

Office of Workers' Compensation Programs (OWCP) Connect



Introduction

The purpose of this training is to instruct Authorized Representatives (AREPs) how to register with OWCP Connect.

- What is OWCP Connect?
- How to access OWCP Connect via the Workers' Compensation Medical Bill Process (WCMBP) Portal
- How do you register?

If you have any issues registering, you can speak with a customer service representative at 844-493-1966.



What is OWCP Connect?

OWCP Connect

The mechanism by which all users are authenticated. You must register via OWCP Connect to gain access to the Workers' Compensation Medical Bill Process (WCMBP) System.

Accessing OWCP Connect via the WCMBP Portal

1. Go to the [OWCP Medical Bill Processing Portal](https://owcpmed.dol.gov) (<https://owcpmed.dol.gov>).
2. Select **Login**.
3. Select **Representative**.



Viewing the Account Registration Section

From the Account Registration section, select the click "[here](#)" link to open the Account Registration page.

The screenshot displays the OWCP Connect website interface. At the top, there is a blue header with the United States Department of Labor logo on the left, the text "United States Department of Labor Office of Workers' Compensation Programs" in the center, and the OWCP logo on the right. Below the header, a navigation bar contains links for "Login", "Account Registration", "Reset Password", "Change Email", and "Help". The main content area is divided into three columns. The first column, titled "About OWCP Connect", provides information about the system. The second column, titled "Account Registration", contains a red-bordered box around the text "click [here](#)" with a red arrow pointing to it. Below this is a red warning message and a disclaimer. The third column, titled "Login", includes a welcome message, an email address input field, a "LOGIN" button, and a "RESET PASSWORD" section with a "click [here](#)" link.

Completing Account Registration

1. Please enter the required information (First Name, Last Name, and Email).

A message populates notifying you the email you are entering is available to register (is not already registered with OWCP Connect to an existing user account).

2. Re-enter the email used in Step 1.
3. Complete the challenge-response authentication (such as a math question).
4. Select **NEXT**.

Account Registration

Enter the below information to create the account

First Name* ←


Last Name* ←

Middle Initial

Email* ←
Consider using an email address that is not associated with your current employment.
This email is available.

Retype Email* ←
This email is available.

Enter result of addition from image below*

 ←

* Required Field

←

Creating a Password

Login Credential

Your identity has been validated. Please enter a password below to create your account.

Email* Janedoe@yahoo.com

Password*

Retype Password*

* Required Field

PREV NEXT

The screenshot shows a web form titled 'Login Credential'. The form has a header with the title and a sub-header with a message: 'Your identity has been validated. Please enter a password below to create your account.' Below this, there are two input fields: 'Email*' with the value 'Janedoe@yahoo.com' and 'Password*' which is empty. Below the password field is a 'Retype Password*' field, also empty. A red box highlights the 'Password*' and 'Retype Password*' fields. Below the form, there are two orange buttons: 'PREV' and 'NEXT'. A red box highlights the 'NEXT' button. A red arrow points from the 'NEXT' button to the 'Password*' field, and another red arrow points from the 'NEXT' button to the 'Retype Password*' field.

Once the validation is complete, the system prompts you to create a password.

Password Criteria must:

- be at least eight (8) characters long, **and**
 - include an uppercase letter, a lowercase letter, a number, and a special character.
5. Enter a password and retype the password to confirm it.
 6. Select **NEXT**. By selecting "NEXT", the system will take you to the security image page where you must select an image and create a "Key Phrase".

Selecting a Security Image and Key Phrase

7. Select a security image and enter a key phrase.
8. Select **NEXT**.

Security Images

Please select a security image and enter a key phrase. They are used during the login process for your protection.

Security Images *

Key Phrase * Derby

* Required Field

PREV NEXT

Completing Security Questions

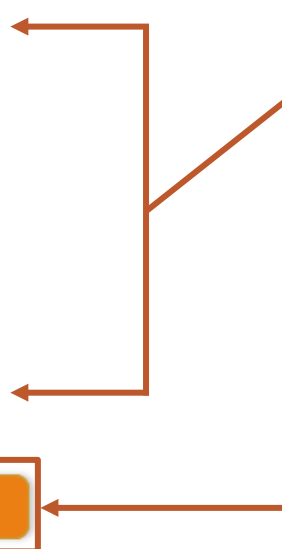
Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

Security Questions *

1. What is the name of the boy or girl that you first kissed?
2. Who is your favorite actor, musician, or athlete?
3. What was the make and model of your first car?

* Required Field



9. Select security questions from the drop-down lists.
10. Answer the selected questions.
11. Select **SUBMIT**.

Successful Account Creation

The system creates an account and sends a link to activate the account to the email address provided during registration.

Important! You must activate the account within 24 hours.

If you do not receive the activation email within ten (10) minutes, select **RESEND EMAIL**.

Account Creation

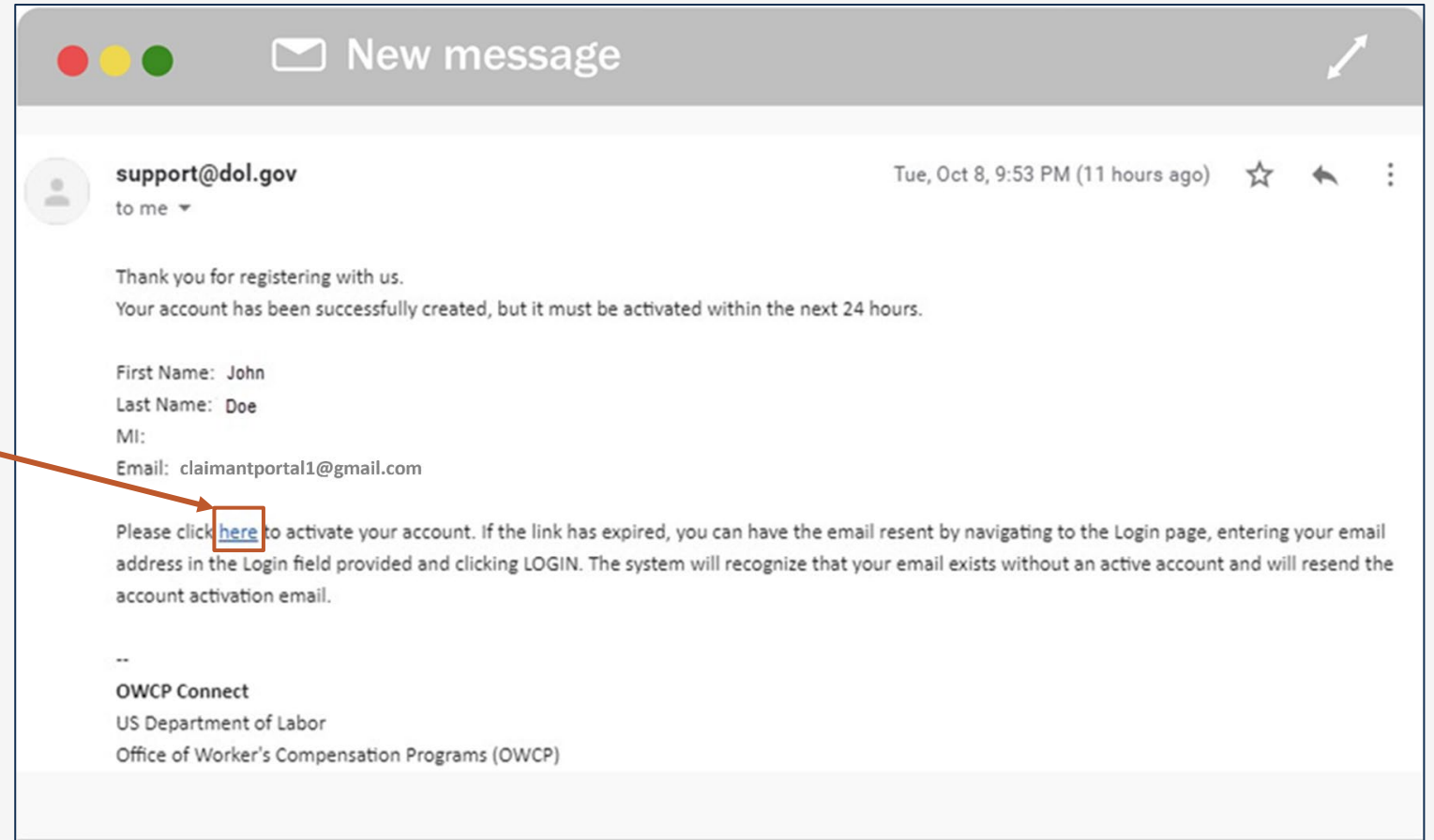
Your account creation request has been submitted successfully.

An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. The link provided in the email is available for 24 hours.

RESEND EMAIL

Receiving Activation Email and Link

1. Look for an email from DOL Support (support@dol.gov).
2. Select the “**here**” link within the body of the email to activate your account.



Logging In to the WCMBP Claimant Portal

At the Login page, the system displays a banner message informing you that your account has been successfully activated.

1. Enter your Email Address and select **LOGIN**.

The System displays your Security Image and Key Phrase for verification.

2. Enter your Password and select **SUBMIT**.

The system opens the WCMBP Provider Portal.

Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Your account has been successfully activated.

Email Address


LOGIN

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.

Login

Welcome verify your security image and enter password.

Security Image



Key Phrase Spring

Password *

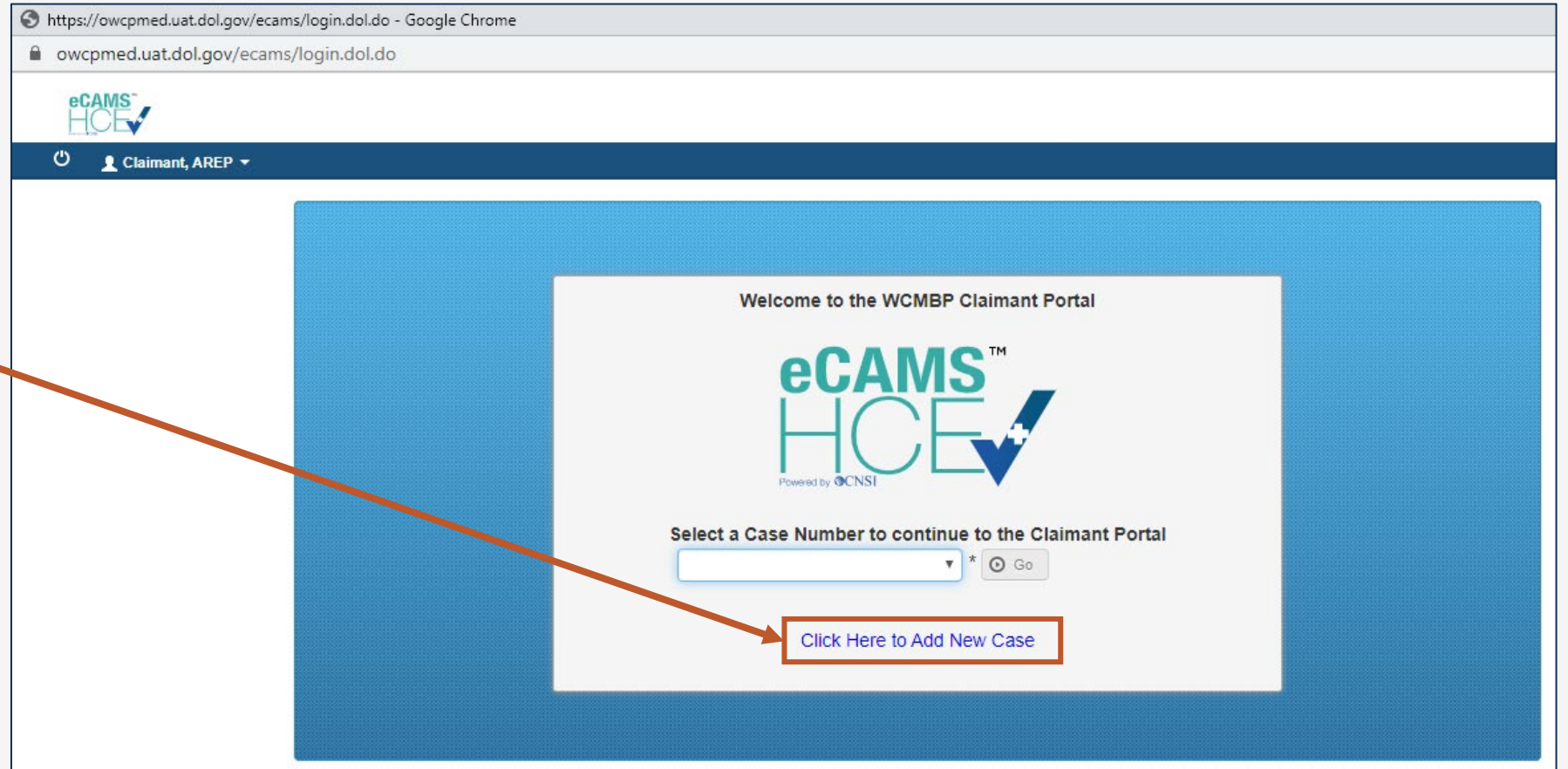
* Required Field

SUBMIT

WCMBP Claimant Portal

The Authorized Representative (AREP) will land on the WCMBP Claimant Portal.

3. Select the **Click Here to Add New Case** link.



Add Case Page: Selecting the Program

4. Select the Program from the drop-down list.

Once you select the "DEEOIC" program, the **Case Details** section disappears, and additional fields appear in the **Authorized Representative/Power of Attorney Details** section.

This screenshot shows the 'Authorized Representative/Power of Attorney Details' form. The 'Program' dropdown menu is highlighted with a red box and contains the value 'DCMWC'. Other visible fields include 'First Name: Nabba', 'Last Name: Mirza', and 'Representative ID'. Below this section is the 'Case Details' section, which is currently visible. At the bottom right, there are 'Close' and 'Submit' buttons.

This screenshot shows the 'Authorized Representative/Power of Attorney Details' form after selecting 'DEEOIC' in the 'Program' dropdown, which is highlighted with a red box. The 'Case Details' section has disappeared. New fields are highlighted with a red box: 'Representative ID' and 'Secret Key'. Other visible fields include 'AREP First Name' and 'AREP Last Name'. At the bottom right, there are 'Close' and 'Submit' buttons.

Add Case Screen: Entering the Representative ID and Secret Key

5. Enter the Representative ID and Secret Key as provided on the DEEOIC AREP letter ([see slide 16](#)).

Note: AREP First Name and AREP Last Name are read-only fields and will automatically populate once you enter the Representative ID and Secret Key.

6. Select **Submit**.

Authorized Representative/Power of Attorney Details

Program: DEEOIC

Representative ID:


Secret Key:

AREP First Name:


AREP Last Name:

Close Submit

Sample DEEOIC AREP Letter

 CNSI
Workers' Compensation Medical Bill Process Operations
PO Box 8306
London, KY 40742-8306

United States Department Of Labor
Office of Workers' Compensation Programs
Division of Energy Employees Occupational
Illness Compensation (DEEOIC)



Feb 17, 2023

[AREP name]
AREP Address
Here

Dear [AREP Name],

We have received information from the Division of Energy Employees Occupational Illness Compensation (DEEOIC) that indicates you are an Authorized Representative or Power of Attorney (AR/POA) for a DEEOIC claimant(s).

As an AR/POA for a DEEOIC claimant, you will have access to the following online key system features:

- Eligibility Inquiry – Allows you to view accepted medical conditions associated with the claimant's case.
- Authorization History – Allows you to view any authorization requests submitted by the claimant's servicing provider(s). The authorization request includes information about the authorization status, the requesting provider, the requested procedure(s), and requested dates-of-service.
- Bill History – Allows you to view medical bills submitted by the claimant's servicing providers and includes information like the billed and paid amounts, the payment method, and the payment date.
- Correspondence – Allows you to view all medical billing correspondence, such as payment verification letters associated with the claimant's case.

Please follow the instructions below to register for access to the system:

1. Visit <https://owcpmed.dol.gov>.
2. Click **Login** in the main menu, and then select **Representative** from the dropdown.
3. Complete **Account Registration**.
4. Once registration is complete, follow steps 1-2, above to **login** to the system.
5. The system will take you to a screen where you can select the claimant you are representing, or you can associate a case(s).

You must use the following information to gain access to the claimant information online. You can only register once. Should you receive additional letters where the AR / POA name is not accurate, please contact Customer Service at 1-866-272-2682 for assistance.

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Program: DEEOIC.
Representative ID: *****
AR/POA Name: [AREP Name]
Secret Key: *****

If you have any additional questions, please contact Customer Service at 1-866-272-2682. Our call center staff is available to answer your questions from 8:00 am to 8:00 pm, Monday through Friday, Eastern Time.

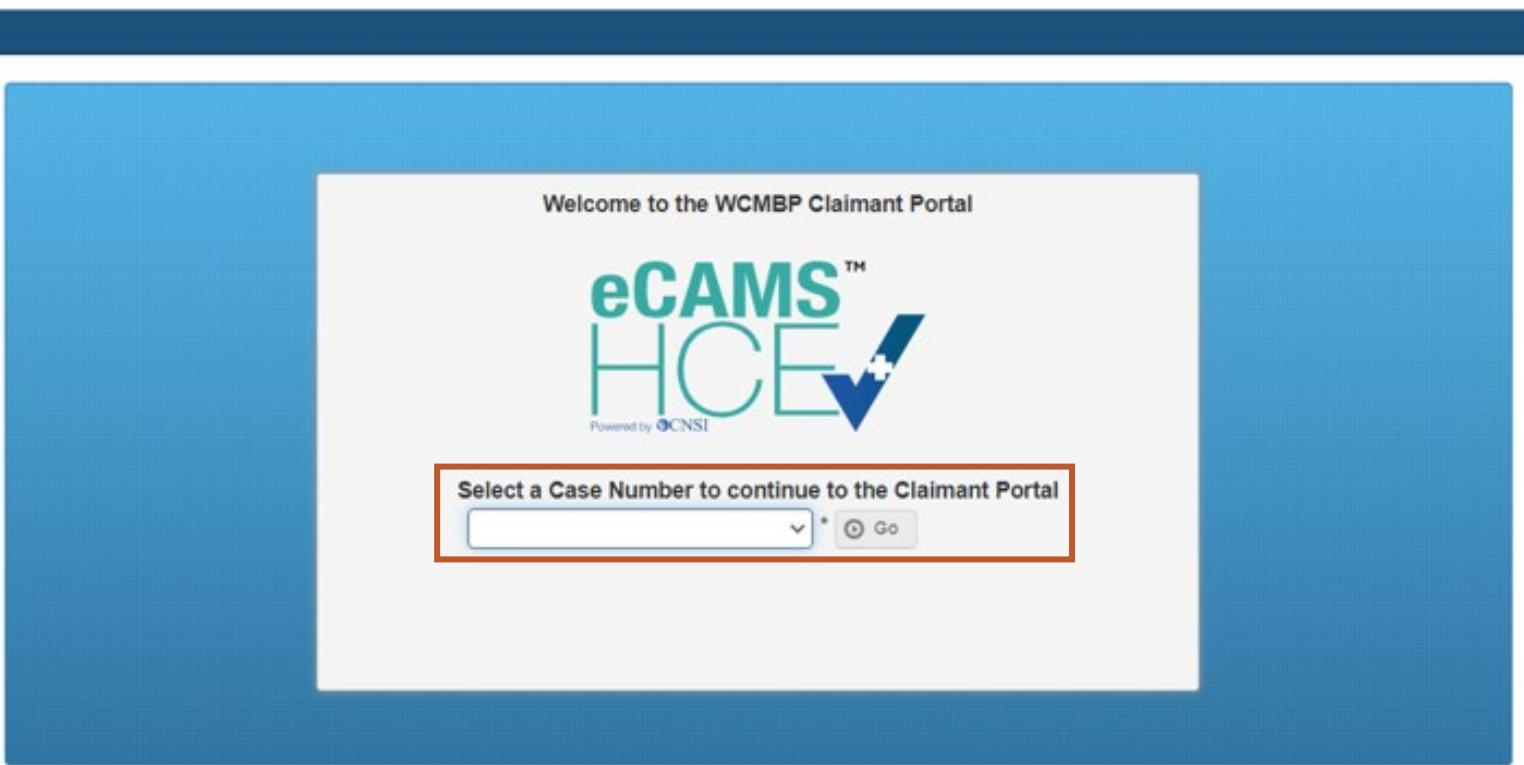
Thank you for your participation.

Sincerely,
Claimant Eligibility Services, CNSI

WCMBP Claimant Portal: Selecting a Claimant or Case Number

Once the AREP logs in successfully for the first time, the WCMBP Claimant Portal screen will display again.

7. Select the Claimant or Case Number from the **Select a Case Number to continue to the Claimant Portal** drop-down.
8. Select **Go**.



Welcome to the WCMBP Claimant Portal

eCAMSTM
HCE ✓
Powered by CNSI

Select a Case Number to continue to the Claimant Portal

*

Employee Claimant Information

For Employee claimants with awarded medical benefits, the following information is available:

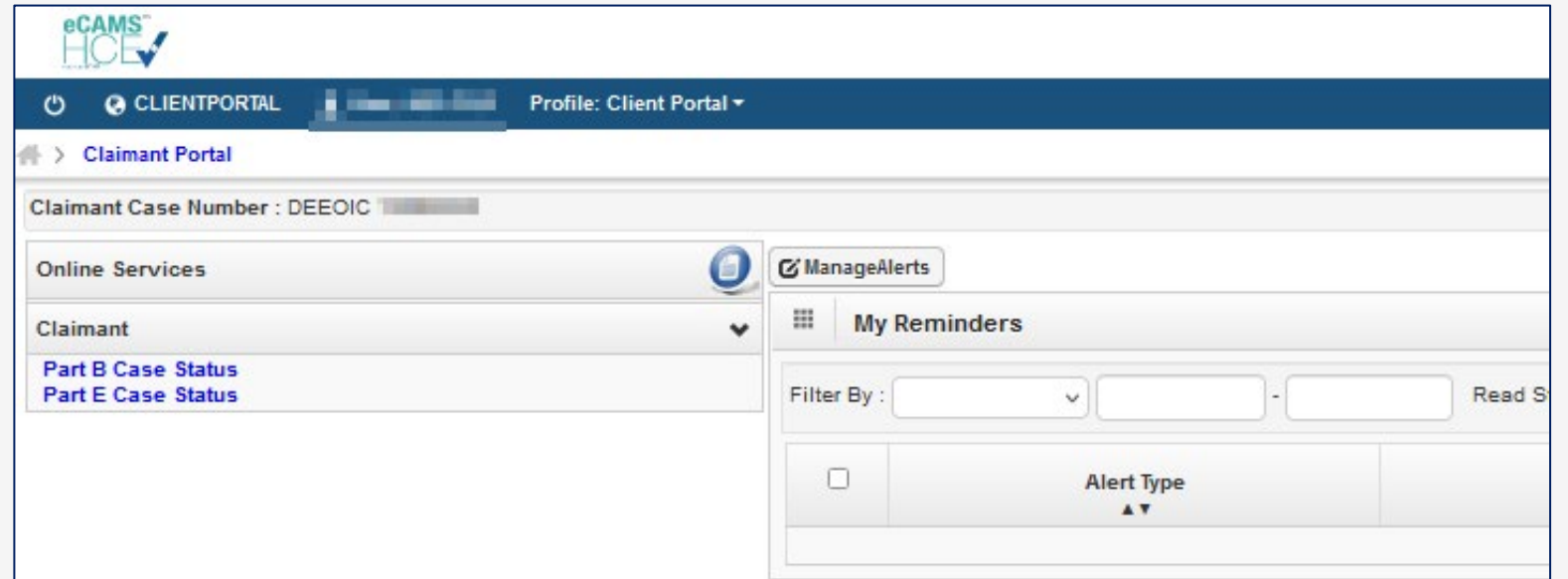
- Eligibility Inquiry,
- Authorization History,
- Bill History,
- Part B and/or Part E Case Status, and
- Correspondences Menus

The screenshot displays the eCAMS HCE Client Portal interface. At the top, the logo for eCAMS HCE is visible, along with the text 'CLIENTPORTAL' and 'Profile: Client Portal'. Below this, the 'Claimant Portal' section is active, showing a 'Claimant Case Number : DEEOIC'. The main content area is divided into two columns. The left column contains a 'ManageAlerts' button and a list of menu items: 'Online Services', 'Authorization' (with a dropdown arrow), 'Bills' (with a dropdown arrow), 'Claimant' (with a dropdown arrow), and 'My Interactions' (with a dropdown arrow). Under 'Authorization', there is a link for 'Authorization History'. Under 'Bills', there is a link for 'Bill History'. Under 'Claimant', there are links for 'Eligibility Inquiry' and 'Part B Case Status'. Under 'My Interactions', there is a link for 'Correspondences'. The right column contains a 'My Reminders' section with a 'Filter By' dropdown, a date range input, and a 'Read Status' button. Below this is a table with a checkbox and an 'Alert Type' dropdown menu.

Survivor Claimant Information

Effective 02/03/2023, AREPs can now view Survivor Claimant information.

For Survivor Claimants, only Part B and/or Part E Case Status is available.



The screenshot displays the eCAMS HCE Client Portal interface. At the top, the logo for eCAMS HCE is visible. The navigation bar includes a home icon, the text "CLIENTPORTAL", a user profile icon, and the text "Profile: Client Portal". Below the navigation bar, the breadcrumb "Claimant Portal" is shown. The main content area displays "Claimant Case Number : DEEOIC" followed by a redacted area. A sidebar on the left contains "Online Services" with a document icon, a "Claimant" dropdown menu, and two links: "Part B Case Status" and "Part E Case Status". To the right of the sidebar, there is a "ManageAlerts" button and a "My Reminders" section. The "My Reminders" section includes a "Filter By:" dropdown menu, a date range input field, and a "Read S" button. Below this is a table with a checkbox in the first column and a header "Alert Type" with a dropdown arrow in the second column.

THANK YOU!

