

| Error | Error Message in Optum | Reason for Error Message | Response & Action |
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| 1001 | User Account Not Found | <p>The OWCP Provider ID is not registered on the WCMBP Portal</p> <p>The provider file is active however, the provider has not registered on the portal</p> | <p>Response:</p> <p>Provider must first register on the WCMBP portal before submitting authorization request to Optum.</p> <p>Action:</p> <p>For step on how to register your OWCP Provider ID, the link below will take you to the WCMBP portal for instructions:</p> <p>Legacy and New Providers Initial Access and Online Billing (dol.gov)</p> <ul style="list-style-type: none"> Once registration is completed, the Provider will receive email confirmation. <p>Note: Access to Optum's portal will be available within 24-hrs. after registration</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> |
| 1005 | Inactive User Account | <p>You must have an active account in the WCMBP system to access the PBM portal.</p> <p>The provider file is active however, the User ID associated with the provider ID is expired,</p> | <p>Response:</p> <p>Your OWCP provider ID is active in the WCMBP system, however, the User ID is expired.</p> <p>Ex.</p> <p>User Id dummyprvdr@gmail.com expired on 6/30/2023 and the user account is associated with OWCP ID # 123456789 which is active.</p> <p>Action:</p> <p>If the user is not the administrator nor under the administrator profile, then the system administrator will need to update the user profile.</p> <p>For step on how to update the provider profile, the link below will take you to the WCMBP portal for instructions:</p> <p>Adding/Associating Users to Providers (dol.gov)</p> <p>Note: Access to Optum's portal will be available within 24-hrs. of update being applied to the user profile.</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> |

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| 1006 | User Account Access Level Error | The OWCP Provider ID associated with your user account may not be registered properly in the WCMBP Portal | <p>Response:</p> <p>The Provider information must be updated on the provider profile.</p> <p>System administrator will need log into the WCMBP portal to complete/update registration information.</p> <p>For step on how to properly register your OWCP Provider ID, the link below will take you to the WCMBP portal for instructions:</p> <p>Legacy and New Providers_ Initial Access and Online Billing (dol.gov)</p> <p>Note: Access to Optum's portal will be available within 24-hrs. after registration.</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> |
| 1007 | User Account Access to PBM is Not Allowed | <p>The OWCP Provider ID is active in the WCMBP portal, however, the user account is not authorized to access the PBM portal.</p> <p>Only specific user profiles have access to the PBM portal.</p> | <p>Response:</p> <p>Provider user should have any of the below profiles in WCMBP system to avoid 1007 error in Optum PBM:</p> <p>EXT Provider Bills Submitter EXT Provider Eligibility Checker-Claims Submitter EXT Provider Super User EXT Provider Eligibility Checker - Auth Submitter</p> <p>Action:</p> <ul style="list-style-type: none"> • System administrator will need to update the user profile. • For steps on how to update your profile, the link below will take you to the WCMBP portal for instructions: Adding/Associating Users to Providers <p>Note: Access to Optum's portal will be available within 24-hrs. of update being applied to the user profile.</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> |

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| 1008 | User Account Error | <p>The OWCP Provider ID enrollment type is a “Group Provider” and therefore servicing provider information must be documented. It is a requirement that all authorization requests be submitted by the servicing/dispensing provider. Each servicing provider will need to be added to the group provider record in the WCMBP portal</p> | <p>Response:</p> <p>On the group provider file, the following must be done:</p> <ul style="list-style-type: none"> • Servicing provider information must be documented on the group provider file. <ul style="list-style-type: none"> ○ Log in under profile “EXT Provider File Maintenance” and submit a modification request to add or update Servicing Provider information under Step 10. ○ Be sure to complete all steps marked as “Required” on the modification request. ○ Click Submit to complete the modification. <p>Actions:</p> <ul style="list-style-type: none"> • System administrator will need to submit a modification request, completing the servicing provider steps. <ul style="list-style-type: none"> ○ You will need to identify the system administrator for the OWCP provider ID account. • If the OWCP Provider ID is registered but user is unable to access Provider File Maintenance, then contact your organization’s WCMBP system administrator for assistance. <ul style="list-style-type: none"> ○ The system administrator for the registered/active account will need to add all registered users and their profiles. • For steps on how to add or update servicing provider information, the link below will take you to the WCMBP portal for instructions: • Adding Servicing Providers <p>Note: Once Modification is submitted, please allow seven (7) business days for processing.</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> |
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| 1009 | User Account Error | The user account is associated with an inactive OWCP Provider ID in the WCMBP portal | <p>Response:</p> <p>The user is valid, but the associated provider has a status of “inactive” in the WCMBP system. Provider will have received a termination letter indicating the termination reason and will need to either submit a “New Enrollment” or “Re-Enrollment.”</p> <p>Action:</p> <p>The provider will need to review their termination letter to know if they should submit a “new enrollment” or a “re-enrollment”. For steps on how to review your correspondence, the link below will take you to the WCMBP portal for instructions: Manage Users and Correspondence (dol.gov) Refer to slide 31 for details.</p> <p>The termination letter will have one of the following correspondence termination reasons from the list below:</p> <table border="0"> <tr> <td>E Terminated – Voluntary</td> <td>Re-enrollment</td> </tr> <tr> <td>F Terminated – Provider Deceased</td> <td>N/A</td> </tr> <tr> <td>I Terminated – No Activity in 2 years</td> <td>Re-enrollment</td> </tr> <tr> <td>J Terminated – Inactive 3 Years</td> <td>New enrollment</td> </tr> <tr> <td>K Terminated – Awaiting Re-enrollment</td> <td>New enrollment</td> </tr> <tr> <td>3 Terminated – HHS Excluded</td> <td>New enrollment</td> </tr> <tr> <td>5 Terminated – DFEC Excluded</td> <td>New enrollment</td> </tr> <tr> <td>6 Terminated – DEEOIC Excluded</td> <td>New enrollment</td> </tr> <tr> <td>7 Terminated – DCMWC Excluded</td> <td>New enrollment</td> </tr> </table> <p>Note: Once the enrollment application is submitted, please allow seven (7) business days for processing.</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> | E Terminated – Voluntary | Re-enrollment | F Terminated – Provider Deceased | N/A | I Terminated – No Activity in 2 years | Re-enrollment | J Terminated – Inactive 3 Years | New enrollment | K Terminated – Awaiting Re-enrollment | New enrollment | 3 Terminated – HHS Excluded | New enrollment | 5 Terminated – DFEC Excluded | New enrollment | 6 Terminated – DEEOIC Excluded | New enrollment | 7 Terminated – DCMWC Excluded | New enrollment |
| E Terminated – Voluntary | Re-enrollment | | | | | | | | | | | | | | | | | | | | |
| F Terminated – Provider Deceased | N/A | | | | | | | | | | | | | | | | | | | | |
| I Terminated – No Activity in 2 years | Re-enrollment | | | | | | | | | | | | | | | | | | | | |
| J Terminated – Inactive 3 Years | New enrollment | | | | | | | | | | | | | | | | | | | | |
| K Terminated – Awaiting Re-enrollment | New enrollment | | | | | | | | | | | | | | | | | | | | |
| 3 Terminated – HHS Excluded | New enrollment | | | | | | | | | | | | | | | | | | | | |
| 5 Terminated – DFEC Excluded | New enrollment | | | | | | | | | | | | | | | | | | | | |
| 6 Terminated – DEEOIC Excluded | New enrollment | | | | | | | | | | | | | | | | | | | | |
| 7 Terminated – DCMWC Excluded | New enrollment | | | | | | | | | | | | | | | | | | | | |

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| 1010 | User Account Error | <p>The servicing WCMBP Provider type associated with your user account is not authorized to access the PBM portal.</p> <p>Ex. The group providers enrollment type is one of the 6 types authorized to access and submit an authorization via the PBM portal. The servicing provider must also be one of the 6 authorized types.</p> | <p>Only servicing providers registered with the one of the 6 authorized enrollment types in the WCMBP system (https://owcpmed.dol.gov/) may access the PBM Portal.</p> <p>Authorized Enrollment types:</p> <ul style="list-style-type: none"> • 25 – Physician MD • 27 – Podiatrist • 29 – Physician Assistant • 30 – Advanced Registered Nurse Practitioner • 31 – Certified Registered Nurse Anesthetist (CRNA) • 35 – Dentist • 95 – Insurance Company (Third party Carriers) <p>NOTE: If your provider enrollment type is NOT authorized, you cannot submit authorization request vis the PBM portal.</p> <p>If you would like to change your enrollment type to one of the authorized types above, please submit a new enrollment application at Provider Enrollments OFFICE OF WORKERS' COMPENSATION PROGRAMS (dol.gov).</p> <p>Please visit the WCMBP Portal at https://owcpmed.dol.gov/.</p> |
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