OWCP CORRESPONDENCE TIPS

This document explains how to access Office of Workers' Compensation Programs (OWCP) correspondence on the Workers' Compensation Medical Bill Processing (WCMBP) secure portal.

Section I Types of Correspondence Available on the WCMBP Portal

Table 1. Types of Correspondence Available on the WCMBP Portal

Topic	Types of Correspondence
Provider Enrollment and Maintenance	• Provider Enrollment Welcome letters for newly enrolled providers • Provider Enrollment Return to Provider (RTP) letters for rejected applications or updates • Provider Deactivation letters for terminated provider records • OWCP Registration letters with instructions for portal access
Authorizations	• Authorization Approval letters • Authorization Pended Further Development letters • Authorization Request Returned to Provider (RTP) letters for rejected authorization requests
Billing	• Billing Return to Provider (RTP) letters for rejected bills • Fee Schedule Appeal Status letters • Fee Schedule Appeal Denial letters for submitted appeal requests
Payments	• Remittance Voucher (RV) letters • Annual 1099 MISC letters • 1099 Reissue letters

Topic	Types of Correspondence
Images and Attachments	• Authorization and bill attachments previously uploaded to the portal by the provider
Correspondence *Not Available* **on the WCMBP Portal**	• Letters from OWCP Claims Examiners (CEs) • Authorization Request Denial Letters • Case Development Letters

Section II Tips for Accessing Correspondence on the WCMBP Portal

Table 2. Tips for Accessing Correspondence on the WCMBP Portal

Question	Answer
How can I retrieve correspondence on the WCMBP portal?	After logging in to the Workers' Compensation Medical Bill Processing (WCMBP) portal https://owcpmed.dol.gov/portal/. 1. Select **Correspondences** on the left-hand side of the provider portal page. 2. All available letters appear on the Correspondence Retrieval Page section at the top of the page. 3. Use the **Filter by** drop-down list to focus the search results and to select the applicable correspondence type. 4. To retrieve the selected document, click on the link in the **CORRESPONDENCE ID** column. This will open the document in a separate window. 5. Save or print the selected correspondence.

Question	Answer
How can I use this feature to review previously uploaded attachments?	1. Select **Correspondences** on the left-hand side of the provider portal page. 2. All provider-uploaded documents are available on the Images/Attachments Retrieval Page section at the bottom of the page. 3. Use the **Filter by** drop-down list to focus the search results and to select the applicable correspondence type. 4. To retrieve the selected uploaded document, click on the link in the **IMAGE ID** column. This will open the selected document in a separate window. 5. Save or print the selected correspondence.

Section III User Account Profile for Correspondence on the WCMBP Portal

Table 3. User Account Profile for Correspondence on the WCMBP Portal

Question	Answer
Which user profiles have access to correspondence?	The following portal security profiles allow access to correspondence: ▪ EXT Provider Bills Submitter ▪ EXT Provider Eligibility Checker – Claims Submitter ▪ EXT Provider Claims Payment Status Checker ▪ EXT Provider File Maintenance ▪ EXT Provider Super User ▪ EXT Provider System Administrator
Who can I contact for assistance with my user profile?	Reach out to your organization's WCMBP web portal System Administrator for questions regarding your security profile. Information for adding or updating user accounts can be found in the quick reference guide (QRG) using this link: Adding/Associating Users to Providers QRG (https://owcpmed.dol.gov/portal/quick_references/Adding_Associating_Users_to_Providers.pdf).

Question	Answer
I am receiving email notifications about new correspondence. How do I change the email address for the correspondence notification?	The new correspondence email notification is sent to the contact email address on file for your OWCP Provider ID for providers who have "opted-in" to go paperless. If a provider selected the paperless option, then they will no longer receive mailed correspondence and will receive an email alert when new correspondence is available via the WCMBP Portal. Users with EXT Provider File Maintenance or EXT Provider Super User security profile will be able update contact email address or "opt-out" of the paperless selection. Instructions for updating the provider information can by found in the quick reference guide (QRG) using this link: [Updating Provider Information Resource Guide (updated 07/31/23)](https://owcpmed.dol.gov/portal/quick_references/Updating%20Provider%20Information%20Resource%20Guide_v2.pdf) (https://owcpmed.dol.gov/portal/quick_references/Updating%20Provider%20Information%20Resource%20Guide_v2.pdf)
Who can I contact if I need further Provider Portal assistance?	If you need further assistance with provider portal questions or account management, contact our call center: ▪ Division of Federal Employees' Compensation (DFEC): 1-844-493-1966 ▪ Division of Energy Employees Occupational Illness Compensation (DEEOIC): 1-866-272-2682 ▪ Division of Coal Mine Workers' Compensation (DCMWC): 1-800-638-7072