OWCP SERVICING PROVIDER ENROLLMENT TIPS

This document provides tips for Group Practices to add and manage servicing provider information within the group's Office of Workers' Compensation Programs (OWCP) Provider record. Providers are encouraged to submit enrollment requests and updates via the Workers' Compensation Medical Bill Processing (WCMBP) secured Provider Portal.

Enrollment Request Submission

Question	Answer
What is a Group Practice?	A Group Practice is an organization with one or more practitioners who share a common practice location and hold a Type II National Provider Identifier (NPI).
What is a servicing provider?	A servicing provider is a practitioner or professional who performs or renders services to or for the OWCP ill or injured worker.
Do individual servicing providers need to complete their own OWCP enrollment application?	Servicing providers **do not** have to enroll separately as individuals. Servicing providers are identified within the Group Practice's OWCP enrollment application.
How do I submit servicing provider information?	Providers can submit servicing provider information online through the WCMBP Medical Bill Processing Portal under the Group application.
What information is required to add servicing provider information to the Group Practice OWCP ID?	The following information is required when entering a servicing provider record: ■ Last Name ■ First Name ■ Social Security Number (SSN) ■ Provider Type for the rendering provider ■ NPI for the rendering provider ■ Taxonomy for the rendering provider (up to 5)

Question	Answer
	▪ License or Certification Information. **Note:** All license information entered **must exactly match** the supporting documentation. ▪ License or Certification Category ▪ License or Certification Type (optional) ▪ License or Certification Number ▪ Issued State ▪ Initial Issue Date ▪ Expiration Date (must not be expiring within 30 days) ▪ Up to 2 licenses or certifications can be entered per rendering provider record
What documentation is required for each servicing provider	Proof of professional license or certification from the State licensing board. License or certification must be for the state where services are being rendered. Proof can be a copy of the license, a web query confirming licensure or a letter. If licensure is not required, letter or email from state licensing entity is required. Copy of licensing can be uploaded as a single file or as individual files. **Note:** File size max is 50 MB for each uploaded attachment. For the group practice, business license is optional. The group practice can enter a business license in the **Add License or Certification** step. If business license information is added, then a copy of the license or other documentation must be uploaded in the **View/Upload Attachments** step.
How do I include supporting documentation?	In the **View/Upload Attachment** step: ▪ Visit the Portal Demonstration section on the Training and Tutorials page for a video demonstration of uploading copies of licensure or certification.

Question	Answer
Do you accept a spreadsheet or list of servicing providers?	Servicing provider information can be imported from Provider Enrollment, Chain, and Ownership System (PECOS) on a new enrollment application if the group provider opts to import their information from PECOS when completing the group practice application. Servicing providers for all other applications or for modifications, servicing providers not imported from PECOS must be entered manually.

Understanding Servicing Provider Enrollment Outcomes and Updates

Question	Answer
What do I do if the servicing provider was rejected?	Confirm supporting documentation was submitted with the application. Ensure data-entered information matches supporting documentation. Ensure licensure or certification matches the selected provider type and taxonomy.
How do I read and understand a servicing provider status?	Based on the information provided on the enrollment request and any supporting documentation, the servicing provider record can have one of the following statuses: ▪ **Approved:** The requested servicing provider record has been approved after review. ▪ **Rejected:** Entry or supporting documentation do not support the approval of the servicing provider record. ▪ **Terminated:** The servicing provider record has not been maintained with current information and has been deactivated. ▪ **In Review:** The servicing provider record is under consideration.
What action can be taken after receiving a rejection or Return to Provider (RTP) letter?	The provider may recall the rejected application, make corrections or updates, and resubmit. ▪ Refer to the Resubmitting a Returned to Provider Enrollment Application Quick Reference Guide (updated 12/20/2025)

Question	Answer
The servicing provider was not on active on the group provider record when services were rendered. The provider is now active. Can I bill for the services that have been performed?	Yes, once the provider is activated, you can bill for services. Group practices must be sure to identify the servicing provider as the rendering provider when billing. Refer to OWCP Tips for Filling Out a Claim Form reference for more information.
How do I update servicing provider's information?	Select the **Add Servicing Provider** step to view the list of associated servicing providers. Select the link with the servicing provider's last 4 digits of their SSN, which opens the servicing provider details record. Make any updates needed, select **Save**, then select **Close**.
How do I remove a servicing provider who is no longer with our organization?	Select the checkbox next to the servicing provider record, then select **Inactivate** located at the top left of the page.
I used PECOS when creating the group practice enrollment application but not all of the expected servicing providers appear. What can I do next?	Imported data from the CMS PECOS system is determined by the group practice's NPI and Tax ID. If NPI differs, then servicing information will not upload automatically. Servicing providers can be manually added to the application.
Who can I contact if I need further Enrollment assistance?	For further assistance, contact the Call Center: at 1-844-493-1966.