



Claimant Portal Overview: **Table of Contents**

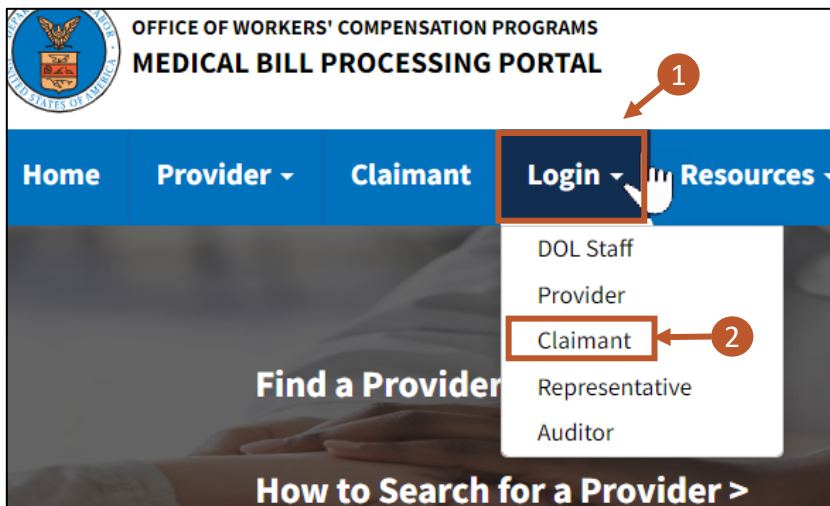
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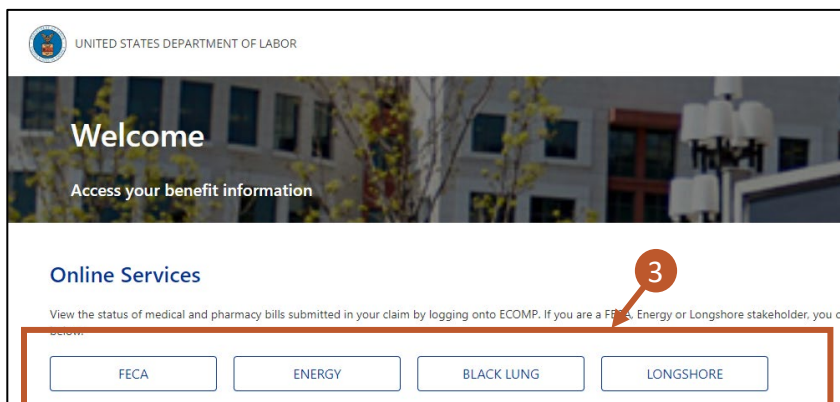
Navigating to the Claimant Portal - From the Medical Bill Processing Portal

For Claimants

1. From the **OWCP Medical Bill Processing Portal** (<https://owcpmed.dol.gov/>), hover over the **Login** menu drop-down.
2. Select **Claimant**. Another page loads allowing the option to select a program (FECA, Energy, BlackLung or Longshore).



3. Select the applicable program from this page to proceed. The program redirects to **Employees' Compensation Operations and Management Portal (ECOMP)**.



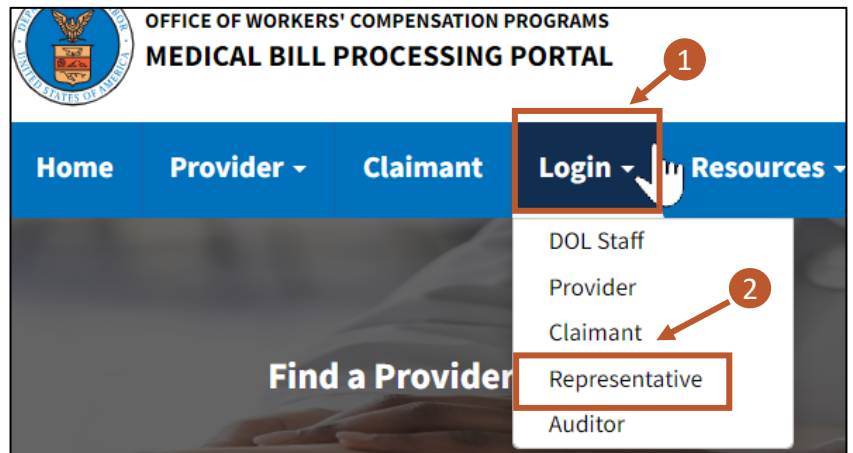
The Sign In page for the respective program for signing into ECOMP displays.



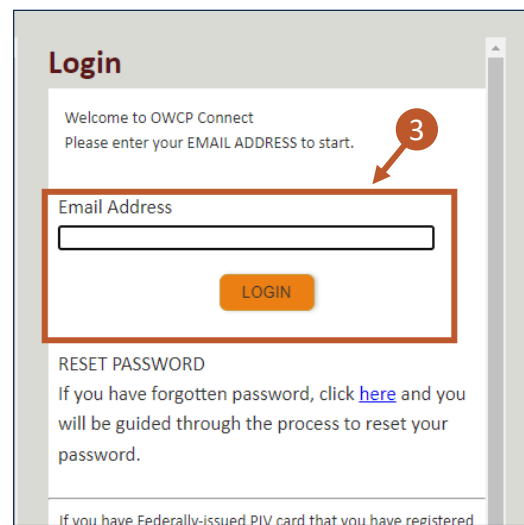
Navigating to the Claimant Portal - From the Medical Bill Processing Portal

For Authorized Representatives

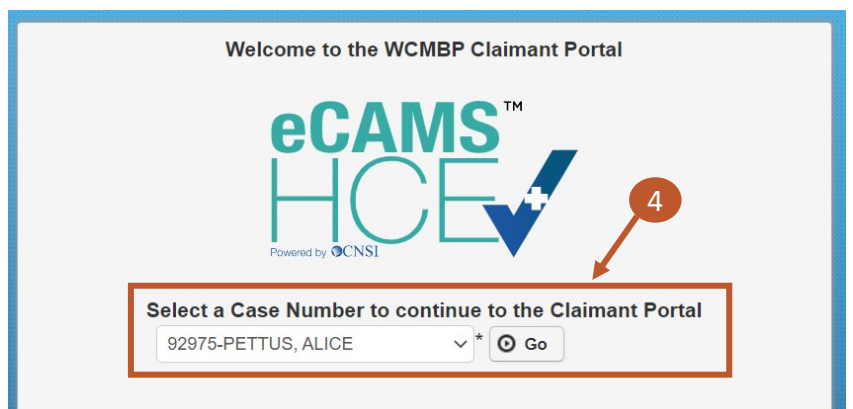
1. From the **OWCP Medical Bill Processing Portal** (<https://owcpmed.dol.gov/>), hover over the **Login** menu drop-down.
2. Select **Representative**.



3. The OWCP Connect login page loads. Enter credentials to log in.



4. Select desired Case Number and select **Go**.

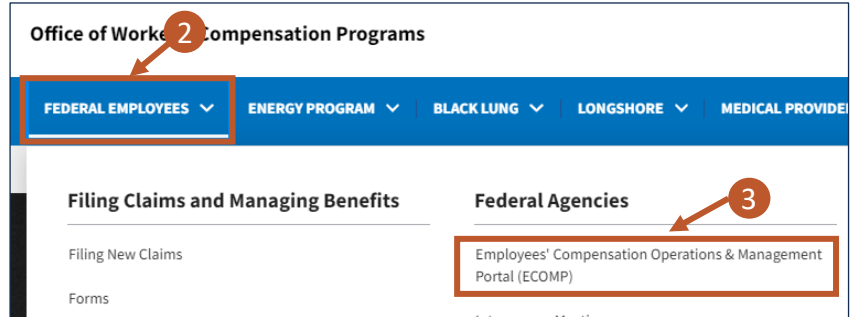




Navigating to the Claimant Portal - From the Program Website (For DFEC and DEEOIC Only)

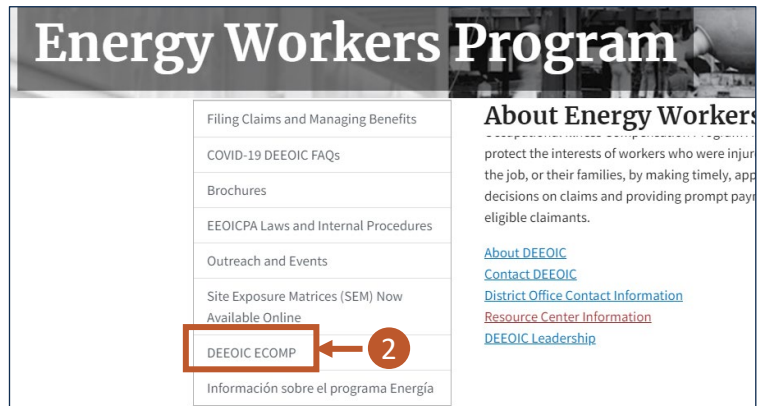
For DFEC

1. Go to the **OWCP homepage** (<https://www.dol.gov/agencies/owcp>).
2. Select the **FEDERAL EMPLOYEES** menu drop-down.
3. Select **Employees' Compensation Operations & Management Portal (ECOMP)**.

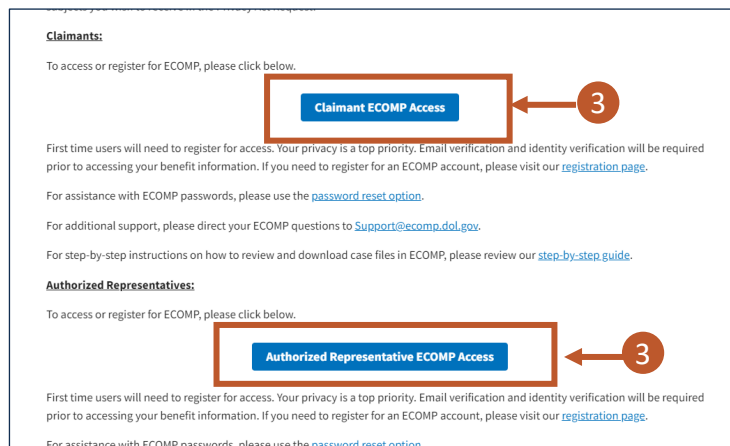


For DEEOIC

1. Go to the **OWCP Energy homepage** (<https://www.dol.gov/agencies/owcp/energy>).
2. Select **DEEOIC ECOMP** from the menu on left.



3. Claimants can log into ECOMP using **Claimant ECOMP Access** button. Authorized Representatives can log into ECOMP using **Authorized Representative ECOMP Access** button.





Employees' Compensation Operations and Management Portal (ECOMP)

The ECOMP sign in page loads.

Note: This screen may look different for different programs

4. Sign in on this page using an **Email or Username** and corresponding **Password**.

5. Select **SIGN IN**.

6. Complete the two-factor authentication to sign in.

Note: To register for a new account, select the **Register** link.

UNITED STATES DEPARTMENT OF LABOR
ECOMP

HOME FORMS DOCUMENTS HELP

Welcome to ECOMP

The Employees' Compensation Operations & Management Portal

Have you been hurt on the job?

If you are a Federal Employee or a Contractor and have sustained a work-related injury or illness, use ECOMP to report the incident to your supervisor.

If you are a Federal Employee you may also file a claim for benefits under the Federal Employees' Compensation Act (FECA). Depending upon your agency, start by filing OSHA's Form 301, then file a claim using either form CA-1 (for traumatic injury) or form CA-2 (for occupational disease). After you have received an official FECA case number, you may also file form CA-7 (Claim for Compensation).

Need to upload a document?

Stakeholders and interested parties can use ECOMP to upload documents to active FECA cases. You can upload letters, medical reports and other supporting documentation. You will need the official FECA Case Number and other identifying information to use this feature.

UPLOAD DOCUMENTS

Medical Providers:

Need to file a form?

Register for an account or sign in to get started

4

Sign In

Email or Username

Password

SIGN IN

Forgot password?

Need an account? **Register** **5**

Track status of form or document

Enter ECN or DCN **TRACK STATUS**

6

Account Security

An account security code is required to complete your login. Please select the option below to receive your code.

Send Code via **email** to ener*****@Email.com

Send code via **text message** to phone number ending in 5383

To receive a security code, phone numbers must be capable of accepting text messages. If a number is unable to receive a text message, please select email. You may update your phone number once you gain access to your account.

SEND

[Text Message Terms and Conditions](#)

Account Security

An account security code has been sent via email to ener*****@Email.com. If you do not receive your account security code, please check your Spam/Junk folders.

Security Code

9999999

VERIFY

Remember this device for 90 days.

Having trouble? Resend a new code to your device [here](#).

After signing in, the ECOMP dashboard displays.

7. From the ECOMP dashboard, select the **Case Number**. The program opens the selected case's **Case Review** page.

Cases (14)	Draft Forms (0)	Action Required (0)	
ECN/Case Number	Date of Injury	Agency	Status
Case Number 132390178	12/01/2018	0000-XS OFFICE OF ECOMP TESTING	Error submitting form to DFEC
ECN 118861	12/12/2018	0000-XX OFFICE OF ECOMP TESTING	Pending review by Supv
ECN 118833	12/12/2018	0000-XX OFFICE OF ECOMP TESTING	Pending review by Supv
ECN 118832	12/12/2018	0000-XX OFFICE OF ECOMP TESTING	Pending review by Supv
ECN 118936	01/09/2019	0000-XX OFFICE OF ECOMP TESTING	Pending final review by AR
Case Number 254001567	03/01/2019	0000-XS OFFICE OF ECOMP TESTING	Received by DFEC
ECN 119217	03/04/2019	0000-XX OFFICE OF ECOMP TESTING	Pending final review by AR

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Navigating to Claimant Portal from ECOMP

Note: The top of the **Case Review** page contains high-level case information, which includes information about the case, claimant, and status. There is also a **Bill Pay Inquiry** link included that leads to the Claimant Portal.

CASE 550038643 [Exit Case](#)

Agency: 1116-FB - DEPARTMENT OF LABOR, DIVISION OF FEDERAL EMPLOYEES' COMPENSATION (DFEC) - DFEC-DALLAS Name: [REDACTED] [Pharmacy Benefits](#)

Adjudication Status: AM - 02/26/2021 - Accepted - Medical Payments Only Master: [REDACTED] [Bill Pay Inquiry](#)

Current Case Status: MC - 02/26/2021 - Medical Benefits Only SSN: [REDACTED] [Find a Pharmacy](#)

Conditions Accepted: ICD10 - G5601 - Carpal tunnel syndrome, right upper limb ... [View More +](#)

8. Select the **Bill Pay Inquiry** link. The Claimant Portal opens to the **Claimant Bill Inquiry List** page.

CASE 550038643 [Exit Case](#)

Agency: 1116-FB - DEPARTMENT OF LABOR, DIVISION OF FEDERAL EMPLOYEES' COMPENSATION (DFEC) - DFEC-DALLAS Name: [REDACTED] [Pharmacy Benefits](#)

Adjudication Status: AM - 02/26/2021 - Accepted - Medical Payments Only Master: [REDACTED] [Bill Pay Inquiry](#)

Current Case Status: MC - 02/26/2021 - Medical Benefits Only SSN: [REDACTED] [Find a Pharmacy](#)

Conditions Accepted: ICD10 - G5601 - Carpal tunnel syndrome, right upper limb ... [View More +](#)

[Exit Case](#)

DE [Pharmacy Benefits](#)

8 [Bill Pay Inquiry](#)

[Find a Pharmacy](#)

[View More +](#)

Note: The **Claimant Bill Inquiry List** page in the Claimant Portal lists bills and provides details of the listed bills.

9. To view the bills, select a **TCN** link.

eCAMS HCE

CLIENT PORTAL | PORTAL | Profile: Client Portal | External Links | Help

Claimant Bill Inquiry List

Case Number: [REDACTED] Date of Birth: [REDACTED]

Filter By: [REDACTED] And [REDACTED] And [REDACTED] Bill Status: All [Go]

Clear Filter Save Filter My Filters

TCN	From Date	To Date	Bill Status	Bill Charged Amount	Bill Payment Amount	Provider Name	Provider ID
01235681441306876	11/05/2012	11/05/2012	Paid	\$269.50	\$83.50	[REDACTED]	[REDACTED]
01236181295300443	10/01/2012	10/01/2012	Paid	\$463.00	\$251.40	[REDACTED]	[REDACTED]
01300782433301922	12/03/2012	12/03/2012	Paid	\$22,755.47	\$22,674.42	[REDACTED]	[REDACTED]
01301081589301336	12/03/2012	12/05/2012	Denied	\$583.00	\$0.00	[REDACTED]	[REDACTED]
01301481416305248	01/10/2013	01/10/2013	Paid	\$519.51	\$220.08	[REDACTED]	[REDACTED]
01301482451301868	10/02/2012	10/31/2012	Paid	\$24,079.07	\$1,178.02	[REDACTED]	[REDACTED]
01301881414306195	01/11/2013	01/11/2013	Paid	\$86.31	\$36.79	[REDACTED]	[REDACTED]
01302481528305180	12/03/2012	12/03/2012	Paid	\$349.00	\$108.78	[REDACTED]	[REDACTED]
01303982515301941	01/02/2013	01/30/2013	Paid	\$23,639.26	\$23,574.42	[REDACTED]	[REDACTED]
01304282422302614	10/02/2012	10/31/2012	Paid	\$24,079.07	\$22,820.00	[REDACTED]	[REDACTED]

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Claimant Portal

10. If a Bill is denied, select the **Denied** link at the top right of the **Bill Details** section or in the **Service Line Details** section under the **Line Status** column to view the **EOB/CA Reject Reason Description**.
11. To return to the **Bill Details** page, select **Cancel**.
12. To return to the **Claimant Bill Inquiry List** page, select **Close** on the **Bill Details** page.

Bill Details

TCN: [redacted] Program: [redacted] Bill Status: **Denied**

From DOS - To DOS: [redacted] Billed Amount: [redacted] Paid Amount: \$0.00

Received Date: [redacted] Adjudication Date: [redacted] Check/EFT Trace Date: [redacted]

Check/EFT Trace Number: [redacted] RV Number: [redacted] Authorization Number: [redacted]

Patient Control Number: [redacted]

Billing Provider Name: [redacted] OWCP ID: [redacted] Tax ID: [redacted]

Claimant Name: [redacted] Claimant ID: [redacted] SSN: [redacted]

Diagnosis Codes: P: 99659

Line #	Procedure Code	Modifiers	Facility Type	From DOS	To DOS	Billed Units	Paid Units	Billed Amount	Paid Amount	Auth #	Line Status
1	99283		23	12/05/2012	12/05/2012	1	1	\$583.00	\$0.00		Denied

Bill Status

Location	EOB/CA Reject Reason Code	EOB/CA Reject Reason Description
Line# 1	70863	BILL DIAGNOSIS NOT RELATED TO THE ACCEPTED CONDITIONS.

View Page: 1 | Page Count | Save To CSV | Viewing Page: 1

Cancel

13. To navigate to the **Claimant Portal** homepage from the **Claimant Bill Inquiry List** page, select the **Home** icon. The **Claimant Portal** homepage opens.
14. From this page, the following additional functions can be performed including:
 - Viewing Authorization History
 - Bill History
 - Check Eligibility
 - View Accepted Conditions
 - View Correspondences

CLIENT PORTAL | PORTAL | Profile: Client Portal

Claimant Bill Inquiry List

Case Number: [redacted] Date of Birth: [redacted]

Filter By: [redacted] And [redacted]

Bill Status: All | Clear Filter

TCN	From Date	To Date	Bill Status	Bill Charged Amount	Bill Payment Amount
01235681441306876	11/05/2012	11/05/2012	Paid	\$269.50	\$83.50
01236181295300443	10/01/2012	10/01/2012	Paid	\$463.00	\$251.40
01300782433301922	12/03/2012	12/30/2012	Paid	\$22,755.47	\$22,674.42

CLIENT PORTAL | PORTAL | Profile: Client Portal | External Links | Help

Claimant Case Number: [redacted] Name: [redacted]

Online Services | Manage Alerts

Authorization History

My Reminders

Filter By: [redacted] - [redacted] Read Status: [redacted]

Save Filter | My Filters

Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found!				



The remainder of this quick reference guide outlines the functions that can be performed from the links on the left side of the Claimant Portal homepage.

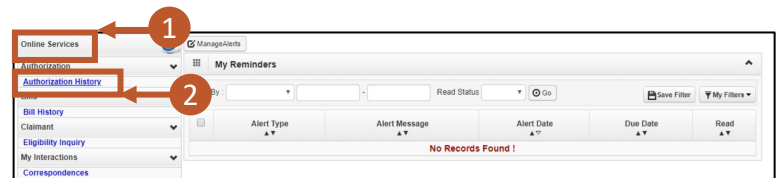
- [Viewing Authorization History](#)
- [Viewing Bill History](#)
- [Checking Eligibility for Non-Pharmacy Services](#)
- [Viewing Eligibility for Accepted Condition Services](#)
- [Energy Claimants Viewing Part B or E Case Status](#)
- [Viewing Correspondences](#)
- [Viewing Reminders](#)
- [Searching for Providers](#)

Viewing Authorization History

1. On the **Claimant Portal** homepage, locate the **Online Services** menu listed on the left.
2. Under the **Authorization** section, select **Authorization History**. The **Claimant PA Request List** opens with all authorizations requested for the claimant.

Note: The **Claimant PA Request List** shows the following information:

- Auth Request Number
- Provider ID
- Status
- Auth Type
- Last Updated
- Submitted Date
- Level
- Organization
- District Office
- Program



Claimant PA Request List

Filter By: [] And [] [Go]

[Clear Filter] [Save Filter] [My Filters]

Auth Request #	Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	Program
10		In Review	Durable Medical Equipment	06/24/2021	06/24/2021	3	OWCP		

4. Select the **Auth Request #** (number) link of the desired Authorization to view further details. The **Authorization Utilization** page opens.

Note: The **Service List** section provides additional details of the request.

Authorization Utilization

Auth Request #: 977 Authorization Status: Approved

Claimant's Case ID: [] Claimant Name: []

Program: []

OWCP Provider ID: D0 Last Updated Date: 04/26/2020

Provider Name: [] Requestor Name: []

Service List

Line #	Modified Date	Code Type	Code	Modifier	Level	From Date	To Date	Requested Units	Auth Units	Used Units	Requested Amount	Auth Amount	Used Amount	Status
1	04/23/2020	B	[]		3	10/25/2018	04/23/2019	156	156	0				Approved

View Page: 1 [Go] + Page Count Viewing Page: 1 [First] [Prev] [Next] [Last]

[SaveToCSV]

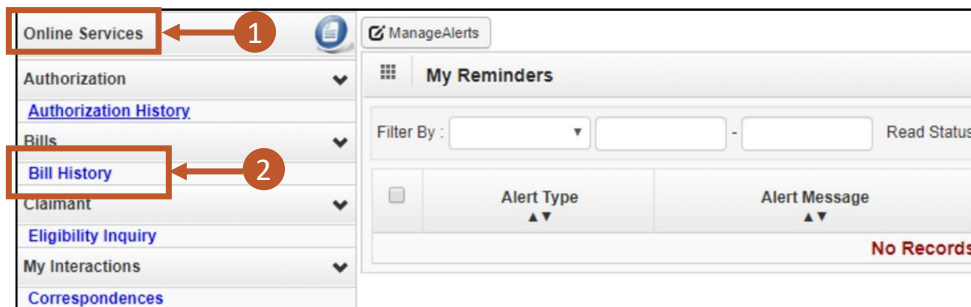


Viewing Bill History

1. On the **Claimant Portal** homepage, locate the **Online Services** menu listed on the left.
2. Under the **Bills** section, select **Bill History**. The **Claimant Bill Inquiry List** displays based on search criteria.

Note: The **Claimant Bill Inquiry List** shows the following information:

- TCN
- Date of Service
- Bill Status
- Bill Charged Amount
- Bill Payment Amount
- Provider name
- Provider ID



The screenshot shows the 'Claimant Bill Inquiry List' table. The table has the following columns: TCN, From Date, To Date, Bill Status, Bill Charged Amount, Bill Payment Amount, Provider Name, and Provider ID. There are two rows of data:

TCN	From Date	To Date	Bill Status	Bill Charged Amount	Bill Payment Amount	Provider Name	Provider ID
015C	02/26/2015	03/06/2015	Paid	\$519.05	\$519.05		
015I	01/15/2015	01/15/2015	Paid	\$250.00	\$206.77		

3. Select the **TCN** number of the desired bill. Details of the selected bill display with the following information:

- Bill Details
- Billing Provider Information
- Claimant Information
- Diagnosis Codes
- Service Line Details

The screenshot shows the 'Claimant Bill Inquiry List' table with the TCN '015I' selected and highlighted with a red box and a red arrow labeled '3'.

The screenshot shows the 'Bill Details' page. The fields are organized as follows:

- TCN:** 21C
- Program:** [Redacted]
- Bill Status:** Paid
- From DOS - To DOS:** 11/18/2020 - 11/18/2020
- Billed Amount:** \$150.00
- Paid Amount:** \$93.27
- Received Date:** 12/09/2020
- Adjudication Date:** 12/11/2020
- Check/EFT Trace Date:** 12/17/2020
- Check/EFT Trace Number:** [Redacted]
- RV Number:** 1616352
- Authorization Number:** [Redacted]
- Patient Control Number:** [Redacted]
- Billing Provider Name:** [Redacted]
- OWCP ID:** [Redacted]
- Tax ID:** [Redacted]
- Claimant Name:** [Redacted]
- Claimant ID:** [Redacted]
- SSN:** [Redacted]
- Diagnosis Codes:** P: C884, O1: Z923, O2: Z91040, O3: Z880, O4: J449, O5: Z7951, O6: Z66, O7: Z87891

Service Line Details Table:

Line #	Procedure Code	Modifiers	Facility Type	From DOS	To DOS	Billed Units	Paid Units	Billed Amount	Paid Amount	Auth #	Line Status
1	99213		11	11/18/2020	11/18/2020	1	1	\$150.00	\$93.27		Paid

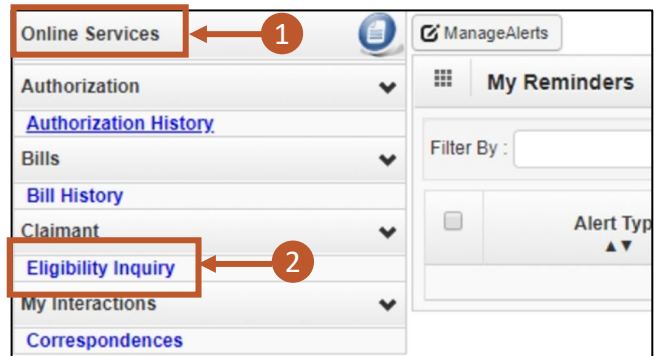


Checking Eligibility for Non-Pharmacy Services

1. On the **Claimant Portal** homepage, locate the **Online Services** menu listed on the left.

2. Under the **Claimant** section, select **Eligibility Inquiry**.

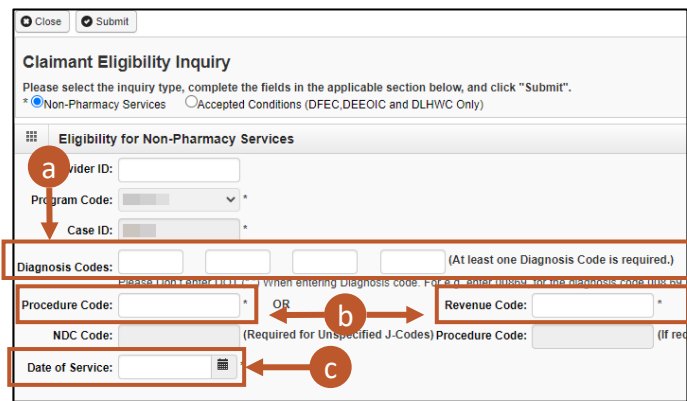
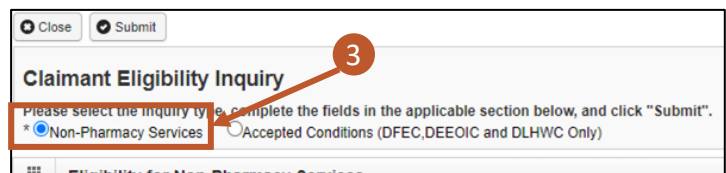
Note: If eligible, energy claimants will have additional links visible to check their case status.



3. Select the **Non-Pharmacy Services**, inquiry type, then complete the following fields in the applicable sections below:

Note: The Case ID and Program Code automatically generate based on log in credentials.

- Diagnosis Codes:** Enter the applicable diagnosis code or codes.
- Procedure Code or Revenue Code:** Enter procedure or revenue code.
- Date of Service:** Enter or select the date of service.



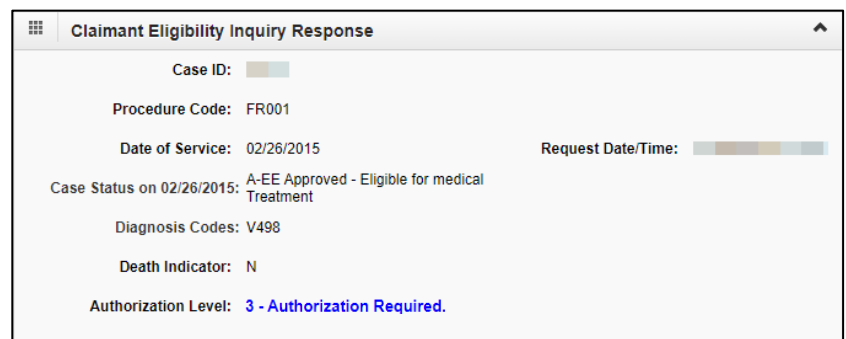
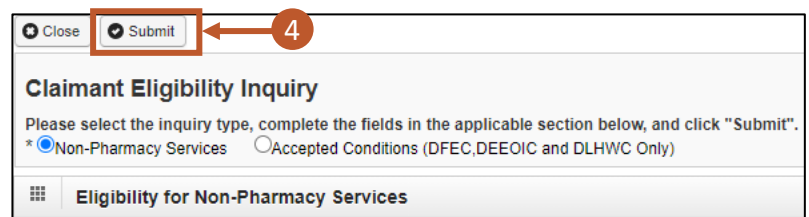
4. Select **Submit**.

Note: If any information submitted is invalid, the system displays an error message above the Close and Submit buttons.

5. The **Claimant Eligibility Inquiry Response** page opens with the following information:

- Case Status for Date of Service
- Date and Time of Request
- Authorization level for Treatment or Service

Note: If ineligible for the treatment or service, the system displays an error message.



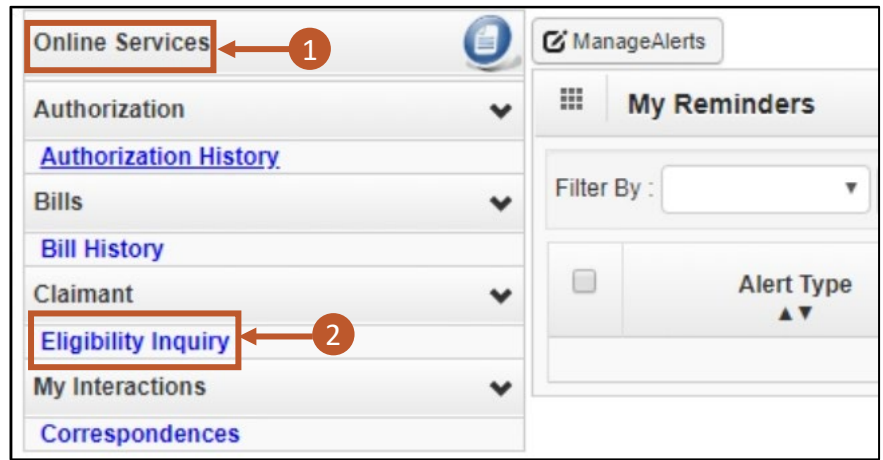


Viewing Eligibility for Accepted Condition Services

1. On the **Claimant Portal** homepage, locate the **Online Services** menu listed on the left.

2. Under the **Claimant** section, select **Eligibility Inquiry**.

Note: If eligible, energy claimants will have additional links visible to check their case status.

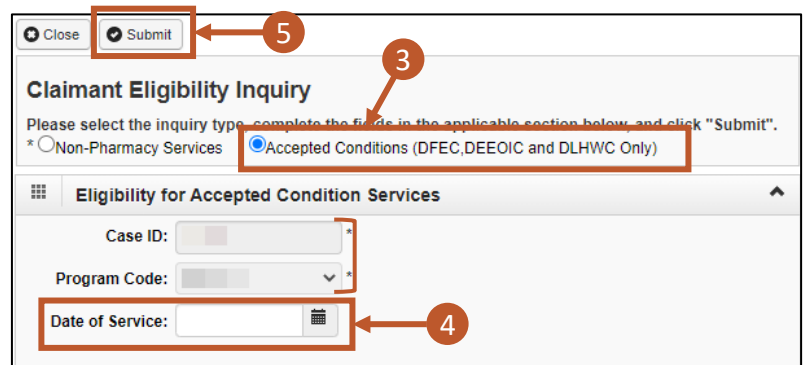


3. Select the inquiry type **Accepted Conditions (DFEC, DEEOIC and DLHWC Only)**.

Note: This functionality *is not available* for DCMWC claimants.

Note: Case ID and Program Code displays.

4. Enter **Date of Service** (optional).



5. Select **Submit**. The **Accepted Condition** page opens showing the accepted conditions the claimant is eligible for along with the following information:

- **Diagnosis Code:** Code or codes
- **ICD 9/10:** ICD-9, ICD-10, or Dual Indicator
- **Medical Offset:** Medical offset status (Active or Offset)
- **Description:** (description)
- **Start Date and End Date:** Dates for when the diagnosis codes are valid)

Accepted Condition ID	Diagnosis Code	ICD 9/10	Medical Offset	Description	Start Date	End Date	Created Date	Operational Status
1	20034	09	Active	MARGIN ZONE LYM AXILLA	12/29/2014	12/31/2999	04/09/2020	Active
2	496	09	Active	CHR AIRWAY OBSTRUCT NEC	04/14/2009	12/31/2999	04/09/2020	Active
10	V814	09	Active	SCREEN-RESPIR COND NEC	07/09/2007	12/31/2999	04/09/2020	Active

7. Select **Close** to return to the **Claimant Portal** homepage.

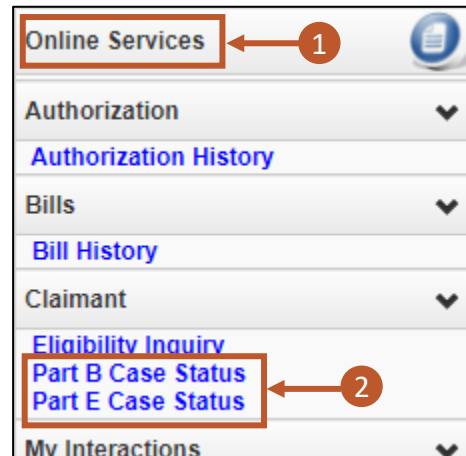




Energy Claimants Viewing Part B or E Case Status

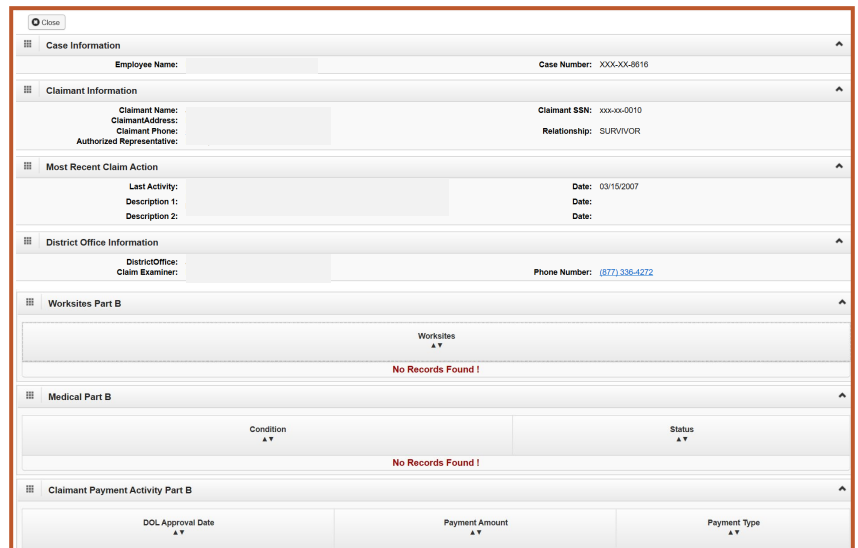
1. On the **Claimant Portal** homepage, locate the **Online Services** menu listed on the left.
2. Under the **Claimant** section, select **Part B Case Status** or **Part E Case Status** (if eligible).

Note: Energy claimants can either be Employee or Survivor. Energy Employee and Survivor can check Part B Case Status, Part E Case Status, or both based on eligibility.



Note: **Part B** or **E Case Status** display with the following information:

- Case Information (Employee name and Case Number)
- Claimant Information
- Most Recent Claim Action
- District Office Information
- Worksites Part (B or E)
- Medical Part (B or E)
- Claimant Payment Activity Part (B or E)



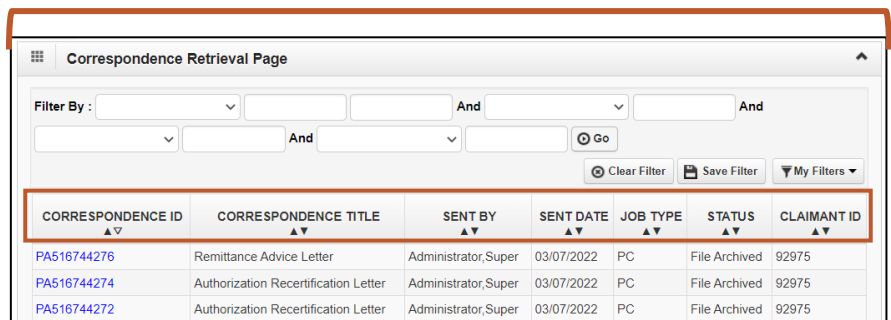
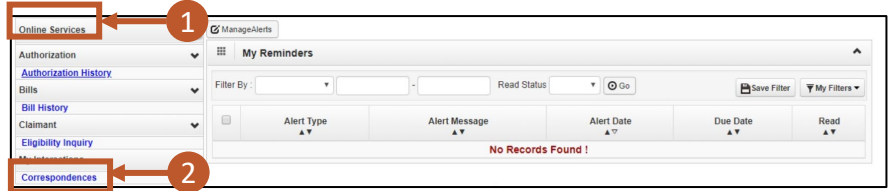


Viewing Correspondences

1. On the **Claimant Portal** homepage, locate the **Online Services** menu listed on the left.
2. Under **My Interactions** section, select **Correspondences**. The **Correspondence Retrieval Page** displays with a list of all documents sent to and from the claimant.

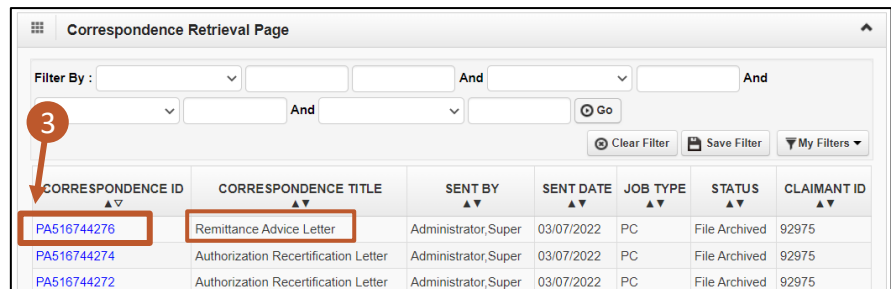
Note: The following information displays for each document:

- Correspondence ID
- Correspondence Title
- Sent By
- Sent Date
- Job Type
- Status
- Claimant ID



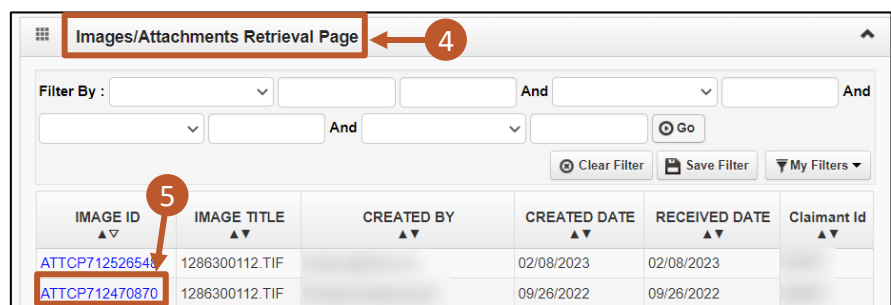
3. Select the **CORRESPONDENCE ID** link of the desired document. The document opens in a separate window.

Note: Remittance Vouchers are available under the **Correspondence Retrieval Page** for claimants and AREPs to download. Remittance Voucher correspondence includes a correspondence title of "Remittance Advice Letter".



4. To open images or attachments, scroll down to the **Images/Attachments Retrieval Page** section. The following information displays for each image or attachment:

- Image ID
- Image Title
- Created By
- Created Date
- Received Date
- Claimant ID



5. Select the desired **IMAGE ID** link to view the image or attachment in a separate window.



Viewing Reminders

On the homepage, the right section is titled **My Reminders**. This section consists of system-generated alerts and an option to filter these alerts.

The following displays in this area:

- Alert Type
- Alert Message
- Alert Date
- Due Date
- Read Flag Indicator

ManageAlerts

My Reminders

Filter By : [] - [] Read Status [] **Go**

Save Filter **My Filters**

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼	Alert Date ▲▼	Due Date ▲▼	Read ▲▼
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Delete View Page: 1 **Go** Viewing Page: 2

+ Page Count **SaveToCSV** **<< First** **< Prev** **> Next** **>> Last**

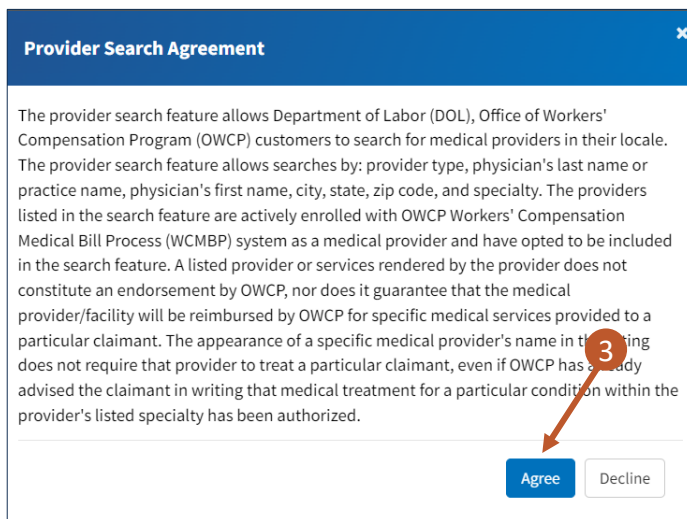


Searching for Providers

1. Navigate to the [OWCP Claimant Portal \(https://owcpmed.dol.gov\)](https://owcpmed.dol.gov).
2. On the homepage, select **Find a Provider**.



3. Review the Provider Search Agreement and select **Agree**. The Provider Search page opens.



On the **Provider Search** page, there are various options available to search for a Provider.

Note: For detailed instructions on how to search for a Provider, refer to the [Provider Search Steps \(dol.gov\)](#) Quick Reference Guide.

