Office of Workers’ Compensation Programs (OWCP) Connect
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 via the Workers’ Compensation Medical Bill Process (WCMBP) Portal
• How do you register?

If you have any issues registering, you can speak with a customer service representative at 844-493-1966.
What is OWCP Connect?

**OWCP Connect**

The mechanism by which all users are authenticated. You must register via OWCP Connect to gain access to the Workers’ Compensation Medical Bill Process (WCMBP) System.
Accessing OWCP Connect via the WCMBP Portal

1. Go to the [OWCP Medical Bill Processing Portal](https://owcpmed.dol.gov).
2. Select **Login**.
3. Select **Representative**.
Viewing the Account Registration Section

From the Account Registration section, select the click “here” link to open the Account Registration page.
Completing Account Registration

1. Please enter the required information (First Name, Last Name, and Email).
   
   A message populates notifying you the email you are entering is available to register (is not already registered with OWCP Connect to an existing user account).

2. Re-enter the email used in Step 1.

3. Complete the challenge-response authentication (such as a math question).

4. Select **NEXT**.
Creating a Password

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

Password Criteria must:

- 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.

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

8. Select **NEXT**.
Completing Security Questions

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

10. Answer the selected questions.

11. Select **SUBMIT**.
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**.

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**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.**
Receiving Activation Email and Link

1. Look for an email from DOL Support (support@dol.gov).
2. Select the “here” link within the body of the email to activate your account.
Logging In to the WCMBP Claimant Portal

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

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

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

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

   The system opens the WCMBP Provider Portal.
The Authorized Representative (AREP) will land on the WCMBP Claimant Portal.

3. Select the **Click Here to Add New Case** link.
4. Select the Program from the drop-down list.

Once you select the “DEEOIC” program, the **Case Details** section disappears, and additional fields appear in the **Authorized Representative/Power of Attorney Details** section.
5. Enter the Representative ID and Secret Key as provided on the DEEOIC AREP letter (see slide 16).

**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.

6. Select **Submit**.
Sample DEEOIC AREP Letter

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 (AREPOA) for a DEEOIC claimant.

As an AREPOA 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 date.
- **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:

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 log in 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 AREPOA name is not accurate, please contact Customer Service at 1-800-272-2082 for assistance.

If you have any additional questions, please contact Customer Service at 1-800-272-2082. 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, CNEL

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

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

8. Select Go.
For Employee claimants with awarded medical benefits, the following information is available:

- Eligibility Inquiry,
- Authorization History,
- Bill History,
- Part B and/or Part E Case Status, and
- Correspondences Menus
Effective 02/03/2023, AREPs can now view Survivor Claimant information.

For **Survivor Claimants**, only Part B and/or Part E Case Status is available.
THANK YOU!