Interactive Voice Response System (IVRS)

Callers may experience long wait times if they choose to speak to a call center agent. Instead of waiting for an agent, customers may use the Interactive Voice Response System (IVRS) or access the OWCP Bill Processing Portal to receive the same information that they are likely calling the customer service team about.

When accessing either of these systems, customers will receive the same detailed and current information that a call center agent can provide, without the wait. Both systems are available 24 hours a day, 7 days a week, every day of the year (except during scheduled maintenance).

To access the IVRS system, dial:

DFEC: 844-493-1966; **DCMWC:** 800-638-7072; **DEEOIC:** 866-272-2682, and select:

- Option "1" if a claimant, then:
    - For Bill Status, select "1"
    - For Payment Information, select "2"
    - For Authorization Information, select "3"
    - For Eligibility Information, select "4"
- Option "2" if a Provider, then:
    - For Bill Status, select "1"
    - For Authorization Information, select "2"
    - For Enrollment Status, select "3"
    - For Eligibility Inquiries, select "4"
    - For Payment Information, select "5"
- Option "3" for Bill Submission Address
- Option "4" for General Correspondence Submission Address
- Option "5" for Provider Enrollment Submission Address

If needed, access the OWCP Medical Bill Processing Portal (https://owcpmed.dol.gov).

To expedite your call with the IVR or Contact Center, have the following information available:
- OWCP Provider ID Number **or** Provider Tax ID Number
- Provider or Facility Name (as listed in the WCMBP system)
- Provider or Facility Address (as listed in the WCMBP system)
- Claimant Case Number (**Note:** Social Security number will not suffice.)