and medical providers. We provide an abundance of information and resources on our website and recommend the four actions below to ensure the most expedient handling of claims.

1. Register with the Employees' Compensation Operations and Management Portal (ECOMP):

Electronic communications are faster than paper communications, so to speed case actions and communication, we encourage claimants to register in ECOMP. Claimants can view their case and compensation claim status, the documents contained within their case file, medical billing updates (including reimbursements), medical authorization requests with status, and other information relevant to their case.

- Register for an ECOMP account at **https://www.ecomp.dol.gov/#/**.
  - » Scroll down to "Need an account? Register."
  - » Click on "**Register**" (Link is located below "SIGN IN").
  - » Fill in the information under "Account Basics" and continue through the registration process.
- For help registering for an ECOMP account, click on the "**Help**" option found in the top right corner of the ECOMP homepage. **https://www.ecomp.dol.gov/#/help**
  - » Click on "**FECA Claimant**." **https://ecomp/#/help.userguide/claimant**
  - » Click on "**Account Registration**."
  https://www.ecomp.dol.gov/#/help/userguide/claimant/Registration
- To protect claimant personal information, "Identity Verification" is required to access information about FECA claim(s). **After registering for an account**, claimants should follow step-by-step instructions to **verify their identity in ECOMP**.
  - » The "**Identity Verification**" user guide can be accessed from the FECA Claimant User Guide Landing page. **https://www.ecomp.dol.gov/#/help/userguide/claimant**
  - » Click "More Topics."
  - » Click "Identity Verification."

2. Communicate with the medical provider(s).

To help their medical provider better serve their needs, claimants should communicate with their providers to share information about their case.

- Share a copy of the OWCP case acceptance letter with their medical team to:
  - » Inform the medical provider that the injury/condition is related to a federal workers' compensation claim and to ensure the provider has the case file number, as the case file number is required on all provider requests for reimbursement.
  - » Inform the medical provider of the accepted conditions, including ICD 10 codes allowed for the work-related injury or condition. If additional conditions are determined to be related to the work injury or condition beyond those in the acceptance letter, the physician should provide details in the medical reports and request an expansion of the claim.
- Inform the medical provider(s) that an authorization request may be necessary for certain medical services, such as for any surgery. If required, the medical provider must obtain approval in advance of the planned procedure or treatment.
- Mention to their medical provider that reimbursements for medical services are subject to a timely filing deadline within the calendar year *following* the year in which the medical service was rendered, or the claim was accepted, whichever occurs later.
- Advise medical providers that they can obtain more information about authorizations, enrollment and billing at **https://owcpmed.dol.gov/portal/provider** or by calling the OWCP Bill Processing contractor at **1-844-493-1966**.
- Ensure prescriptions for work-related injuries are filled through the FECA Pharmacy Benefits Management (PBM) program.
  - » Claimants may find more information at **https://feca-pharmacy.dol.gov/home**.
  - » Pharmacies can obtain information about Prescription Benefits and Processing by calling **1-833-FECA-PBM** (**1-833-332-2726**).

3. If a case was accepted, but has been inactive (no medical treatment/ billing and compensation payments to the claimant) for over 6 months, claimants should contact their claims examiner to check the status of the claim.

- Contact information related to the FECA program is available on our website: **https://www.dol.gov/agencies/owcp/FECA/contacts/fecacont**

4. Claimants may also be entitled to reimbursement for out-of-pocket travel expenses.

5. Claimants should request authorization from their CE if they intend to request for reimbursement for flights, hotel, or travel exceeding 100 miles per day.

6. Claimants should submit any travel reimbursement request *after* medical documentation has been submitted to support the travel reimbursement request.

- Claimants may upload documents to support reimbursement claims via the ECOMP portal. **https://ecomp.dol.gov/**
- Claimants should ensure reimbursement claims are received within the calendar year following the year in which the medical service was rendered, or the claim was accepted, whichever occurs later.