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Overview

When claimants are treated for their work-related injuries, or occupational diseases, or both, providers are required to secure an approved prior authorization for certain services. DFEC provides the prior authorization request templates for Provider use when requesting prior authorization. These templates were recently updated and can be found on the WCMBP web portal on the References page under the Resources Menu.

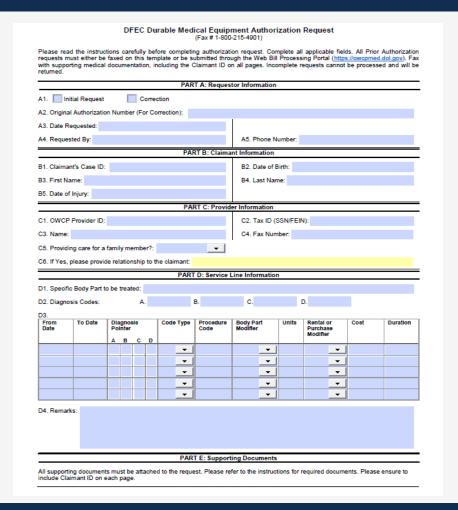
Providers are able to determine if a service requires prior authorization by using the Claimant Eligibility feature available on the WCMBP System's Provider Portal at https://owcpmed.dol.gov or you may speak with a customer service representative at 844-493-1966.

Durable Medical Equipment (DME) Template



Durable Medical Equipment Template

Requests for Durable Medical Equipment that are a level 2 or 3 will require the completion of a DME Authorization Template.



Completing the Durable Medical Equipment Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization for the DME).
- Correction (to update or correct an authorization that is currently on file).
- **A2.** If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Type the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone number of the person requesting the authorization. (Not Required)

PART A: Requestor Information		
A1. Initial Request Correction		
A2. Original Authorization Number (For Correction):		
A3. Date Requested:		
A4. Requested By:	A5. Phone Number:	

Completing the Durable Medical Equipment Template (2)

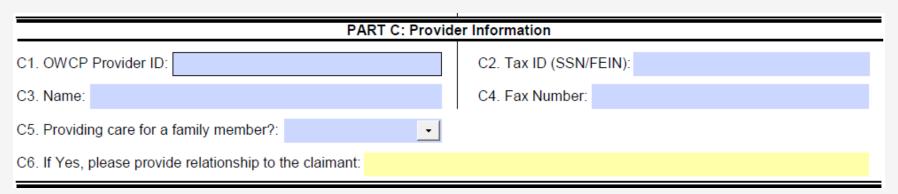
- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information		
B1. Claimant's Case ID:	B2. Date of Birth:	
B3. First Name:	B4. Last Name:	
B5. Date of Injury:		

Completing the Durable Medical Equipment Template (3)

- **C1.** Enter the provider's 9-digit OWCP Provider Identification Number (PIN).
- **C2.** Enter the provider's Social Security Number (SSN) or Federal Employer Identification Number (FEIN) that is associated with the Provider ID entered in C1.
- **C3.** Enter the Provider's Name.
- **C4.** Enter a fax number where you can receive communication regarding authorization requests. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)
- **C5.** Confirm if you are providing care for a family member or not.
- **C6.** If you are providing care, state your relationship to the claimant. (Only required if "Yes" was selected in C5.)

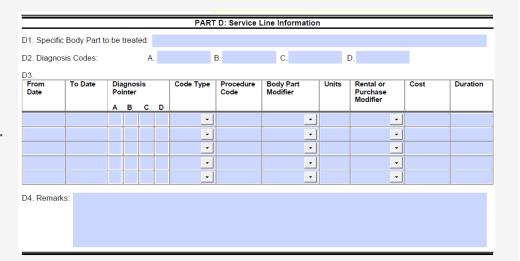


Completing the Durable Medical Equipment Template (4)

- **D1.** Enter the specific body part the DME is for.
- **D2.** Up to four ICD-9 or ICD-10 codes can be entered.
 - ICD-9 code is applicable if date of service is on or prior to September 30, 2015. Use ICD-10 code if date of service is on or after October 1, 2015.

D3.

- Enter the DOS range.
- Select the appropriate Diagnosis from the Diagnosis Pointer field in D2. Multiple pointers can be selected.
- Enter the Code Type (HCPCS or CPT).
- Enter the Procedure Code (HCPCS).
- Select a Body Part Modifier option: LT (Left), RT (Right) or 50 (Bilateral).
- Enter the Units requested.
- Select RR (for Rental), NU (for Purchased New) or EU (for Purchased Used).
- Enter the total cost for the full DOS range.
- Enter duration. (Required For Rentals Only)
- **D4.** Enter any additional notes you may have. (Not Required)



Completing the Durable Medical Equipment Template (5)

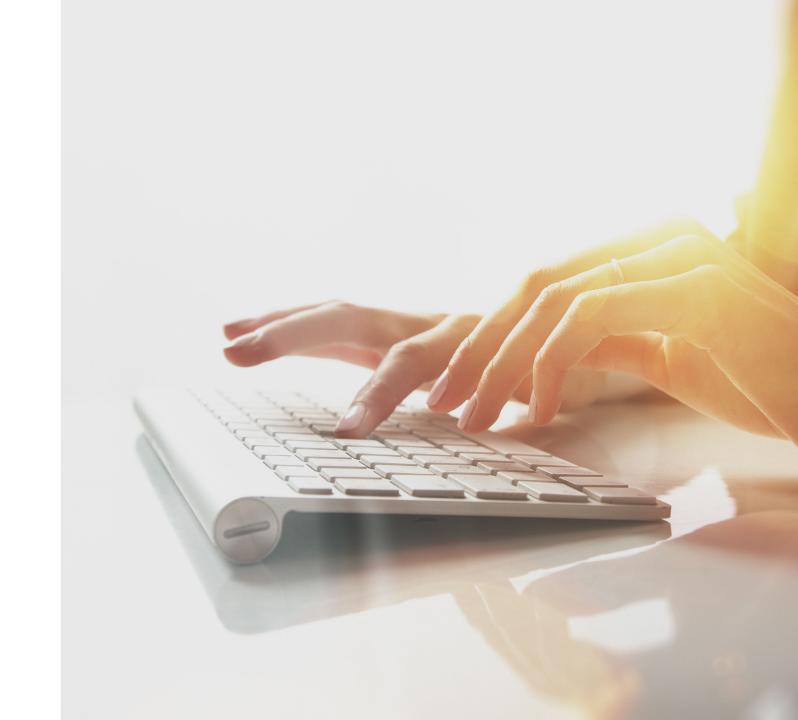
A prescription and treatment plan from the prescribing doctor are required documents

• Write the Claimant's Case ID on all additional pages submitted with the template.

PART E: Supporting Documents

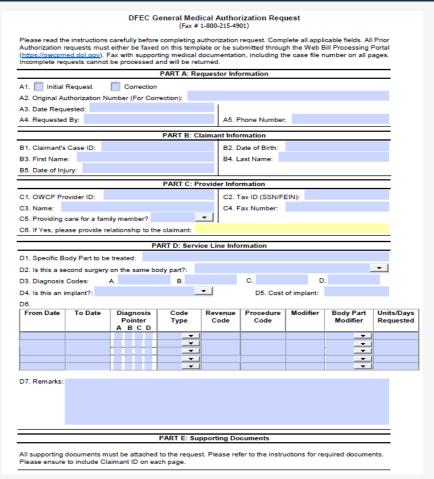
All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page.

General Medical Template



General Medical Template (1)

Requests for General Medical Services that are a level 2 or 3, will require the completion of a General Medical Authorization Template.



Completing the General Medical Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization for general medical).
- Correction (to update or correct an authorization that is currently on file).
- **A2.** If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Enter the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone number of the person requesting the authorization. (Not Required)

PART A: Requestor Information		
A1. Initial Request Correction		
A2. Original Authorization Number (For Correction):		
A3. Date Requested:		
A4. Requested By:	A5. Phone Number:	

Completing the General Medical Template (2)

- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information		
B1. Claimant's Case ID:	B2. Date of Birth:	
B3. First Name:	B4. Last Name:	
B5. Date of Injury:		

Completing the General Medical Template (3)

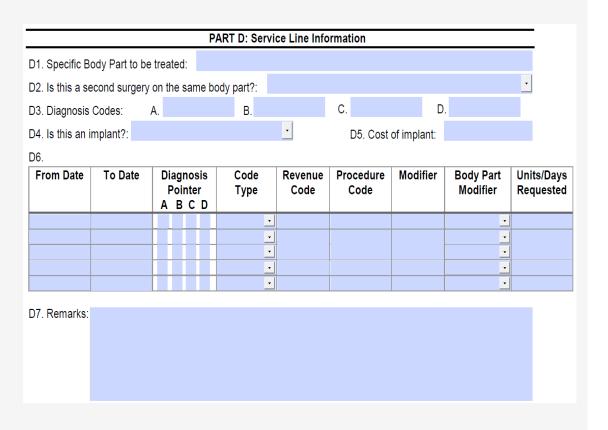
- **C1.** Enter the provider's 9-digit OWCP Provider Identification Number (PIN).
- **C2.** Enter the provider's Social Security Number (SSN) or Federal Employer Identification Number (FEIN) that is associated with the Provider ID in C1.
- **C3.** Enter the Provider's Name.
- **C4.** Enter a fax number where you can receive communication regarding authorization requests. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)
- **C5.** Confirm if you are providing care for a family member or not.
- **C6.** If you are providing care, state your relationship to the claimant. (Only required if" Yes" was selected in C5)

PART C: Provider Information		
C1. OWCP Provider ID:	C2. Tax ID (SSN/FEIN):	
C3. Name:	C4. Fax Number:	
C5. Providing care for a family member?:		
C6. If Yes, please provide relationship to the claimant:		

Completing the General Medical Template (4)

- **D1.** Enter the specific body part to be treated.
- **D2.** State if this is a second surgery to the same body part.
- **D3.** Up to four ICD-9 or ICD-10 codes can be entered.
 - ICD-9 code is applicable if date of service is on or prior to September 30, 2015. Use ICD-10 code if date of service is on or after October 1, 2015.
- **D4.** State if this is an implant.

Additional information on Part D is continued on the next slide.



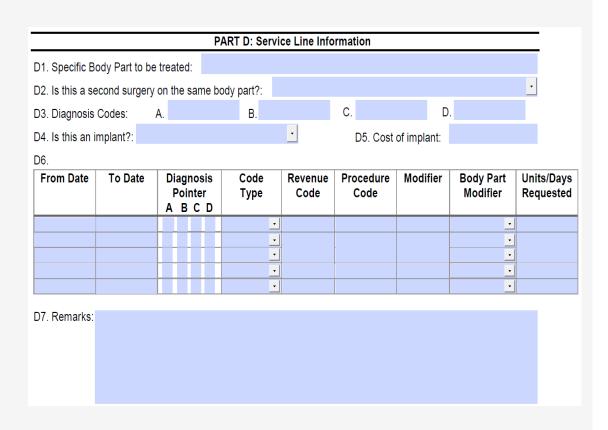
Completing the General Medical Template (5)

D5. If this is for an implant, how much does it cost?

D6.

- Enter the DOS range.
- Select the Diagnosis you want to point to from D3, multiple pointers can be selected.
- Select code type (CPT, HCPCS, Revenue Code, NDC Code).
- Enter the code Modifier (if applicable).
- Select a Body Part Modifier option: LT (Left), RT (Right) or 50 (Bilateral).
- Enter the Units/Days Requested.

D7. Enter any additional remarks.



Completing the General Medical Template (6)

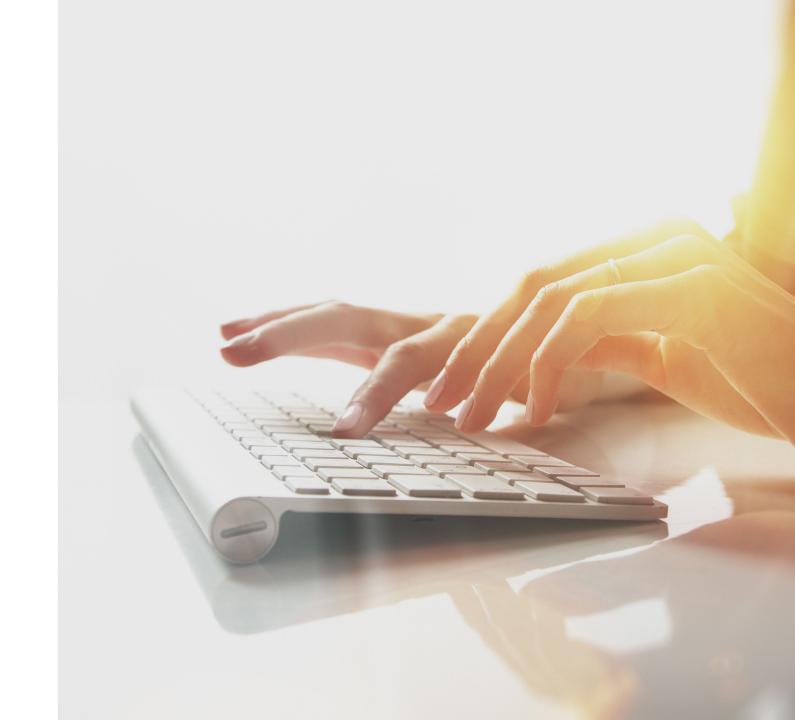
Attach any supporting documentation that may help.

Write the Claimant's Case ID on all additional pages submitted with the template.

PART E: Supporting Documents

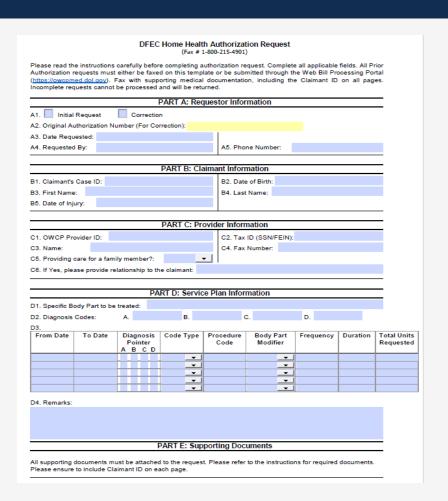
All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page.

Home Health Template



Home Health Template (1)

Requests for Home Health Services that are a level 2 or 3, will require the completion of the Home Health Template.



Completing the Home Health Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization for home health).
- Correction (to update or correct an authorization that is currently on file).
- **A2.** If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Enter the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone number of the person requesting the authorization. (Not Required)

PART A: Requestor Information		
A1. Initial Request Correction		
A2. Original Authorization Number (For Correction):		
A3. Date Requested:		
A4. Requested By:	A5. Phone Number:	

Completing the Home Health Template (2)

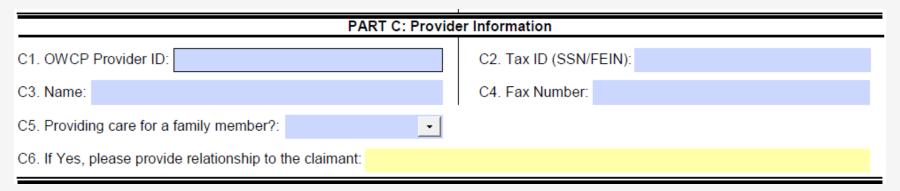
- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information	
B1. Claimant's Case ID:	B2. Date of Birth:
B3. First Name:	B4. Last Name:
B5. Date of Injury:	

Completing the Home Health Template (3)

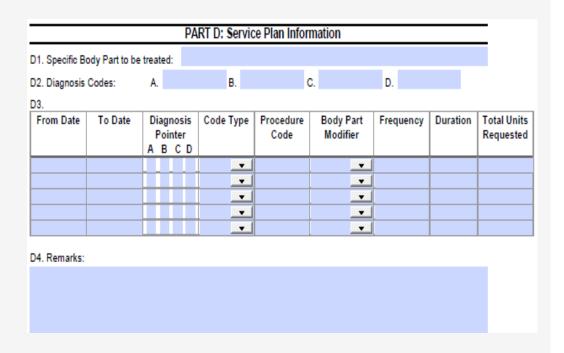
- **C1.** Enter the provider's 9-digit OWCP Provider Identification Number (PIN).
- **C2.** Enter the provider's Social Security Number (SSN) or Federal Employer Identification Number (FEIN) that is associated with the Provider ID in C1.
- **C3.** Enter the Provider's Name.
- **C4.** Enter a fax number where you can receive communication regarding authorization requests. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)
- **C5.** Confirm if you are providing care for a family member or not.
- **C6.** If you are providing care, state your relationship to the claimant. (Only required if Yes was selected in C5.)



Completing the Home Health Template (4)

- **D1.** Enter the specific body part to be treated.
- **D2.** Up to four ICD-9 or ICD-10 codes can be entered.
 - ICD-9 code is applicable if date of service is on or prior to September 30, 2015. Use ICD-10 code if date of service is on or after October 1, 2015.

Additional information on Part D is continued on the next slide.

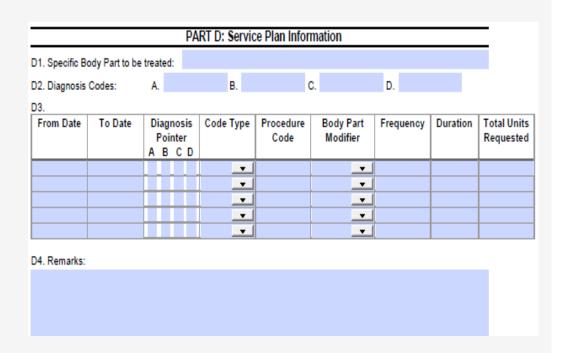


Completing the Home Health Template (5)

D3.

- Enter the DOS range.
- Select the Diagnosis you want to point to from D2, multiple pointers can be selected.
- Select Code Type (CPT or HCPCS).
- Enter the procedure code.
- Select a Body Part Modifier Option: LT (Left), RT (Right), or 50 (Bilateral).
- Enter the Frequency (How many times a week will the claimant be seen?)
- Enter the Duration (How many total weeks will the claimant be seen?)
- Enter the total units requested (Frequency x Duration = Total Units Requested).

D4. Enter any additional remarks.



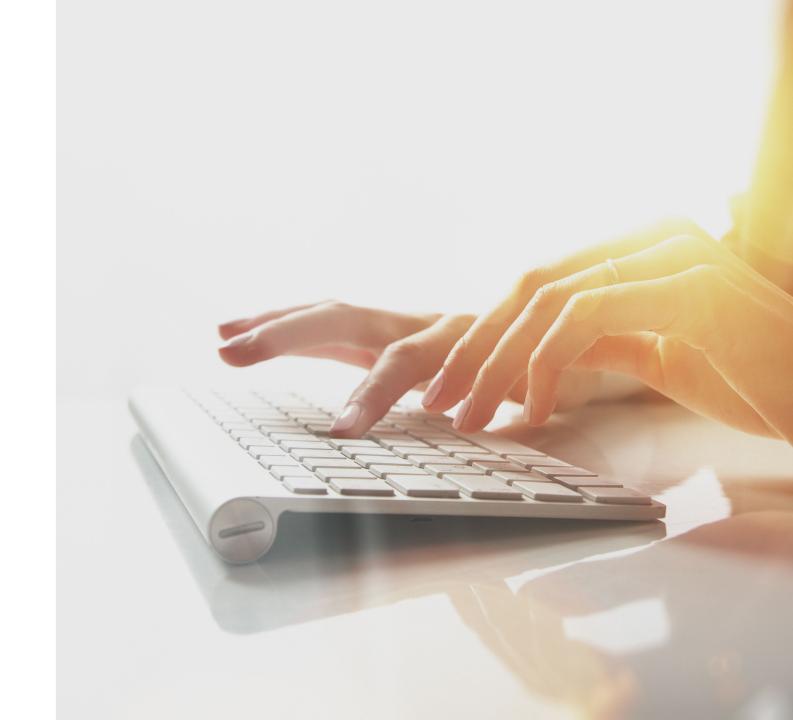
Completing the Home Health Template (6)

Any supporting documentation will need to be attached.

• Write the Claimant's Case ID on all additional pages submitted with the template.

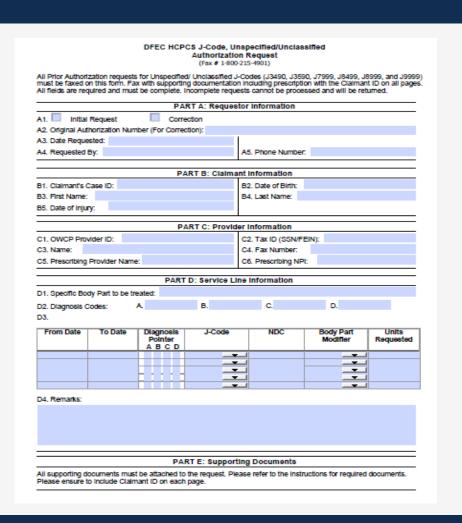
PART E: Supporting Documents

All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page. HCPCS J-Code Unspecified/Unclassified Template



HCPCS J-Code Unspecified/Unclassified Template (1)

Requests for Unspecified/Unclassified J-Codes (J3490, J3590, J7999, J8499, J8999, and J9999) require the completion of the HCPCS J-Code Unspecified/Unclassified Template.



Completing the HCPCS J-Code Unspecified/Unclassified Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization).
- Correction (to update or correct an authorization that is currently on file).
- **A2.** If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Enter the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone number of the person requesting the authorization. (Not Required)

PART A: Requestor Information		
A1. Initial Request Correction		
A2. Original Authorization Number (For Correction):		
A3. Date Requested:		
A4. Requested By:	A5. Phone Number:	

Completing the HCPCS J-Code Unspecified/Unclassified Template (2)

- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information		
B1. Claimant's Case ID:	B2. Date of Birth:	
B3. First Name:	B4. Last Name:	
B5. Date of Injury:		

Completing the HCPCS J-Code Unspecified/Unclassified Template (3)

- **C1.** Enter the provider's 9-digit OWCP Provider Identification Number (PIN).
- **C2.** Enter the provider's Social Security Number (SSN) or Federal Employer Identification Number (FEIN) that is associated with the Provider ID entered in C1.
- **C3.** Enter the Provider's Name.
- **C4.** Enter a fax number to receive communication regarding the fax submitted. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)
- **C5.** Enter the doctor's name that prescribed the medication.
- **C6.** Enter the doctor's NPI that prescribed the medication.

PART C: Provider Information	
C1. OWCP Provider ID:	C2. Tax ID (SSN/FEIN):
C3. Name:	C4. Fax Number:
C5. Prescribing Provider Name:	C6. Prescribing NPI:

Completing the HCPCS J-Code Unspecified/Unclassified Template (4)

D1. Enter the specific body part to be treated.

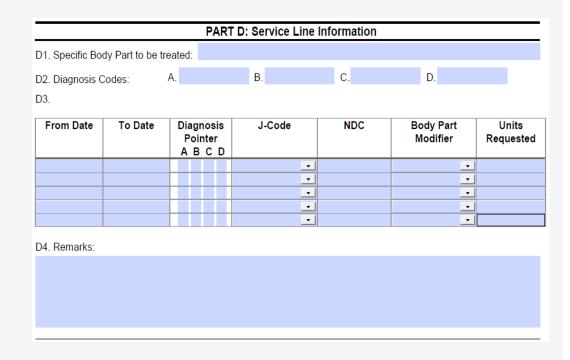
D2. Up to four ICD-9 or ICD-10 codes can be entered.

• ICD-9 code is applicable if date of service is on or prior to 09/30/2015. Use ICD-10 code if date of service is on or after 10/01/2015.

D3.

- Enter the DOS range.
- Select the Diagnosis you want to point to from D2, multiple pointers can be selected.
- Enter the Unspecified/Unclassified J-Code.
- Enter the National Drug Code (NDC) number.
- Select a Body Part Modifier option: LT (Left), RT (Right) or 50 (Bilateral).
- Enter the number of Units requested.

D4. Enter any additional remarks.



Completing the HCPCS J-Code Unspecified/Unclassified Template (5)

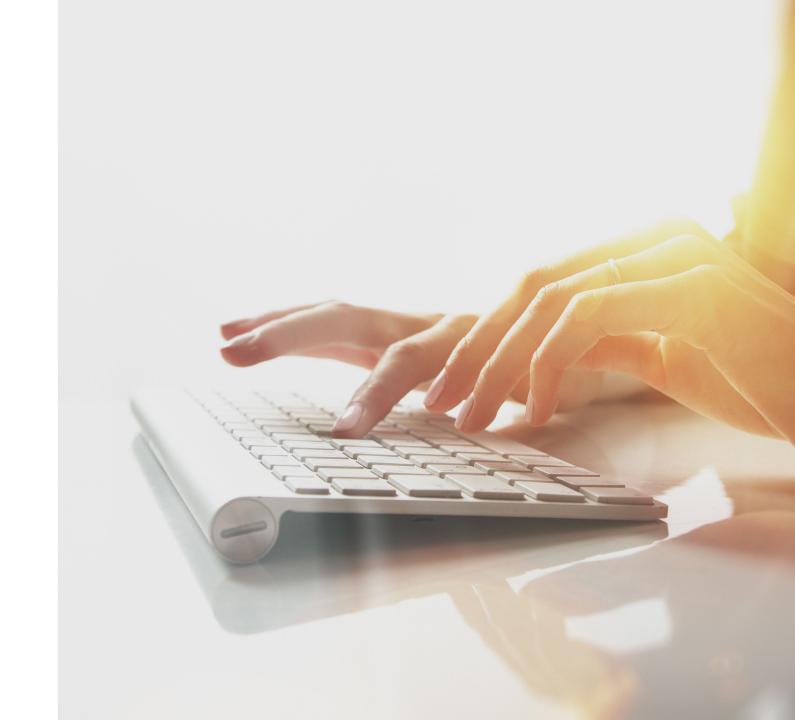
A J-code prescription from the prescribing doctor is required.

• Write the Claimant's Case ID on all additional pages submitted with the template.

PART E: Supporting Documents

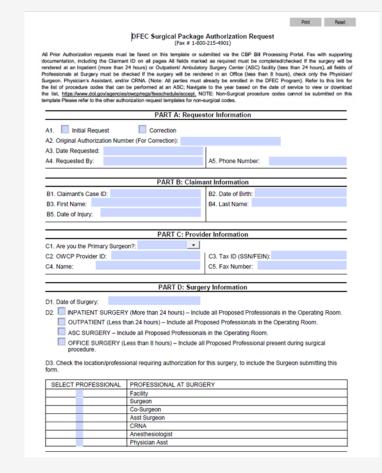
All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page.

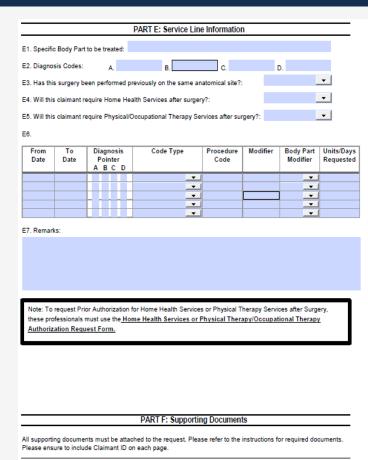
Surgical Package Template



Surgical Package Template (1)

Requests for surgical procedures for level 2 or 3 services require a completed Surgical Package Authorization Request template.





Completing the Surgical Package Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization for a surgical procedure).
- Correction (to update or correct an authorization that is currently on file).
- **A2.** If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Type the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone number of the person requesting the authorization. (Not Required)

PART A: Requestor Information		
A1. Initial Request Correction		
A2. Original Authorization Number (For Correction):		
A3. Date Requested:		
A4. Requested By:	A5. Phone Number:	

Completing the Surgical Package Template (2)

- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information				
B1. Claimant's Case ID:	B2. Date of Birth:			
B3. First Name:	B4. Last Name:			
B5. Date of Injury:				

Completing the Surgical Package Template (3)

- **C1.** Select the appropriate option (YES or NO), if the primary surgeon is completing this form.
- **C2.** Enter the rendering provider's OWCP ID.
- **C3.** Enter the provider's Tax ID (Social Security Number or Federal Employer Identification Number).
- **C4.** Enter the provider's name.
- **C5.** Enter a fax number to receive communication regarding the fax submitted. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)

PART C: Provider Information				
C1. Are you the Prim	nary Surgeon?:	-		
C2. OWCP Provider	ID:		C3. Tax ID (SSN/FEIN):	
C4. Name:			C5. Fax Number:	

Completing the Surgical Package Template (4)

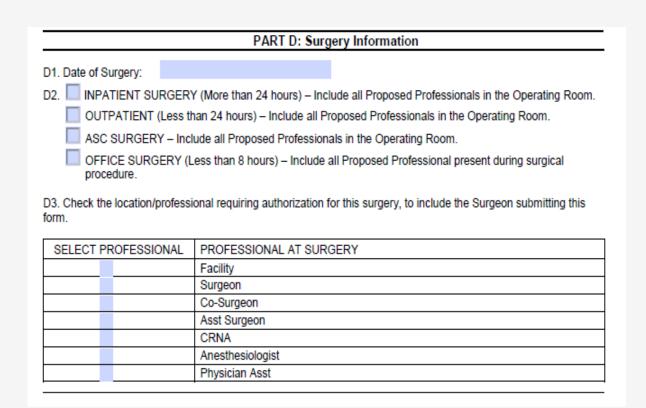
D1. Enter the date of the surgery.

D2. Select the site where the surgery will take place.

- Inpatient
- Outpatient
- Ambulatory Surgery Center (ASC)
- Office

D3. Select all professional types involved in the surgery including the surgeon requesting the authorization.

- Facility
- Surgeon
- Co-Surgeon
- Assistant Surgeon (AS)
- Certified Registered Nurse Anesthetist (CRNA)
- Anesthesiologist
- Physician Assistant (PA)

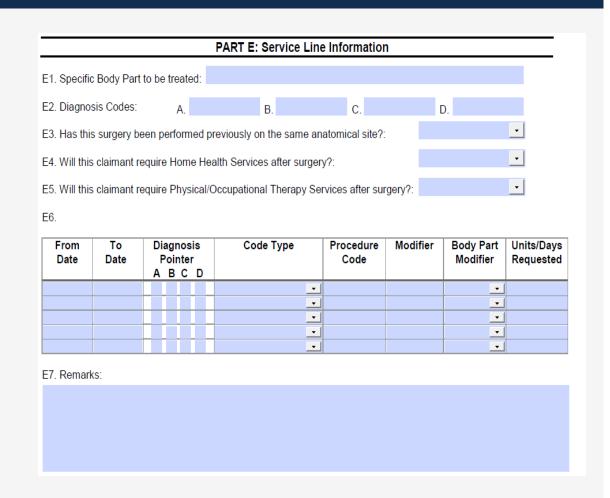


Note: One authorization will cover all professional types.

Completing the Surgical Package Template (5)

- **E1.** Enter the specific body part to be treated.
- **E2.** Up to four ICD-9 or ICD-10 codes can be entered.
- ICD-9 code is applicable if date of service is on or prior to September 30, 2015. Use ICD-10 code if date of service is on or after October 1, 2015.
- **E3.** Has there been a previous surgery on the body part you are treating?
- **E4.** Will Home Health be required after the surgery?
- **E5.** Will Physical/Occupational Therapy be required after the surgery?

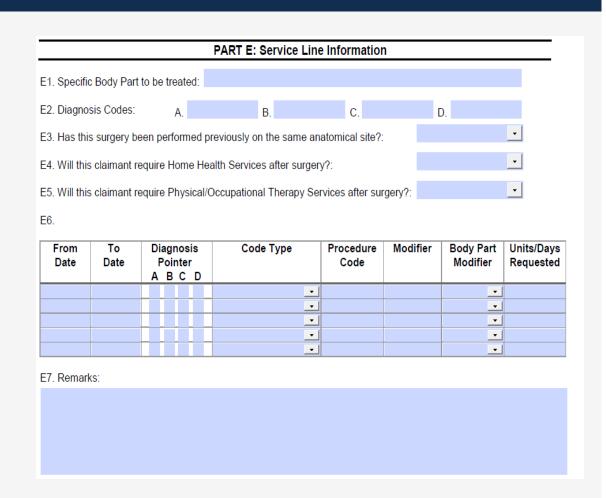
Additional information on Part E is continued on the next slide.



Completing the Surgical Package Template (6)

E6.

- Enter the DOS range.
- Select the Diagnosis you want to point to from D2, multiple pointers can be selected.
- Select the Code Type (CPT or HCPCS).
- Enter the Procedure Code (valid code range 10021-69990.)
- Enter the procedure Modifier (if applicable).
- Select a Body Part Modifier option: LT (Left), RT (Right) or 50 (Bilateral).
- Enter the number of Units/Days Requested.
- **E7.** Enter any additional remarks.



Completing the Surgical Package Template (7)

Attach any supporting documentation needed.

• Write the Claimant's Case ID on all additional pages submitted with the template.

PART F: Supporting Documents

All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page.

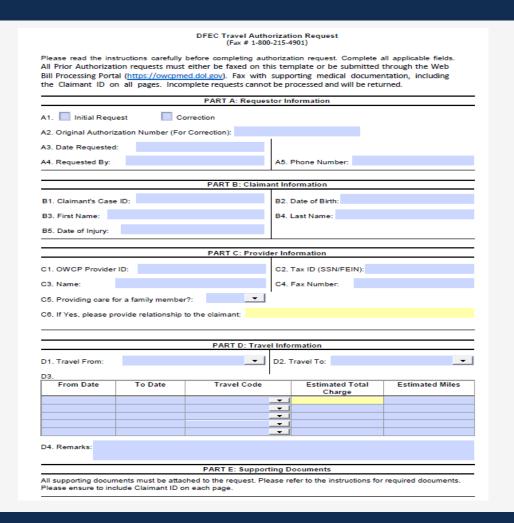
Travel Template



Travel Template (1)

Providers rendering the travel services below, will require the completion of a Travel Template:

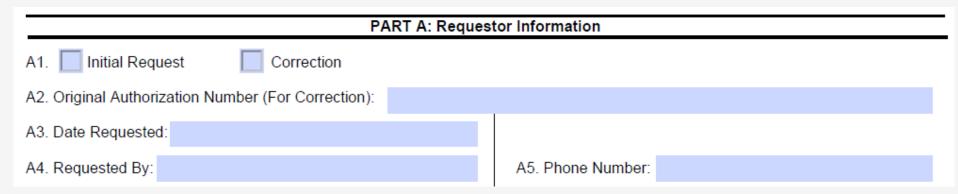
- A0100 Taxi
- **A0110** Bus, intra- or interstate carrier
- A0120 Mini-Bus, mountain area transports, and other transports
- A0130 Wheelchair Van
- A0140 Air Travel
- **A0170** Transport Parking Fees/Tolls



Completing the Travel Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization for travel).
- Correction (to update or correct an authorization that is currently on file).
- A2. If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Type the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone number of the person requesting the authorization. (Not Required)



Completing the Travel Template (2)

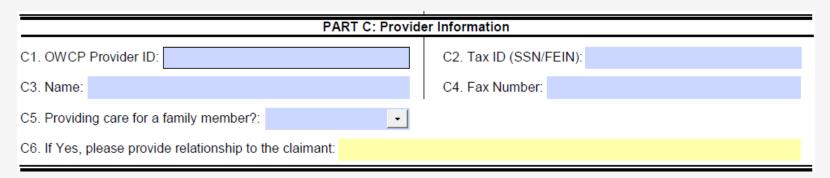
- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information				
B1. Claimant's Case ID:	B2. Date of Birth:			
B3. First Name:	B4. Last Name:			
B5. Date of Injury:				

Completing the Travel Template (3)

- C1. Enter the provider's 9-digit OWCP Provider Identification Number (PIN).
- **C2.** Enter the provider's Social Security Number (SSN) or Federal Employer Identification Number (FEIN) that is associated with the Provider ID in C1.
- **C3.** Enter the Provider's Name.
- **C4.** Enter a fax number to receive communication regarding the fax submitted. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)
- **C5.** Confirm if you are providing care for a family member or not.
- **C6.** If you are providing care, state your relationship to the claimant. (Only required if Yes was selected in C5)

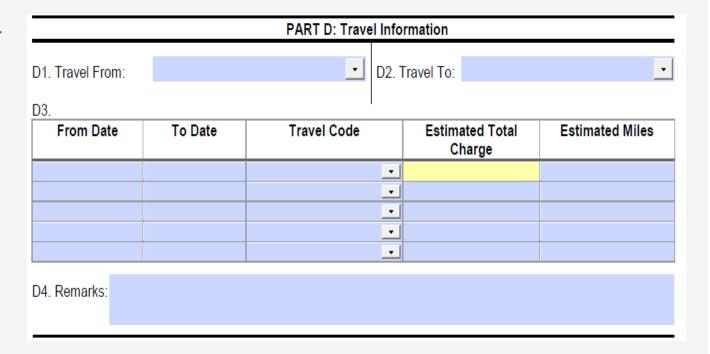


Completing the Travel Template (4)

- **D1.** Select the location where the travel started from.
- **D2.** Select the location where the travel ended.

D3.

- Enter the travel from and to date.
- Enter the travel code or codes.
- Enter the estimated total charge of the travel.
- Enter the estimated miles traveled (For claimant travel reimbursement only).
- **D4.** Enter any additional remarks.



Completing the Travel Template (5)

Attach Receipts or Invoices to confirm the estimated total charge.

• Write the Claimant's Case ID on all additional pages submitted with the template.

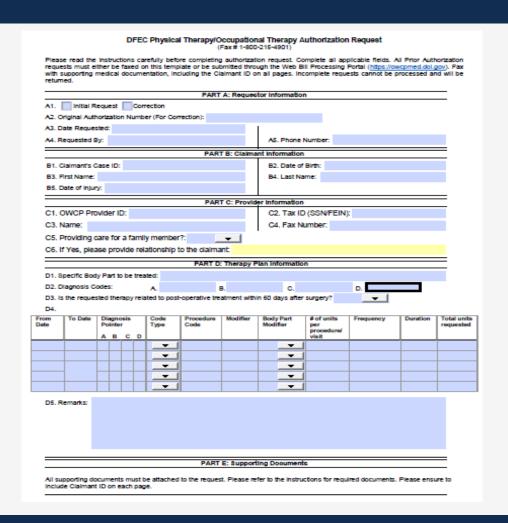
PART E: Supporting Documents

All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page. Physical Therapy/Occupational Therapy Template



Physical Therapy/Occupational Therapy Template (1)

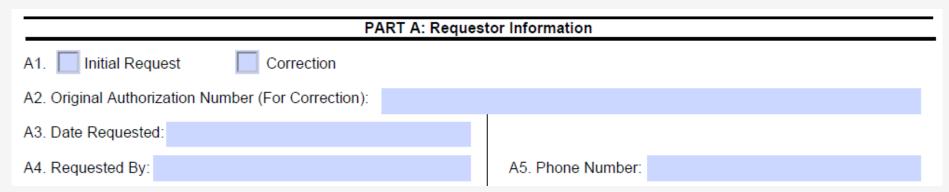
Requests for Physical Therapy (PT) & Occupational Therapy (OT) services that are level 2 or 3 will require the completion of a Physical Therapy/Occupational Therapy Template.



Completing the Physical Therapy/Occupational Therapy Template (1)

A1. Select an option:

- Initial Request (new or first time requesting an authorization for physical therapy/occupational therapy).
- Correction (to update or correct an authorization that is currently on file).
- **A2.** If making a correction to an authorization that is on file, list the authorization number that is on file.
- **A3.** Type the date the authorization is being completed.
- **A4.** Enter the name of the person requesting the authorization.
- **A5.** Enter the phone of the person requesting the authorization. (Not Required)



Completing the Physical Therapy/Occupational Therapy Template (2)

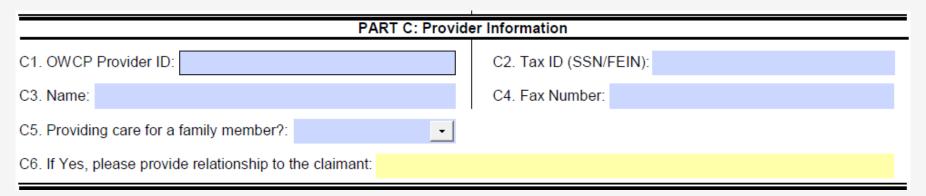
- **B1.** Enter the Claimant's 9-digit Case ID.
- **B2.** Enter the Claimant's Date of Birth (mm/dd/yyyy).
- **B3.** Enter the Claimant's First Name.
- **B4.** Enter the Claimant's Last Name.
- **B5.** Enter the Claimant's Date of Injury (mm/dd/yyyy).

Note: All fields in Part B are required.

PART B: Claimant Information				
B1. Claimant's Case ID:	B2. Date of Birth:			
B3. First Name:	B4. Last Name:			
B5. Date of Injury:				

Completing the Physical Therapy/Occupational Therapy Template (3)

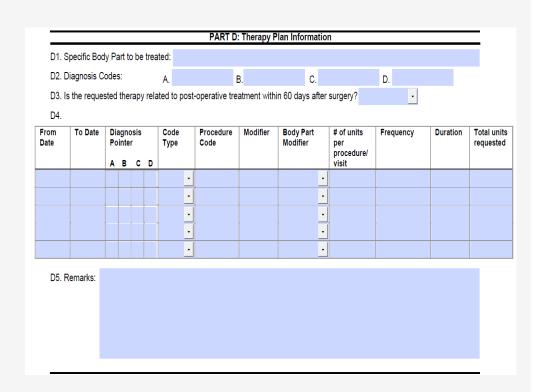
- **C1.** Enter the provider's 9-digit OWCP Provider Identification Number (PIN).
- **C2.** Enter the provider's Social Security Number (SSN) or Federal Employer Identification Number (FEIN) that is associated with the Provider ID in C1.
- **C3.** Enter the Provider's Name.
- **C4.** Enter a fax number to receive communication regarding the fax submitted. If the fax number is in the system under the provider's profile, it can be left blank. (Not Required)
- **C5.** Confirm if you are providing care for a family member or not.
- **C6.** If you are providing care, state your relationship to the claimant. (Only required if Yes was selected in C5.)



Completing the Physical Therapy/Occupational Therapy Template (4)

- **D1.** Enter the specific body part to be treated.
- **D2.** Up to four ICD-9 or ICD-10 codes can be entered
- ICD-9 code is applicable if date of service is prior to September 30, 2015. Use ICD-10 code if date of service is after October 1, 2015.
- **D3.** Is the therapy related to treatment within 60 days after surgery?

Additional information on Part D is continued on the next slide.

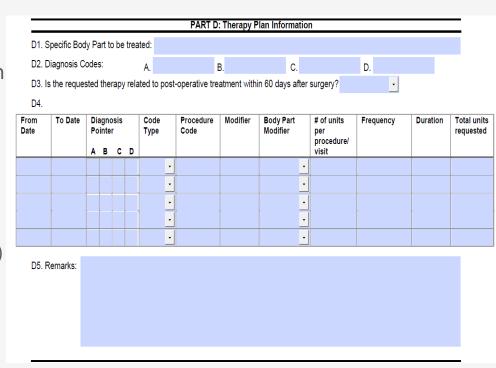


Completing the Physical Therapy/Occupational Therapy Template (5)

D4.

- Enter the DOS range.
- Select the Diagnosis you want to point to from D2, multiple pointers can be selected.
- Select if the Code Type is a HCPCS or CPT.
- Enter a Modifier (if applicable).
- Select a Body Part Modifier option: LT (Left), RT (Right) or 50 (Bilateral).
- Enter the number of units per procedure (1 unit = 15 mins).
- Enter the frequency (How many times a week will the claimant be seen?)
- Enter the duration (How many total weeks will the claimant be seen?)
- Enter the total units requested (# of Units Per Procedure x Frequency x Duration = Total Units Requested).

D5. Enter any additional remarks.



Completing the Physical Therapy/Occupational Therapy Template (6)

- A prescription from the prescribing doctor with (MD, PHD, DO or DPM) credentials is required along with the treatment plan.
- Write the Claimant's Case ID on all additional pages submitted with the template.

PART E: Supporting Documents

All supporting documents must be attached to the request. Please refer to the instructions for required documents. Please ensure to include Claimant ID on each page.

Authorization Submission Methods



Authorization Submission Methods

- Authorization Templates can be submitted through:
 - Direct Data Entry (DDE) in the Workers' Compensation Medical Bill Processing (WCMBP) System.
 - Fax at 800-215-4901.
 - o Mail to P.O. Box 8300 London, KY 40742-8300.
- Authorizations are processed within 2 business days of receipt. To check your Authorization status, visit the Office of Workers' Compensation Programs, Medical Bill Processing Portal at https://owcpmed.dol.gov or you may speak with a customer service representative at 844-493-1966.



THANK YOU!

