



OWCP ENROLLMENT TIPS

This document explains how to get started with enrollment, tips for completing applications and modifications, and understanding user account profiles utilized to access enrollment via the portal. Providers are encouraged to submit enrollment applications and maintain provider records via the Workers' Compensation Medical Bill Processing (WCMBP) secured Provider Portal.

1.1 Section I

1.1.1 Getting Started with Provider Enrollment

Question	Answer
Where do I go to start an enrollment application?	<p>The Provider Enrollment page https://owcpmed.dol.gov/portal/Provider/Enrollments. Registration with OWCP Connect is required to submit an online application.</p> <p>Providers may submit an application online via the WCMBP portal or by using the OWCP-1168 Form which can be submitted via mail or fax. The form includes step by step instructions for completing and submitting the application. The form includes step by step instructions for completing and submitting the application.</p>
How do I register with OWCP Connect?	<p>Select the link for Account Registration on the upper right hand corner of the OWCP Connect page OWCP Connect (dol.gov). Enter a valid email address, create a password, and select security questions and answers.</p>
Why am I being asked for a temporary key and password?	<p>Providers who were previously enrolled with OWCP but have not registered to use the WCMBP portal may be asked to enter a temporary key and password. Please contact our Call Center for assistance and this information can be emailed to you. Refer to Section III for Call Center phone numbers.</p>
What is an Enrollment Type and how do I know which option to select?	<p>Refer to the Enrollment Type descriptions that appear on the screen when initiating an application via the WCMBP portal OR refer to page 13 of the OWCP 1168 Provider Enrollment Form.</p>
Where should I enter license information?	<ul style="list-style-type: none">Individual: Professional license/certification information is entered in Step 5.Upload Professional license/certification supporting documentation in Step 12.Facility/Agency/Organization/Institution (FAOI): Facility/agency/organization/institution license information is entered in Step 5.Upload facility/agency/organization/institution supporting documentation in Step 12.



Question	Answer
	<ul style="list-style-type: none"> ▪ Group Practice: Business license is entered in Step 5 and is optional. ▪ Servicing provider professional license information is entered in Step 10, and at least one servicing provider entry is required. ▪ Upload supporting business and/or servicing provider license documentation in Step 13.
Why was my application returned requesting a modification?	If a previous OWCP Provider ID record is on file for your organization, updates will be applied to the previous record and a Returned to Provider (RTP) response to your application will be sent to inform you of the update.
Why is SSN required for Servicing Provider Information?	Social Security Numbers are required to validate servicing providers to ensure they are not excluded, suspended, or debarred.
Why are attachments optional when submitting via the WCMBP portal?	Please select the Required Credentials button on the upper left corner to check what attachments are required for your Provider Type. Providers submitting online applications via the portal have the option to upload attachments electronically or 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 9 business days. If the attachments and cover sheet are not received within this timeframe, your application will be Returned to Provider (RTP'd).
Can I exit my application and return to it at another time?	Providers can save a partially completed application progress and exit the WCMBP portal. Be sure to note the Application Number that appears on the page to access the application within the WCMBP portal. That number is also sent to the email on file to initiate the application. If you cannot locate the application number, you may contact our Call Center to provide the provider's name, address, and tax ID from the incomplete application, where an agent will be happy to assist.
How do I delete an application?	Select the Purge button to delete an application that is no longer needed. This option appears on the Business Process Wizard i.e., the page where all the steps appear for an application.
How long does it take to process an application?	Allow seven (7) business days for enrollment application verification and the validation processes to be completed.



1.2 Section II

1.2.1 Tips for Completing Modifications and Re-Enrollments

Question	Answer
<p>How will I know if a Modification or Re-Enrollment is needed?</p>	<p>Provider records that are “Active” or recently deactivated for “Terminated – License Expired” or “Terminated – 2 years of Inactivity” can submit a modification.</p> <p>Provider records deactivated for any other termination reason will need to submit a “Re-Enrollment”.</p> <p>If a provider initiates a new application via the WCMBP portal for a provider record that requires a modification, then an alert message will appear to notify you that a record currently exists (effective 10/28/2023).</p>
<p>Our practice is enrolled as a group, and I am receiving communication that the servicing provider information is missing, expired, or invalid. What should I do to address this issue?</p>	<p>Groups must maintain the professional (servicing) providers information associated with their group. This includes name, taxonomy, and license/certification information.</p> <p>Providers can review and update servicing provider information via Step 10 of the Workers' Compensation Medical Bill Processing (WCMBP) portal at https://owcpmed.dol.gov/ or via Addendum 1 of the OWCP-1168 form located on the Forms and References page.</p>
<p>How do I know if a servicing provider has been added or updated?</p>	<p>After submitting servicing provider information, the entry status will be “In Review” until the verification and validation process can be completed. If the servicing provider information is approved, then then status will update to “Approved.” Please allow seven (7) business days for processing prior to checking on the status of a servicing provider information additions or updates. If servicing provider information is “In Review” after seven business days, please contact the Call Center for assistance.</p>
<p>Can I submit a license update using the OWCP-1168 Form?</p>	<p>Providers are encouraged to submit updates via the WCMBP portal. For license updates submitted via paper or fax, submit the first page of the OWCP 1168 with Box 1 checked for UPDATE, the license page of the application (page 4) for the license or certification information, a copy of the license or certification, and the Provider Enrollment Cover page.</p>
<p>Can I change my Enrollment Type on a modification?</p>	<p>Providers must submit a new application if a change is needed to the Enrollment Type</p>



Question	Answer
<p>Can I change my Provider Type on a modification?</p>	<p>Providers must submit a new application if a new Provider Type is needed for your organization.</p> <p>NOTE: Servicing providers within a group do not need a separate application if their provider type is different from the group provider type.</p>

1.3 Section III

1.3.1 FAQs for Further Assistance

Question	Answer
<p>Which user profiles have access to Provider Re-Enrollment or Provider File Maintenance?</p>	<p>The following WCMBP portal security profiles allow access to Correspondence:</p> <ul style="list-style-type: none"> • EXT Provider File Maintenance • EXT Provider Super User
<p>Who can I contact for assistance with questions regarding user profile?</p>	<p>Contact your organization's WCMBP portal System Administrator for questions regarding user profiles. Information for adding or updating user accounts is located in the quick reference guide (QRG) at this link: Adding/Associating Users to Providers QRG on dol.gov (https://owcpmed.dol.gov/portal/quick_references/Adding_Associating_Users_to_Providers.pdf).</p>
<p>What can I do if the previous System Administrator is no longer at my organization?</p>	<p>If a new system administrator needs to be added, you may contact our Call Center for assistance (reference the Call Center contact information below under "Who can I contact if I need further Provider Enrollment Assistance?").</p> <p>Note: organizations may have more than one user identified as a WCMBP portal System Administrator.</p>
<p>I'm a System Administrator for my organization. How do I remove access for a user?</p>	<p>As the System Administrator, you can remove specific profiles by selecting the user's name and removing the associated profile.</p> <p>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.</p>



Question	Answer
What can I do if I'm having trouble opening the Enrollment Cover Sheet pdf?	Helpful information is available on the Forms and References page at the How to view PDFs using Adobe Reader link.
Who can I contact if I need further Provider Enrollment assistance?	If you need further assistance with provider enrollment, 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