## Claimant Portal Overview: Table of Contents

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Navigating to Claimant Portal from ECOMP</td>
<td>2</td>
</tr>
<tr>
<td>2.</td>
<td>Viewing Authorization History</td>
<td>6</td>
</tr>
<tr>
<td>3.</td>
<td>Viewing Bill History</td>
<td>7</td>
</tr>
<tr>
<td>4.</td>
<td>Checking Eligibility for Non-Pharmacy Services</td>
<td>8</td>
</tr>
<tr>
<td>5.</td>
<td>Viewing Eligibility for Accepted Condition Services</td>
<td>9</td>
</tr>
<tr>
<td>6.</td>
<td>Energy Claimants Viewing Part B or E Case Status</td>
<td>10</td>
</tr>
<tr>
<td>7.</td>
<td>Viewing Correspondences</td>
<td>11</td>
</tr>
<tr>
<td>8.</td>
<td>Viewing Reminders</td>
<td>12</td>
</tr>
<tr>
<td>9.</td>
<td>Searching for a Provider</td>
<td>13</td>
</tr>
</tbody>
</table>
Navigating to Claimant Portal from ECOMP

1. From the OWCP Medical Bill Processing Portal (https://owcpmed.dol.gov/), hover the mouse over the Login menu dropdown.
2. Select the Claimant option. Another page will load allowing you to select your program (FECA, DEEOIC, or DCMWC).
3. Select your program on this page to proceed. You will be directed to ECOMP.

NOTE FOR FECA PROGRAM ONLY:
FECA Claimants may also access ECOMP by following these steps:
1. Follow this link: https://www.dol.gov/agencies/owcp.
2. Select the FEDERAL EMPLOYEES menu dropdown.

Office of Workers’ Compensation Programs

Filing Claims and Managing Benefits

Federal Agencies
4. Sign in on this page using Email or Username and your Password.

5. Select the SIGN IN button.

   **Note:** If you do not have an account, you will need to register using the Register hyperlink.

After signing in, the ECOMP dashboard will display. The dashboard will look different based on the user role. The following is a list of the user roles:

- **Injured Worker:**
  - Claimant – Identity verified
  - Claimant – Identity unverified
- **Agency Maintenance User**
- **Agency Reviewer – Filing Forms**
- **Agency Reviewer – Communicating with OWCP**
- **Agency Reviewer – Case management**

6. The Help link on this page will provide tutorials and videos for the various user roles to help explain what actions can be performed by the user.

7. From the ECOMP dashboard, select the Case Number. You will be taken to the selected case’s Case Review page.
8. At the top of the Case Review page is the high-level case information, which includes information about the case, claimant, and status. There is also a hyperlink in this section titled Bill Pay Inquiry that will navigate you to the Claimant Portal.

9. Select the Bill Pay Inquiry hyperlink. You will be taken to the Claimant Bill Inquiry List page within the Claimant Portal.

10. From the Claimant Bill Inquiry List page in the Claimant Portal, you can view the listed bill’s details. To view the bills, select the TCN hyperlink.
11. If the Bill was denied, you can view the EOB/CA Reject Reason by selecting the **Denied** hyperlink at the top right of the Bill Details section or in the Service Line Details section under the **Line Status** column.

12. To return to the Bill Details page, select the **Cancel** button in the Bill Status window.

13. To return to the **Claimant Bill Inquiry List** page, select the **Close** button on the Bill Details page.

14. To navigate to the home page of the Claimant Portal, from the **Claimant Bill Inquiry List** page, select the **Home** icon.
Navigating to Claimant Portal from ECOMP

15. This is the home page of the Claimant Portal.
16. From this page you can perform additional functions including viewing Authorization History, Bill History (this is the page you are brought to from ECOMP), check Eligibility and view Accepted Conditions and view Correspondences.

The remainder of this quick reference guide will outline the functions that can be performed from the links on the left side of the Claimant Portal home page.

Viewing Authorization History

1. On the Claimant Portal Homepage, locate the Online Services menu listed on the left.
3. The Claimant PA Request List will be displayed with all authorizations requested for the claimant. The following information will be displayed:
   - Auth Request Number
   - Provider ID
   - Auth Status
   - Auth Type
   - Last Updated
   - Submitted Date
   - Level
   - Organization
   - District Office
   - Program
4. Click on the Auth Request Number (#) of the desired Authorization to view further details.
Viewing Authorization History

5. **Authorization Utilization** will display. The **Service List** section will provide additional details of the request.

Viewing Bill History

1. On the Claimant Portal Homepage, locate the Online Services menu listed on the left.
2. Under Bills section, select **Bill History**.
3. **Claimant Bill Inquiry List** will display based on search criteria. The following information will be displayed:
   - TCN
   - Date of Service
   - Bill Status
   - Bill Charged Amount
   - Bill Payment Amount
   - Provider name
   - Provider ID
4. Click on the **TCN** number of the desired bill.
5. Details of the selected bill will display with the following information:
   - Bill Details
   - Billing Provider Information
   - Claimant Information
   - Diagnosis Codes
   - Service Line Details
1. On the Claimant Portal Homepage, locate the Online Services menu listed on the left.

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

   **Note:** Energy claimants will have additional links visible, if eligible, to check their case status.

3. Select the inquiry type **Non-Pharmacy Services**

4. The Case ID and Program Code will automatically generate based on log in credentials. Enter **Diagnosis code(s)** in the respective field.

5. Enter **Procedure Code** or **Revenue Code** in the respective fields.

6. Enter **Date of Service** in the respective field.

7. Click **Submit**.

   **Note:** If any submitted information is invalid, an error message will be displayed above the close/submit buttons.
Checking Eligibility for Non-Pharmacy Services

8. The Claimant Eligibility Inquiry Response page will display with the following:
   - Case status for Date of Service
   - Date / Time of request
   - The Authorization level for the treatment or service

   **Note:** If ineligible for the treatment / service, an error will be displayed.

Viewing Eligibility for Accepted Condition Services

1. On the Claimant Portal Homepage, locate the Online Services menu listed on the left.
2. Under Claimant section, select **Eligibility Inquiry**.

   **Note:** Energy claimants will have additional links visible, if eligible, 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.

4. Case ID and Program Code will be displayed. Enter **Date of Service** (optional).

5. Click **Submit**.
Viewing Eligibility for Accepted Condition Services

6. The **accepted condition(s)** the claimant is eligible for will be displayed with the following information:
   - Diagnosis Code(s)
   - ICD Indicator (ICD-9/ICD-10/Dual)
   - Medical Offset Status (Active/Offset)
   - Description
   - Start Date & End Dates (Dates for when the diagnosis code is valid)

7. Click **Close** to return to the Claimant Portal Home Page

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 Claimant section, click on **Part B Case Status** or **Part E Case Status** (if eligible)

   **Note:** Energy claimants can be either Employee or Survivor. Energy Employee and Survivor can check Part B and/or Part E Case status based on eligibility.

3. **Part B or E Case Status** will display with the following information:
   - Case Information (Employee name and Case Number)
   - Claimant Information
   - Most Recent Claim Information
   - District Office Information
   - Worksites Part (B or E)
   - Medical Part (B or E)
   - Claimant Payment Activity Part (B or E)
1. On the Claimant Portal Homepage, locate the Online Services menu listed on the left.

2. Under My Interactions section, select Correspondences.

3. The Correspondences Retrieval Page will display with a list of all documents sent to and by the claimant. The following information will be displayed for each document:
   - Correspondence ID
   - Correspondence Title
   - Sent By
   - Sent Date
   - Job Type
   - Status
   - Claimant ID

4. Click the hyperlink in the CORRESPONDENCE ID column of the desired document. The document will open in a separate window.
Viewing Reminders

1. On the home page, the right section will be titled **My Reminders**. This section consists of system generated alerts and an option to filter these alerts. The following will be displayed:
   - Alert Type
   - Alert Message
   - Alert Date
   - Due Date
   - Read Flag Indicator

Viewing Correspondences

5. To open images or attachments, scroll down to the **Images/Attachments Retrieval Page** section. The following information will be displayed for each image / attachment:
   - Image ID
   - Image Title
   - Created By
   - Created Date
   - Claimant ID

6. Click on the hyperlink in the **IMAGE ID** column for the desired Image / Attachment to view in a separate window.
1. In preferred Internet browser, navigate to https://owcpmed.dol.gov

2. Under need medical treatment, click on Find a Provider.

3. Review the Provider Search Agreement and click Agree. The Provider Search page will appear.

4. On the Provider Search page, click on the drop-down arrow next to Filter By to select filter option. Filter options are:
   - City
   - NPI
   - Provider Name
   - State
   - Zip Code

5. The results of your search will only show providers per page.
6. In the program dropdown list, select the Program (DCMWC/DEEOIC/DFEC/DLHWC).

7. Choose Provider Type by clicking the drop-down arrow in the respective field (optional).

8. Choose Provider Specialty by clicking the drop-down arrow in the respective field (optional).

9. Click Go.

10. A list of providers matching the search criteria will be provided along with the following information:
- Provider Name
- Address
- NPI
- Program
- Phone Number
- City, State, and/or Zip Code, if used in the Filter By fields