

Office of Workers' Compensation Programs (OWCP) Connect for Authorized Representatives



Introduction

The purpose of this training is to instruct Authorized Representatives (AREPs) how to register with OWCP Connect.

- What is OWCP Connect?
- How to access OWCP Connect using the Workers' Compensation Medical Bill Process (WCMBP) Portal
- How do you register?

For any OWCP Connect registration issues, speak to a customer service representative at 844-493-1966.



What is OWCP Connect?

OWCP Connect

A mechanism that authenticates authorized representative users. All users must register using OWCP Connect to gain access to the Workers' Compensation Medical Bill Process (WCMBP) system.

Accessing OWCP Connect via the WCMBP Portal (1)

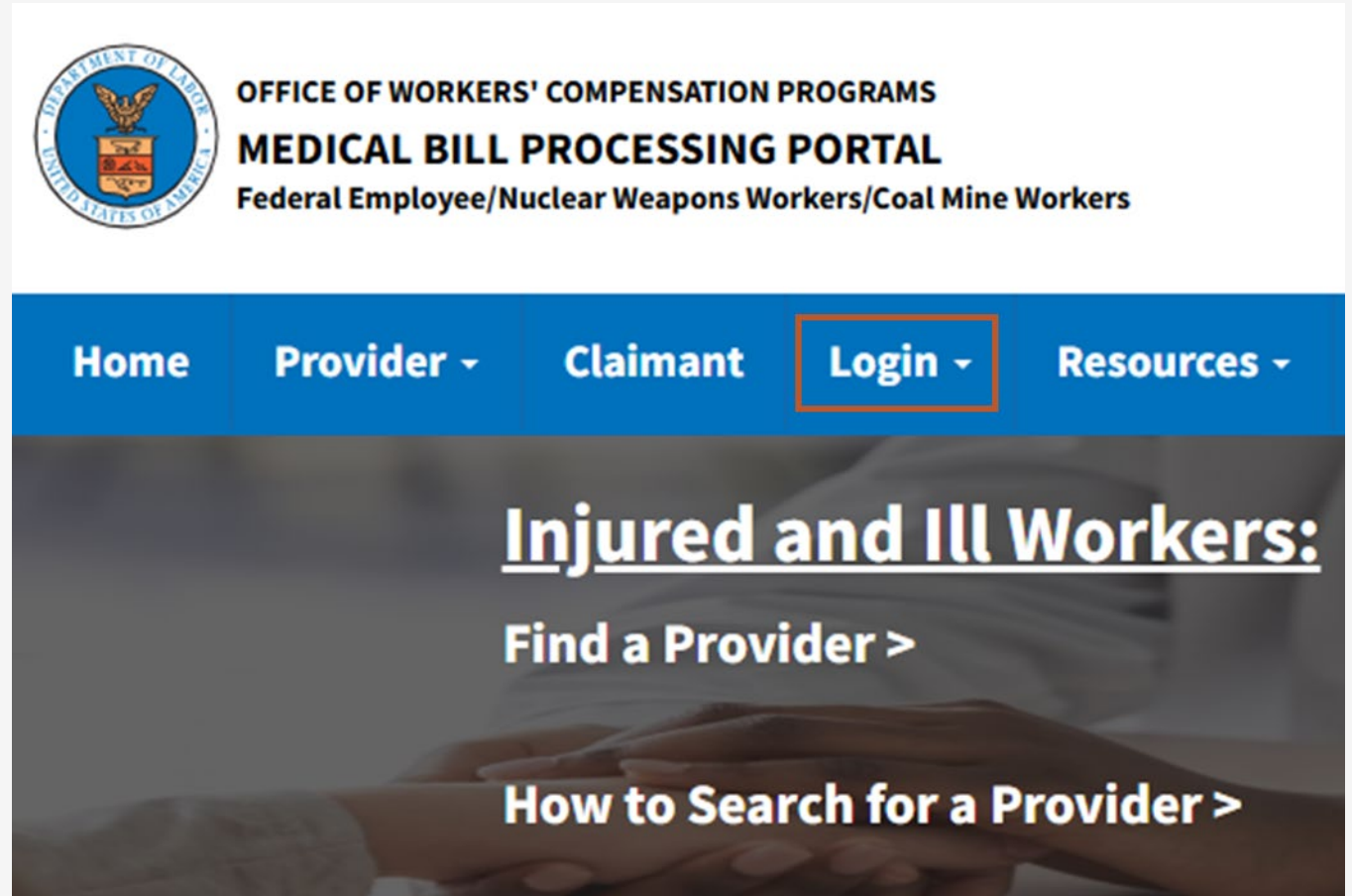
1. Go to the OWCP Medical Bill Processing Portal (<https://owcpmed.dol.gov>).




The screenshot shows the homepage of the Office of Workers' Compensation Programs Medical Bill Processing Portal. At the top left is the Department of Labor seal. To its right, the text reads: "OFFICE OF WORKERS' COMPENSATION PROGRAMS", "MEDICAL BILL PROCESSING PORTAL", and "Federal Employee/Nuclear Weapons Workers/Coal Mine Workers". Below this is a blue navigation bar with the following links: "Home", "Provider" (with a dropdown arrow), "Claimant", "Login" (with a dropdown arrow), and "Resources" (with a dropdown arrow). The main content area features a background image of hands being held together. Overlaid on this image is the text: "Injured and Ill Workers:" in large white font, followed by "Find a Provider >" and "How to Search for a Provider >" in smaller white font.

Accessing OWCP Connect via the WCMBP Portal (2)

2. Select **Login**.



 **OFFICE OF WORKERS' COMPENSATION PROGRAMS**
MEDICAL BILL PROCESSING PORTAL
Federal Employee/Nuclear Weapons Workers/Coal Mine Workers

[Home](#) [Provider ▾](#) [Claimant](#) [Login ▾](#) [Resources ▾](#)

Injured and Ill Workers:
Find a Provider >
How to Search for a Provider >

Accessing OWCP Connect via the WCMBP Portal (3)

3. Select **Representative**.



The screenshot displays the official website for the Office of Workers' Compensation Programs (OWCP). At the top left is the Department of Labor seal. The main header reads "OFFICE OF WORKERS' COMPENSATION PROGRAMS" and "MEDICAL BILL PROCESSING PORTAL" for "Federal Employee/Nuclear Weapons Workers/Coal Mine Workers". A blue navigation bar contains links for "Home", "Provider", "Claimant", "Login", and "Resources". The "Login" dropdown menu is open, showing options: "DOL Staff", "Provider", "Claimant", "Representative" (highlighted with a red box), and "Auditor". The background features a banner with the text "Injured Workers: Find a Provider" and "How to Search for a Provider >".

Viewing the Account Registration Section

To begin the OWCP Connect Account Registration process, select **CREATE ACCOUNT** under the **New User** section on the OWCP Connect home page.

The screenshot displays the OWCP Connect home page interface, divided into three main sections:

- OWCP Connect:** A white box containing a list of services available after account verification, such as looking up case numbers, checking eligibility, and submitting requests.
- Existing User:** A light blue box with a login form for email addresses, a 'LOGIN' button, and links for password resets and changing email.
- New User:** A light blue box with a 'CREATE ACCOUNT' button highlighted by a red border, and a list of information for medical providers.

Completing Account Registration (1)


1. Please enter required information (Name and email address).

Account Registration

Enter the below information to create the account

First Name*	<input type="text" value="Jane"/>
Last Name*	<input type="text" value="Doe"/>
Middle Initial	<input type="text"/>
Email*	<input type="text" value="janedoe@yahoo.com"/> <small>Consider using an email address that is not associated with your current employment. This email is available.</small>
Retype Email*	<input type="text" value="Janedoe@yahoo.com"/> <small>This email is available.</small>

Enter result of addition from image below*

	<input type="text" value="9"/>
---	--------------------------------

* Required Field

NEXT

Completing Account Registration (2)

2. A message will populate to notify you that the email you are entering is available to register and that it is not already registered with OWCP
Connect to an existing user account.

Account Registration

Enter the below information to create the account

First Name*


Last Name*

Middle Initial

Email*
Consider using an email address that is not associated with your current employment.
This email is available.

Retype Email*
This email is available.

Enter result of addition from image below*



* Required Field

Completing Account Registration (3)

3. Enter the result of the addition problem in the image.

Account Registration

Enter the below information to create the account

First Name*


Last Name*

Middle Initial

Email*
Consider using an email address that is not associated with your current employment.
[This email is available.](#)

Retype Email*
[This email is available.](#)

Enter result of addition from image below*



* Required Field

[NEXT](#)

Completing Account Registration (4)

4. Select **Next**.

Account Registration

Enter the below information to create the account

First Name*


Last Name*

Middle Initial

Email*
Consider using an email address that is not associated with your current employment.
[This email is available.](#)

Retype Email*
[This email is available.](#)

Enter result of addition from image below*



* Required Field

Creating a Password (1)

Once the validation is complete, the system prompts you to create a password.

Password Criteria requires:

- be at least eight (8) characters long, and
 - include an uppercase letter, a lowercase letter, a number, and a special character.
5. Enter a password and retype the password to confirm it.

Login Credential

Your identity has been validated. Please enter a password below to create your account.

Email*	Janedoe@yahoo.com
Password*	<input type="password"/>
Retype Password*	<input type="password"/>

* Required Field

PREV NEXT

Creating a Password (2)

6. Select **NEXT**. By selecting "NEXT", the system will take you to the security image page where you must select an image and create a "Key Phrase".

Login Credential

Your identity has been validated. Please enter a password below to create your account.

Email*	Janedoe@yahoo.com
Password*	<input type="password"/>
Retype Password*	<input type="password"/>

* Required Field

[PREV](#) [NEXT](#)


Selecting a Security Image and Key Phrase (1)

7. Select a security image and enter a key phrase.

Security Images

Please select a security image and enter a key phrase. They are used during the login process for your protection.

Security Images *



Key Phrase *

* Required Field

PREV NEXT


Selecting a Security Image and Key Phrase (2)

8. Select **NEXT**.

Security Images

Please select a security image and enter a key phrase. They are used during the login process for your protection.

Security Images *



Key Phrase *

* Required Field

Completing Security Questions (1)

9. Select security questions from the drop-down lists.

Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

Security Questions *

1. What is the name of the boy or girl that you first kissed?
2. Who is your favorite actor, musician, or athlete?
3. What was the make and model of your first car?

* Required Field

Completing Security Questions (2)

10. Answer the selected questions.

Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

Security Questions *

1. What is the name of the boy or girl that you first kissed?
2. Who is your favorite actor, musician, or athlete?
3. What was the make and model of your first car?

* Required Field

Completing Security Questions (3)

11. Select **SUBMIT**.

Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

Security Questions *

1. What is the name of the boy or girl that you first kissed?
2. Who is your favorite actor, musician, or athlete?
3. What was the make and model of your first car?

* Required Field

Successful Account Creation

The system creates an account and sends a link to activate the account to the email address provided during registration.

Important! You must activate the account within 24 hours.

If you do not receive the activation email within ten (10) minutes, select **RESEND EMAIL**.

Account Creation

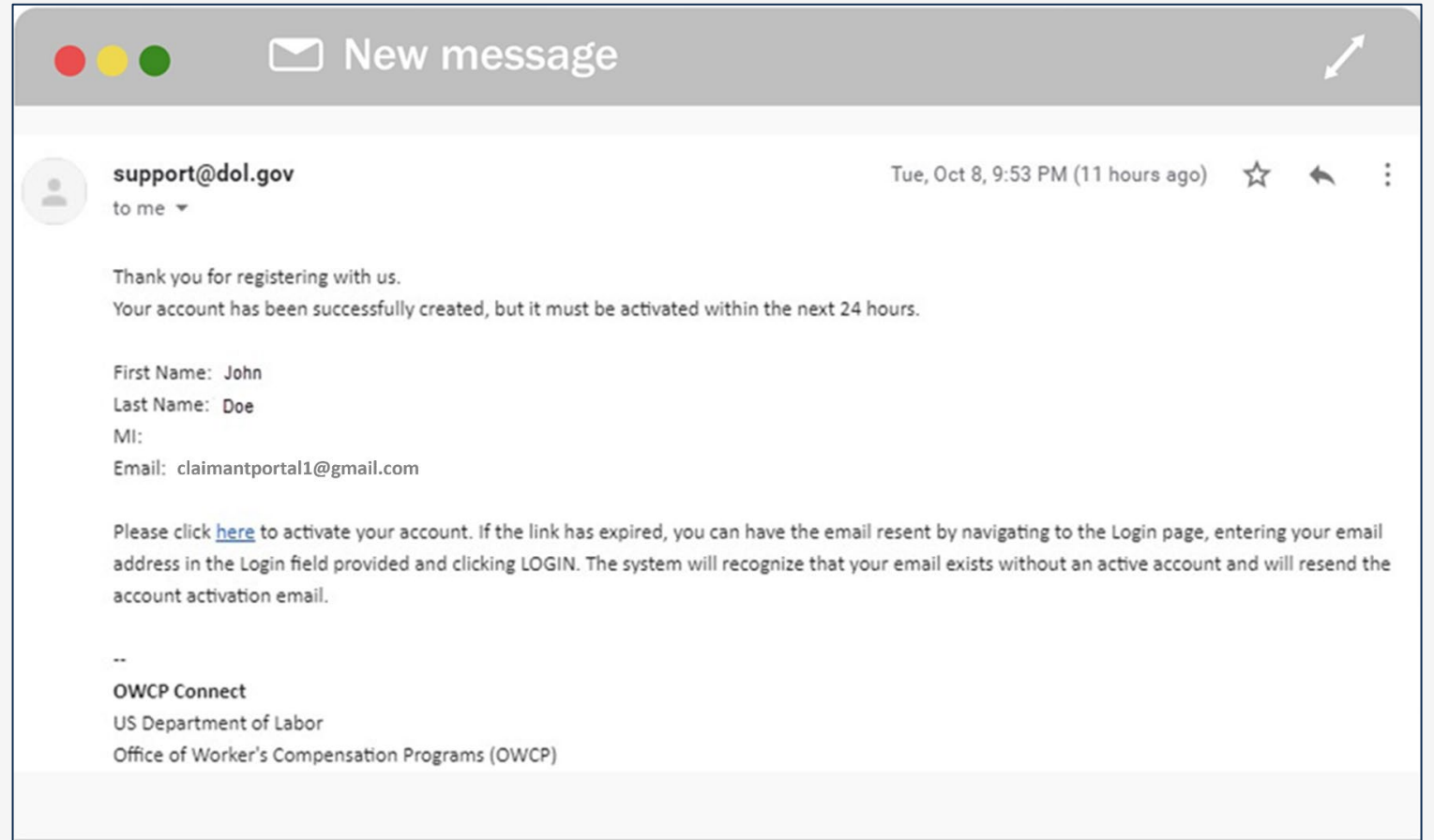
Your account creation request has been submitted successfully.

An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. The link provided in the email is available for 24 hours.

RESEND EMAIL

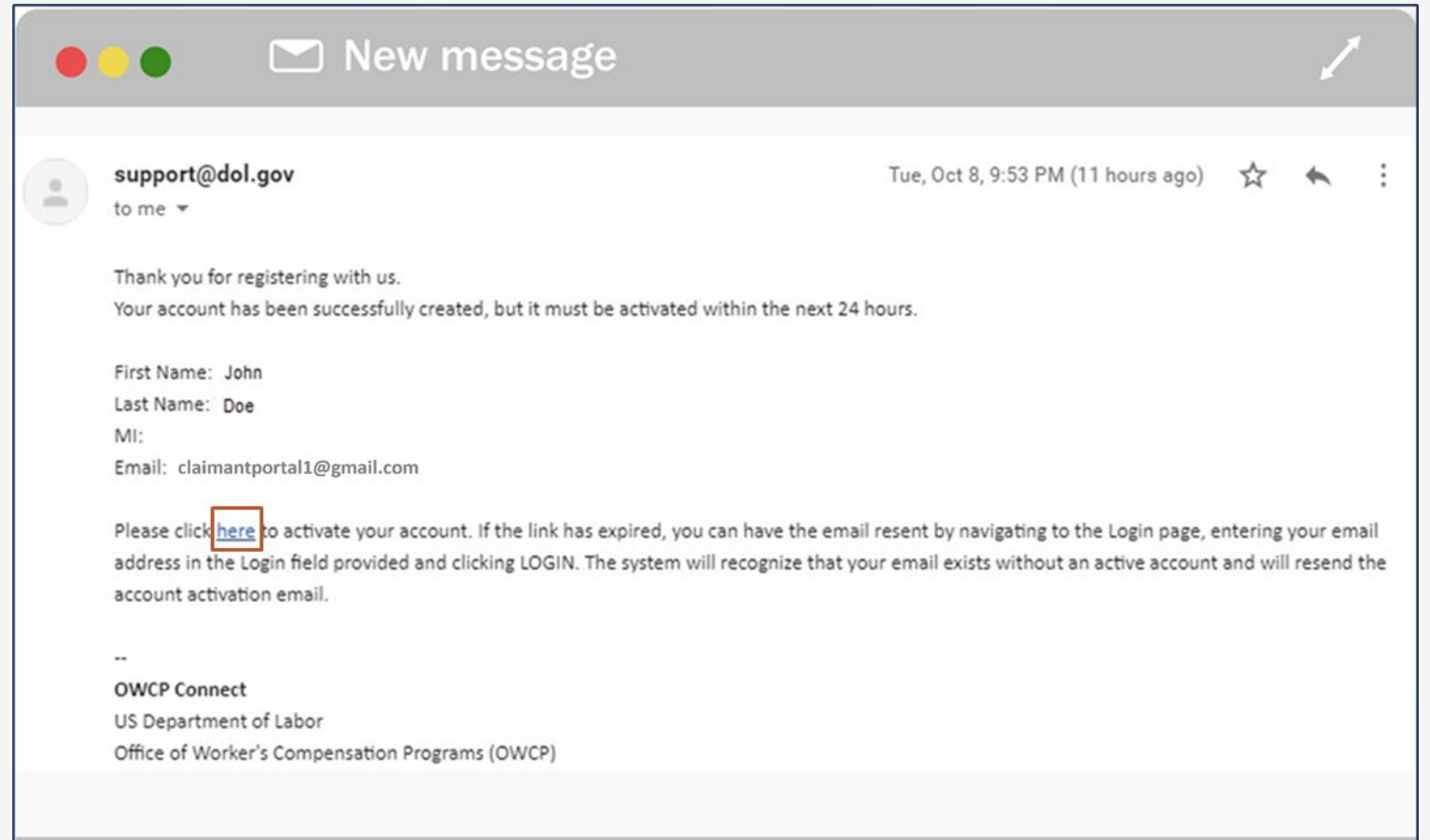
Receiving Activation Email and Link (1)

1. Look for an email from DOL Support (support@dol.gov).



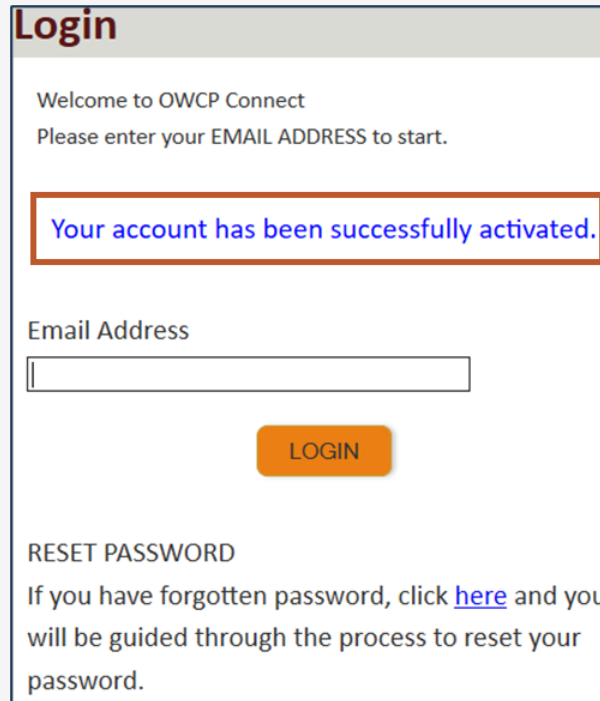
Receiving Activation Email and Link (2)

2. Select the **“here”** link within the body of the email to activate your account.



Logging In to the WCMBP Claimant Portal (1)

At the Login page, the system displays a banner message informing you that your account has been successfully activated.



The screenshot shows a login form titled "Login" with a grey header. Below the header, it says "Welcome to OWCP Connect" and "Please enter your EMAIL ADDRESS to start." A blue message box with a red border contains the text "Your account has been successfully activated." Below this is an "Email Address" label and an empty text input field. A yellow "LOGIN" button is centered below the input field. At the bottom, there is a "RESET PASSWORD" section with a link "here" and explanatory text.

Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Your account has been successfully activated.

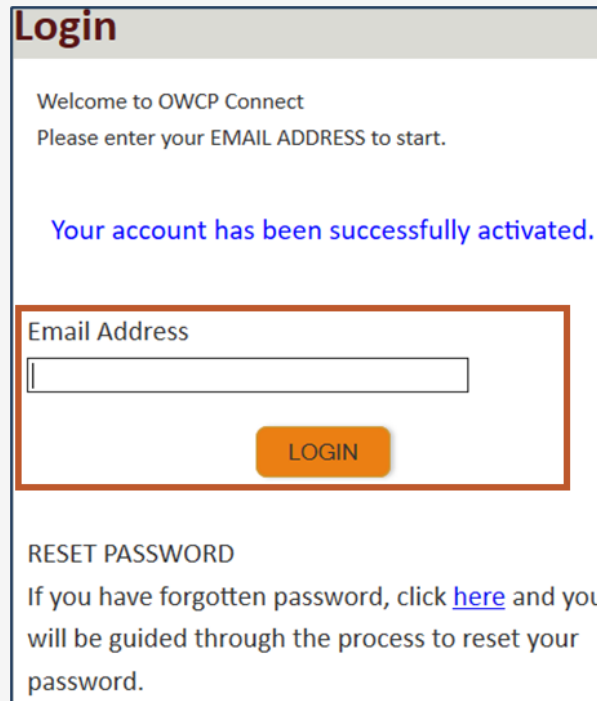
Email Address

LOGIN

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.

Logging In to the WCMBP Claimant Portal (2)

1. Enter your Email Address and select **LOGIN**.



Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Your account has been successfully activated.

Email Address

LOGIN

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.


Logging In to the WCMBP Claimant Portal (3)

The System displays your Security Image and Key Phrase for verification.

Login

Welcome verify your security image and enter password.

Security Image



Key Phrase Spring

Password *

* Required Field

SUBMIT


Logging In to the WCMBP Claimant Portal (4)

2. Enter your Password and select **SUBMIT**.

Login

Welcome verify your security image and enter password.

Security Image



Key Phrase Spring

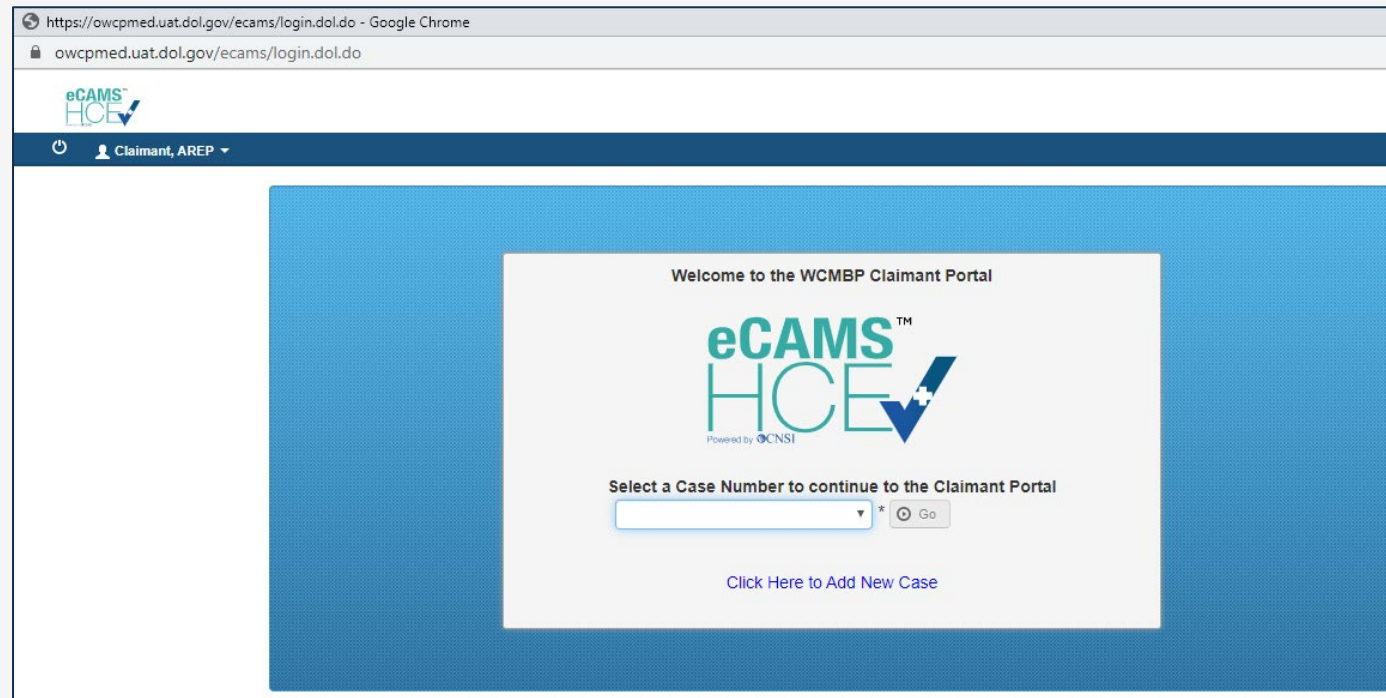
Password *

* Required Field

SUBMIT

Logging In to the WCMBP Claimant Portal (5)

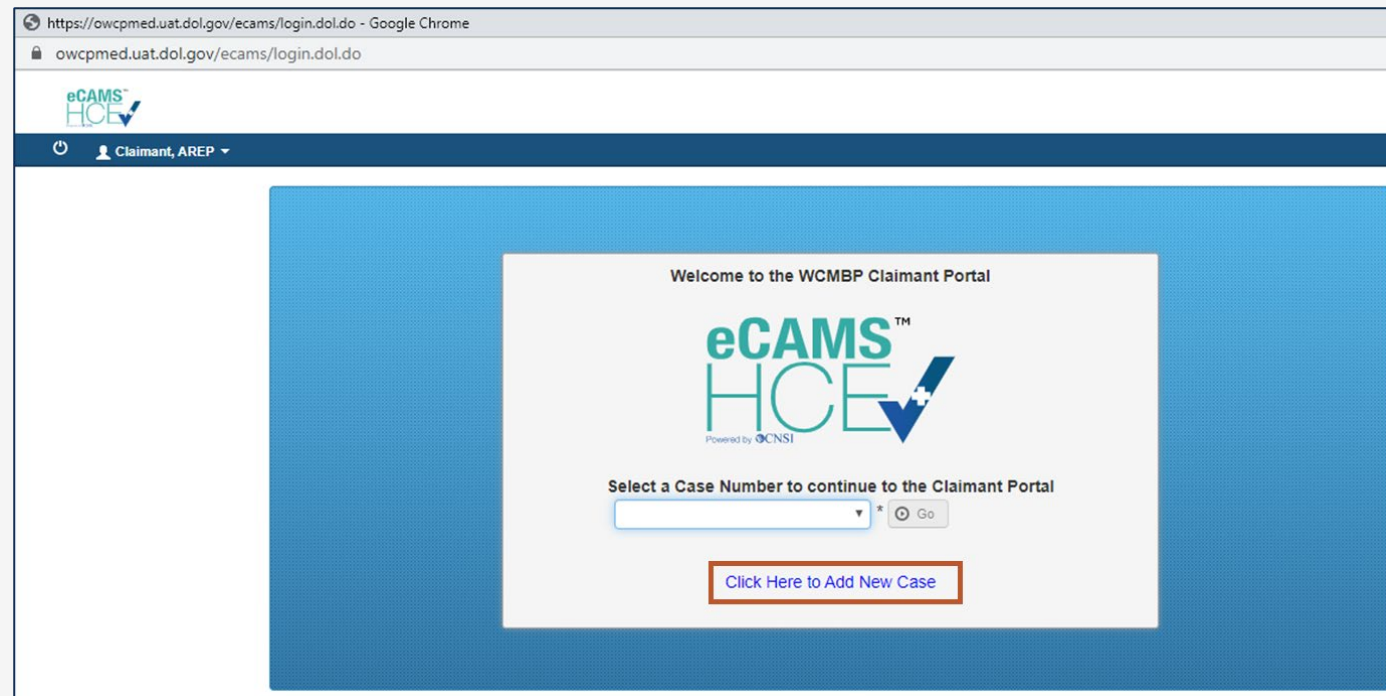
The system opens the WCMBP Provider Portal.



WCMBP Claimant Portal

The Authorized Representative will land on the WCMBP Claimant Portal. To access associated cases, complete the following steps (these steps must be completed for each case associated with the Authorized Representative):

3. Select the **Click Here to Add New Case** hyperlink.



Add Case Page: Selecting the Program

4. Select the **Program** from the drop-down list.

The screenshot shows a web form titled "Authorized Representative/Power of Attorney Details". The form is divided into two sections: "Authorized Representative/Power of Attorney Details" and "Case Details". In the first section, the "Program" dropdown menu is highlighted with a red box and contains the value "DCMWC". Other fields in this section include "First Name" (Nabba), "Last Name" (Mirza), and "Representative ID". The "Case Details" section contains fields for "Case ID", "First Name", "Last Name", "Date of Birth", "Middle Name", and "SSN". At the bottom right of the form are "Close" and "Submit" buttons.

When the DEEOIC program is selected, the **Case Details** section disappears, and additional fields appear in the **Authorized Representative/Power of Attorney Details** section.

The screenshot shows the same web form, but with the "Program" dropdown menu highlighted by a red box and containing the value "DEEOIC". A red box also highlights the "Representative ID" and "Secret Key" fields. The "Case Details" section is no longer visible. The "Authorized Representative/Power of Attorney Details" section now includes "AREP First Name" and "AREP Last Name" fields. The "Close" and "Submit" buttons remain at the bottom right.

Add Case Screen: Entering the Representative ID and Secret Key

5. Enter the Representative ID and Secret Key as provided on the DEEOIC AREP letter ([see slide 30](#)).

Note: AREP First Name and AREP Last Name are read-only fields and will automatically populate once you enter the Representative ID and Secret Key.

Authorized Representative/Power of Attorney Details

Program: DEEOIC

Representative ID:

Secret Key:

AREP First Name:

AREP Last Name:

Close Submit

6. Select **Submit**.

Authorized Representative/Power of Attorney Details

Program: DEEOIC

Representative ID:

Secret Key:

AREP First Name:

AREP Last Name:

Close Submit

Sample DEEOIC AREP Letter

Workers' Compensation Medical Bill Process Operations
PO Box 8306
London, KY 40742-8306

United States Department Of Labor
Office of Workers' Compensation Programs
Division of Energy Employees Occupational
Illness Compensation (DEEOIC)



Feb 17, 2023

[AREP name]
AREP Address
Here

Dear [AREP Name],

We have received information from the Division of Energy Employees Occupational Illness Compensation (DEEOIC) that indicates you are an Authorized Representative or Power of Attorney (AR/POA) for a DEEOIC claimant(s).

As an AR/POA for a DEEOIC claimant, you will have access to the following online key system features:

- **Eligibility Inquiry** – Allows you to view accepted medical conditions associated with the claimant's case.
- **Authorization History** – Allows you to view any authorization requests submitted by the claimant's servicing provider(s). The authorization request includes information about the authorization status, the requesting provider, the requested procedure(s), and requested dates-of-service.
- **Bill History** – Allows you to view medical bills submitted by the claimant's servicing providers and includes information like the billed and paid amounts, the payment method, and the payment date.
- **Correspondence** – Allows you to view all medical billing correspondence, such as payment verification letters associated with the claimant's case.

Please follow the instructions below to register for access to the system:

1. Visit <https://owcpmed.dol.gov>.
2. Click **Login** in the main menu, and then select **Representative** from the dropdown.
3. Complete **Account Registration**.
4. Once registration is complete, follow steps 1-2, above to **login** to the system.
5. The system will take you to a screen where you can select the claimant you are representing, or you can associate a case(s).

You must use the following information to gain access to the claimant information online. You can only register once. Should you receive additional letters where the AR / POA name is not accurate, please contact Customer Service at 1-866-272-2682 for assistance.

Feb 17, 2023
Page 2 of 2

Program: DEEOIC.
Representative ID: *****
AR/POA Name: [AREP Name]
Secret Key: *****

If you have any additional questions, please contact Customer Service at 1-866-272-2682. Our call center staff is available to answer your questions from 8:00 am to 8:00 pm, Monday through Friday, Eastern Time.

Thank you for your participation.

Sincerely,
Claimant Eligibility Services, CNSI

WCMBP Claimant Portal: Selecting a Claimant or Case Number (1)

Once the AREP logs in successfully for the first time, the WCMBP Claimant Portal screen will display again.

7. Select the Claimant number or Case Number from the **Select a Case Number to continue to the Claimant Portal** drop-down.

Welcome to the WCMBP Claimant Portal

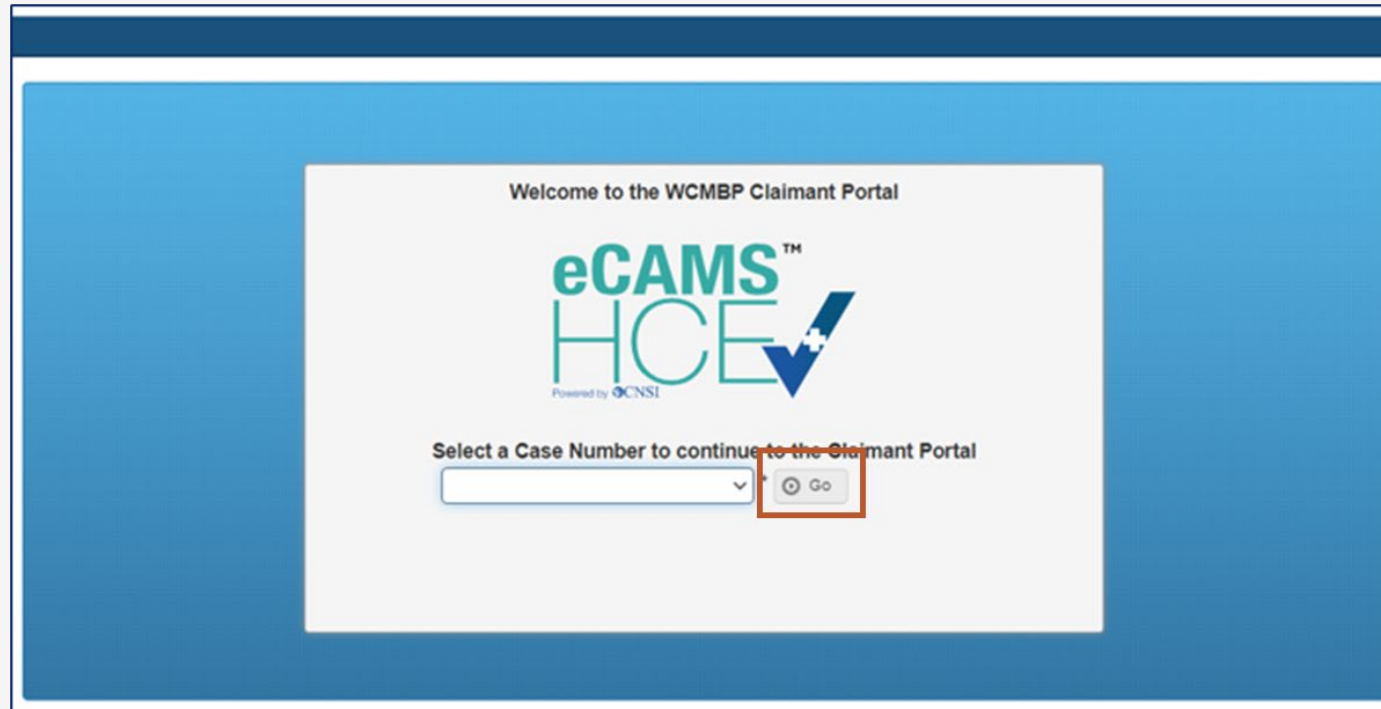
eCAMSTM
HCE
Powered by CNSI

Select a Case Number to continue to the Claimant Portal

Go

WCMBP Claimant Portal: Selecting a Claimant or Case Number (2)

8. Select **Go**.



Welcome to the WCMBP Claimant Portal

eCAMS™
HCE ✓
Powered by CNSI

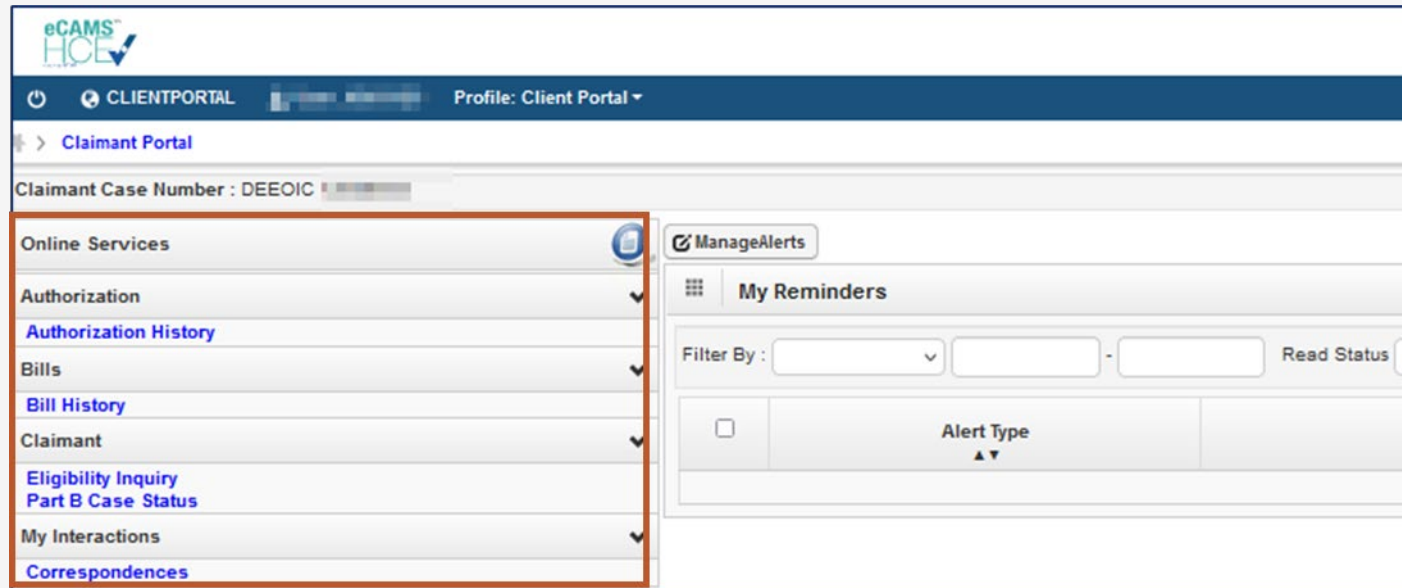
Select a Case Number to continue to the Claimant Portal

The screenshot shows a web interface for the WCMBP Claimant Portal. It features a blue header and a white central content area. The text 'Welcome to the WCMBP Claimant Portal' is at the top. Below it is the 'eCAMS™ HCE' logo, which includes a blue checkmark icon and the text 'Powered by CNSI'. A prompt 'Select a Case Number to continue to the Claimant Portal' is followed by a text input field and a 'Go' button. A red rectangular box highlights the 'Go' button.

Employee Claimant Information

For Employee claimants with awarded medical benefits, the following information is available:

- Authorization History,
- Bill History,
- Eligibility Inquiry,
- Part B or Part E Case Status or both, and
- Correspondences



The screenshot displays the eCAMS HCE Client Portal interface. At the top, the logo "eCAMS HCE" is visible. Below it, the navigation bar shows "CLIENTPORTAL" and "Profile: Client Portal". The main content area is titled "Claimant Portal" and displays the "Claimant Case Number : DEEOIC". A sidebar on the left lists "Online Services" with a list of options: Authorization, Authorization History, Bills, Bill History, Claimant, Eligibility Inquiry, Part B Case Status, My Interactions, and Correspondences. A "Manage Alerts" button is located next to the services list. To the right, the "My Reminders" section includes a "Filter By:" dropdown menu, a "Read Status" button, and an "Alert Type" dropdown menu.

Survivor Claimant Information

Effective 02/03/2023, AREPs can now view Survivor Claimant information.

For Survivor Claimants, only Part B or Part E Case Status or both is available for viewing.

The screenshot displays the eGAMS HCE Client Portal interface. At the top, the logo 'eGAMS HCE' is visible. Below it, the navigation bar shows 'CLIENTPORTAL' and 'Profile: Client Portal'. The main content area is titled 'Claimant Portal' and displays the 'Claimant Case Number : DEEOIC [redacted]'. Under the 'Online Services' section, there is a 'Claimant' dropdown menu with two options: 'Part B Case Status' and 'Part E Case Status', both of which are highlighted with a red border. To the right of the 'Claimant' dropdown is a 'ManageAlerts' button. Below this, there is a 'My Reminders' section with a 'Filter By' dropdown menu and a 'Read St' button. The 'Alert Type' dropdown menu is also visible.

THANK YOU!

