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 Enrollments page. Registration with Office of Workers' Compensation Programs (OWCP) Connect is required to submit an online application.
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?	▪ In December 2025, OWCP enhanced provider enrollment applications on the Workers' Compensation Medical Bill Processing (WCMBP) Portal. This update pulls data from CMS's Provider Enrollment, Chain, and Ownership System (PECOS) and the National Plan and Provider Enumeration System (NPPES). ▪ The enhancement simplifies the enrollment process by automatically pre-populating key details—such as name, address, contact information, taxonomy, license, and servicing provider records—from PECOS and NPPES. This reduces manual data entry and streamlines the application, making provider enrollment faster and easier to complete. ▪ 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.

Question	Answer
How can I associate multiple locations within my enrollment application?	Effective July 18, 2026, providers can include multiple practice locations within a single enrollment application. ■ All locations must be associated with the same information identified on the Basic Information step, including Enrollment Type, Provider Type, Provider Legal Name, Provider Doing Business As (DBA) Name, Business Type, National Provider Identifier (NPI), and Tax Identification Number (TIN). If any of this information differs, then a separate application must be submitted. ■ This enhancement allows providers to apply the same information across multiple locations within a single application or to specify different information for each location as needed. This includes, but is not limited to, licenses and certifications, payment details, and Electronic Data Interchange (EDI) information. ■ This feature will be available on new enrollment applications initiated on or after July 18, 2026. ■ The locations do not have to be entered in a specific order or have a primary location identified. ■ If approved, each location will receive its own OWCP provider ID. Any modifications needed after approval must be submitted as a provider file update request. Refer to the Updating Provider Information in the Provider Portal Quick Reference Guide for instructions.
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**

Question	Answer
	▪ 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 a 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.
What documentation is required in the View or Upload Attachments step?	▪ To check what attachments are required for your Provider Type, select **Required Credentials** in the upper left of the application screen.
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 NPI and Tax ID to recall the application. ▪ As of July 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:

Question	Answer
	▪ **Pending Submission:** The application has been created in the WCMBP Portal but has not yet been submitted 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. ▪ **Approved:** The application has been approved, and an OWCP ID has been assigned. ▪ **Return to Provider (RTP):** The application or a location associated with the application has been rejected.
My application or a location within my application was Returned to Provider (RTPd). Can I access the application to make updates or corrections?	Yes, providers can recall, update, or correct an RTPd application. To recall the application, providers can locate their application number using the **Resume or Track an Enrollment Application** option on the Enrollments page. If any locations within your application were RTPd, providers can update the location information or choose to delete the location from your application before resubmitting.
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. Log in to the WCMBP Portal to review and maintain your existing OWCP Provider ID. Refer to the Updating Provider Information in the Provider Portal Quick Reference Guide for instructions.
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 7 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 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 missing, expired, or invalid. What should I do to address this issue?	▪ Groups must maintain the professional (servicing) providers information associated with their group. This includes name, 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 (https://owcpmed.dol.gov/).
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." ▪ If the servicing provider update or modification is "Rejected," be sure to make any future updates on the "Approved" servicing provider record. ▪ 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.

Topic	Details
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 **Add** 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?	Since April 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.

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.

Topic	Details
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 at 1-844-493-1966.