



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



**For our medical provider community**, the Office of Workers' Compensation Programs (OWCP) provides a self-service portal for electronic management of provider accounts and claims, saving providers time and money. Our provider homepage focuses on OWCP billing and authorization processes as well as other news and information important to the medical provider community, and can be found at: <https://owcpmed.dol.gov/portal/provider>.

The following features, references, and resources are available for our medical providers via the portal.

## 1. Enrollment with OWCP is Required to Receive Reimbursement for Services

- Not required *prior to the claimant being seen* for their work-related injury
- For assistance, providers may call the bill processing call center and OWCP's contractor will work with the provider to ensure the enrollment process is complete and active: **1-844-493-1966** (FECA)
- Multiple ways to enroll quickly and easily:
  - » **Online:** <https://owcpmed.dol.gov/portal/Provider/Enrollments>
  - » **Paper:** **Form 1168** – provider enrollment application ([https://owcpmed.dol.gov/portal/sites/default/files/provider\\_forms/OWCP-1168.pdf](https://owcpmed.dol.gov/portal/sites/default/files/provider_forms/OWCP-1168.pdf))
    - **Mail:** Provider Enrollment Unit PO Box 8312 London, KY 40742-8312
    - **Fax:** 888-444-5335

## 2. Streamlined Processes for Managing Claims

- Online claimant eligibility verification for accepted condition(s), medical treatment and procedures. Learn more at: [https://owcpmed.dol.gov/portal/tutorials/Claimant\\_Eligibility.pdf](https://owcpmed.dol.gov/portal/tutorials/Claimant_Eligibility.pdf).
- Online submission and status of prior authorization requests.
- 92% of prior authorization requests are processed within 3 days. Learn more at: [https://owcpmed.dol.gov/portal/tutorials/DFEC\\_Authorization\\_Online.pdf](https://owcpmed.dol.gov/portal/tutorials/DFEC_Authorization_Online.pdf).
- Once registered, electronic payment is seamless. OWCP processes and submits for payment 96% of bills within 15 days and 98% of bills within 28 days.
- Electronic submission of bills - OWCP offers a variety of electronic bill submission methods:
  - » **Web Interactive:** <https://owcpmed.dol.gov/portal/provider/billing> - submit directly from the web portal. Learn more at [https://owcpmed.dol.gov/portal/tutorials/Billing\\_Tutorial\\_DDE.pdf](https://owcpmed.dol.gov/portal/tutorials/Billing_Tutorial_DDE.pdf).
  - » **Web batch submission** via electronic Data Interchange (EDI). Learn more at [https://owcpmed.dol.gov/portal/webinars/Bill\\_Submission\\_via\\_Web\\_Batch.pdf](https://owcpmed.dol.gov/portal/webinars/Bill_Submission_via_Web_Batch.pdf).





- › **FTP Secured Batch** – submit bills/attachments at a file size of more than 50MB. Learn more: <https://owcpmed.dol.gov/portal/provider/bill-submissions>
- › **EDI Companion Guides**: <https://owcpmed.dol.gov/portal/provider/training>
- › **EDI helpdesk**: <https://owcpmed.dol.gov/portal/contactus>

- Online payment status
- Online access to remittance vouchers. Learn more at [https://owcpmed.dol.gov/portal/tutorials/Remittance\\_Voucher\\_Guide.pdf](https://owcpmed.dol.gov/portal/tutorials/Remittance_Voucher_Guide.pdf)
- Online **Explanation of Benefits (EOB) Reference Guide** – describes common EOB denial reasons (located on the provider homepage) with guidance on actions that can be taken by providers for many of the denials.

Full menu of options for electronic claims processing:

<b>Bills</b> ▼
Bill Inquiry
View Payment
Bill Adjustment/Void
Online Bills Entry
Resubmit Denied/Voided Bill
Retrieve Saved Bills
Manage Templates
Create Bills from Saved Templates
<b>Claimant</b> ▼
Eligibility Inquiry
<b>Authorization</b> ▼
On-line Authorization Submission
<b>Provider</b> ▼
Maintain Provider Information
<b>HIPAA</b> ▼
Submit HIPAA Batch Transactions
Retrieve HIPAA Batch Responses
SFTP User Details
<b>Admin</b> ▼
Maintain Users
<b>My Interactions</b> ▼
Correspondences

### 3. Other Helpful Online Features

**Provider training and tutorials** – a library of quick reference guides, e-learning modules, and tutorials for our medical provider community. <https://owcpmed.dol.gov/portal/provider/training>

**Provider Resource page** – houses many of the common forms and templates utilized for OWCP enrollment, adjustment requests, fee schedule appeal, to name a few. This page also provides links to OWCP program specific forms and references. <https://owcpmed.dol.gov/portal/resources/forms-and-references/general>

**Provider Search** – claimants may use the doctor of their choosing, including their primary care physician. However, if a claimant is having difficulty finding a treating provider, this feature is available to assist them in locating a medical provider in their area. <https://owcpmed.dol.gov/portal/provider/search>  
We offer a “How to Search” reference guide for easy navigation at [https://owcpmed.dol.gov/portal/quick\\_references/Provider%20Search%20Steps.pdf](https://owcpmed.dol.gov/portal/quick_references/Provider%20Search%20Steps.pdf).

**OWCP Fee Schedule**, including the formula and instructions for calculating specific reimbursements based on geographic location. <https://www.dol.gov/agencies/owcp/regs/feeschedule/fee>

### 4. Customer Service Call Center: 1-844-493-1966 (FECA)

The Interactive Voice Response System (IVRS) is an automated service that provides the same details as found on the self-service portal. It is available 7 days a week, 24 hours a day. Learn more at [https://owcpmed.dol.gov/portal/quick\\_references/Interactive\\_Voice\\_Response\\_System\\_IVRS.pdf](https://owcpmed.dol.gov/portal/quick_references/Interactive_Voice_Response_System_IVRS.pdf).



Call center agents are available Monday – Friday, 8:00 a.m. – 8:00 p.m. (ET) to assist you with questions regarding bills, authorizations, and enrollment.