OWCP ENROLLMENT TIPS

This document provides guidance on how to get started with enrollment, tips for completing applications and modifications, and understanding portal user accounts to access the Workers' Compensation Medical Bill Processing (WCMBP) Portal. Providers are encouraged to submit enrollment applications and maintain provider records using the WCMBP Portal.

1.1 Getting Started with Provider Enrollment

Question	Answer
Where do I go to start an enrollment application?	▪ Providers interested in enrollment can visit the *Provider Enrollment page* (https://owcpmed.dol.gov/portal/Provider/Enrollments). Registration with OWCP Connect is required to submit an online application. ▪ Providers are encouraged to use the WCMBP Portal for submitting enrollment applications. Alternatively, the OWCP-1168 Provider Enrollment Form may be submitted by mail or fax.
How do I register with OWCP Connect?	▪ On the *OWCP Connect* page, select the **Account Registration** link located in the upper right. ▪ To complete the registration, enter a valid email address, create an account password, and select security questions and answers.
What is an Enrollment Type and how do I know which option to select?	Refer to the **Enrollment Type** descriptions displayed on-screen when initiating an application in the WCMBP Portal or refer to Section 4.4 of the OWCP WCMBP Provider Manual.
What does the CMS enrollment question refer to?	▪ Effective December 13, 2025, the Office of Workers' Compensation Programs (OWCP) will update provider enrollment applications on the Workers' Compensation Medical Bill Processing (WCMBP) Portal. This enhancement is designed to reduce manual data entry and improve overall efficiency. ▪ The updated application will allow potential OWCP providers to automatically populate their information using data from the CMS Provider Enrollment, Chain, and Ownership System (PECOS) and the National Plan and Provider Enumeration Service (NPPES). ▪ Providers who are not enrolled in PECOS or choose not to use the auto-populate feature can still complete the application by entering their information manually.

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Question	Answer
How are servicing providers identified in the Workers' Compensation Medical Bill Processing (WCMBP) System?	■ Servicing providers are identified by the Group Practice under the **Servicing Provider Information** step of the Group Practice enrollment type. ■ Servicing providers do not need to submit individual enrollment applications.
Where should I enter license information on the application?	**Individual Enrollment Type** ■ Enter professional license or certification information for individual medical providers OR enter business license or certification for non-medical providers in the **Add Professional Licenses and Certifications** step ■ Upload professional license or certification supporting documentation in the **View/Upload Attachments** step **Facility/Agency/Organization/Institution Enrollment Type** ■ Enter facility license in the **Add Business Licenses and Certifications** step ■ Upload facility license supporting documentation in the **View/Upload Attachments** step **Group Practice Enrollment Type** ■ Enter business license in the **Add Business Licenses and Certifications** step ■ Enter servicing provider license or certification information in the **Add Servicing Provider Information** step ■ Upload supporting license or certification supporting documentation in the **View/Upload Attachments** step **NOTE: Failure to upload the required documents will delay processing of your application.**
Why is Social Security Number (SSN) required for Servicing Provider Information?	Social Security Numbers are required to validate servicing providers to ensure they are not excluded, suspended, or debarred.

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Why is the step for View or Upload Attachments listed as optional when supporting documentation is required?	■ To check what attachments are required for your Provider Type, select the **Required Credentials** button in the upper left corner of the application screen. ■ Providers submitting online applications via the portal have the option to upload attachments or they can mail or fax the required attachments with a Provider Enrollment Cover Sheet. If attachments are not uploaded at the time of submission, your application will remain in an "Awaiting Attachments" status for nine business days. If the required attachments are not received within this timeframe, your application will be Returned to Provider (RTPd).
Can I exit the application and return to it at another time?	■ Providers can save a partially completed application and exit the WCMBP Portal. ■ To resume the application, providers can locate their application number using the **Resume or Track an Enrollment Application option** on the *Enrollments* page. Providers will need either the Application Number and Tax ID or National Provider Identifier (NPI) and Tax ID to recall the application. ■ Effective July 19, 2025, Providers must complete and submit the pending provider enrollment application within 90 days of the most recent application update. Applications that are started but not submitted within the 90-day time limit will be deleted, making them unavailable for submission.
How do I read and understand the status of my application?	An enrollment application status can be one of the following: ■ **Pending Submission:** The application has been created in the WCMBP Portal but has not yet been submitted by the provider. ■ **Awaiting Attachments:** If a provider submits an application through the WCMBP Portal without the required supporting documentation, they have nine calendar days to submit the documentation by mail or fax. Once the documentation is received, the application can be processed. If the supporting documentation is not received within the nine-day timeframe, the application will be rejected. The application cannot be modified by the provider. ■ **Submitted** or **In Review:** Application has been submitted by the provider and is undergoing the validation and verification process. The application cannot be modified by the provider.

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	▪ **Approved:** The application has been approved, and an OWCP ID has been assigned.
	▪ **Return to Provider (RTP):** The application has been rejected.
My application was Returned to Provider (RTP'd). Can I access the application to make updates or corrections?	Yes, providers can recall, update, or correct an RTP'd application. To recall the application, providers can locate their application number using the **Resume or Track an Enrollment Application** option on the _Enrollments_ page.
Why was my application returned requesting a modification?	If an OWCP Provider ID is already on file for your organization, the existing provider ID will be updated based on the application information and a Returned to Provider (RTP) response to your application will be sent to inform you of the update.
How can I cancel an application?	To cancel and delete an enrollment application, select **Delete** in the upper left of the application steps.
How long does it take to process an application?	Allow seven business days for enrollment application verification and validation processes to be completed.

1.2 Enrollment Updates and Re-Enrollments

Topic	Details
What is the Provider File Maintenance option on the portal?	Providers are required to maintain accurate and current information in their OWCP provider record. Using the **Provider File Maintenance** option on the WCMBP Portal, providers can verify National Provider Identifier (NPI) and taxonomies, update contact information, maintain servicing provider information, and upload current license or certifications.
Our practice is enrolled as a group, and I received communication that the servicing provider information is	▪ Groups must maintain the professional (servicing) providers information associated with their group. This includes name, National Provider Identifier (NPI), taxonomy, and license or certification information.
	▪ Providers can review and update servicing provider information in the **Add Servicing Provider Information** step of the Workers' Compensation Medical Bill Processing (WCMBP) Portal

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Topic	Details
missing, expired, or invalid. What should I do to address this issue?	(https://owcpmed.dol.gov/) or by mail, or fax under Addendum 1 of the OWCP-1168 form located on the *Forms and References* page.
How do I know if a servicing provider has been added or updated?	▪ After submitting servicing provider information, the provider information will show a status of "In Review" until the verification and validation process is complete. ▪ If the servicing provider information is approved, the status will appear as "Approved" ▪ Servicing provider records with missing or expired license information will be terminated 30 days after license expiration.
Can I change my Enrollment Type on a modification?	Providers must submit a new application if a change is needed to the Enrollment Type.
Our organization has acquired a business who is enrolled with OWCP. Do we need to enroll for a new OWCP ID?	▪ If the tax ID remains the same, providers may submit a modification to update the existing OWCP provider record. ▪ If the tax ID is changing, a new enrollment application is required.
How should I update payment details?	▪ **To Update an Existing Bank Account:** When updating an existing bank account (same routing and account number), select the hyperlink for the existing record and make the appropriate updates. ▪ **To Add a New Account:** When adding a new account or routing number, select the **Add** button and enter the required banking information. Once the new record is approved, the previous record will be end-dated systematically.
How do I know the outcome of my provider file maintenance update?	Effective April 05, 2025, OWCP providers will receive letters stating the outcome of the request to update their provider information. In addition, providers will receive an email alerting them that the letter is available on the OWCP Medical Bill Processing Portal.

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1.3 Portal Access

Topic	Details
Which user profiles have access to Provider Re-Enrollment or Provider File Maintenance?	The following WCMBP Portal security profiles allow access to view and update provider information: ■ EXT Provider File Maintenance ■ EXT Provider Super User
What is a Temporary Key and ID?	■ Providers who were previously enrolled with OWCP or enrolled using the OWCP-1168 form but have not registered to use the WCMBP Portal may be required to enter a temporary key and password. Be sure to select the link under **Existing Provider with a Welcome Letter and/or Registration Letter** on the *Provider Enrollments* page. ■ Providers who have already enrolled and registered for portal access can select this link to log in to the WCMBP Portal.
Who can I contact to get portal access?	Contact your organization's WCMBP Portal system administrator for questions regarding user profiles.
What can I do if the previous system administrator is no longer at my organization?	If a new system administrator needs to be added, contact our Call Center for assistance. **Note:** Organizations may have more than one user identified as a WCMBP Portal system administrator.
I'm a WCMBP Portal system administrator for my organization. How do I remove access for a user?	■ System administrators can end date a user's portal account if that person is no longer with your organization. ■ If a user must be completely removed, add an expiration date to the user's account. The username will still appear on the user list, but they will no longer have access after the expiration date.
Who can I contact if I need further Provider Enrollment assistance?	If you need further assistance with provider enrollment, 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