

OWCP Correspondence Tips

Correspondence that CNSI mails to a provider on behalf of OWCP is also available electronically via the WCMBP secure Provider Portal. This document explains what type of correspondence is available, how to access the correspondence, and which user account profiles have access to Correspondence via the portal.

Section I

Types of Correspondence available on the portal

Topic	Type 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 Deactivations letters for terminated provider records, and OWCP Registration letters for portal access
Authorizations	Authorization Approval letters, Authorization Pended Further Development letters for further medical development, and 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, and Fee Schedule Appeal Denial letters for submitted appeal requests
Payments	Remittance Voucher (RV) letters, annual 1099 MISC letters, and 1099 Reissue letters
Images and Attachments	Authorization and bill attachments previously uploaded to the portal by the provider
Letters <i>not available</i> on the Provider Portal	Letters from OWCP Claims Examiners (CEs), Authorization Request Denial Letters, and Case Development Letters

Section II

How to access to Correspondence

Question	Answer
How can I retrieve correspondence on the Provider Portal?	<ol style="list-style-type: none"> 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

Question	Answer
	<ol style="list-style-type: none"> 3. Use the Filter by drop-down list to limit results by further information, such as Sent Date, Claimant ID, or RV Number. 4. To retrieve correspondence documents, select the link in the CORRESPONDENCE ID column. The selected document opens in a separate window. 5. Save or print the selected correspondence.
<p>How can I use this feature to review previously uploaded attachments?</p>	<ol style="list-style-type: none"> 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 limit results by further information, such as Image Title or Received Date 4. To retrieve uploaded documents, select the link in the IMAGE ID column. The selected document opens in a separate window. 5. Save or print the selected correspondence.

Section III

User account profiles for Correspondence via the portal

Question	Answer
<p>Which user profiles have access to correspondence?</p>	<p>The following portal security profiles allow access to Correspondence:</p> <ul style="list-style-type: none"> • 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
<p>Who can I contact for assistance with my user profile?</p>	<p>Reach out to your organization’s WCMBP web portal System Administrator for questions regarding your assigned role. Information for adding or updating user accounts is located in the quick reference guide (QRG) at this link:</p>

	Adding/Associating Users to Providers QRG on dol.gov (https://owcpmed.dol.gov/portal/quick_references/Adding_Associating_Users_to_Providers.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: <ul style="list-style-type: none">• 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