

Error	Error Message in Optum	Reason for Error Message	Response & Action
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><b>Response:</b></p> <p>Provider must first register on the WCMBP portal before submitting authorization request to Optum.</p> <p><b>Action:</b></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><a href="https://owcpmed.dol.gov">Legacy and New Providers Initial Access and Online Billing (dol.gov)</a></p> <ul style="list-style-type: none"> <li>Once registration is completed, the Provider will receive email confirmation</li> </ul> <p><b>Note: Access to Optum's portal will be available within 24-hrs. after registration</b></p> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov">https://owcpmed.dol.gov</a>.</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><b>Response:</b></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 <a href="mailto:dummyprvdr@gmail.com">dummyprvdr@gmail.com</a> is expired on 6/30/2022 and account is tied to OWCP ID # 123456789 which is active.</p> <p><b>Action:</b></p> <p>If the user is not the admin nor under the admin profile, then the system administrator will need to update user profile the 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><a href="https://owcpmed.dol.gov">Adding/Associating Users to Providers (dol.gov)</a>:</p> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov">https://owcpmed.dol.gov</a>.</p>

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><b>Response:</b></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><a href="https://owcpmed.dol.gov/initial-access">Legacy and New Providers Initial Access and Online Billing (dol.gov)</a></p> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov/">https://owcpmed.dol.gov/</a>.</p>
1007	User Account Access to PBM is Not Allowed	<p>The WCMBP 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><b>Response:</b></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><b>Action:</b></p> <ul style="list-style-type: none"> <li>• System administrator will need to update the user profile.</li> <li>• For steps on how to register your OWCP Provider ID, the link below will take you to the WCMBP portal for instructions:  <a href="https://owcpmed.dol.gov/adding-users">Adding/Associating Users to Providers</a></li> </ul> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov/">https://owcpmed.dol.gov/</a>.</p>

1008	User Account Error	<p>The OWCP Provider ID enrollment type is a “Group Provider” and therefore servicing provider information must be documented.</p> <p>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><b>Response:</b> On the group provider file, the following must be done:</p> <ul style="list-style-type: none"> <li>• Servicing provider information must be documented on the group provider profile <ul style="list-style-type: none"> <li>○ Log in under profile “EXT Provider File Maintenance” and submit a modification request to add or update Servicing Provider information under step 10.</li> <li>○ Be sure to complete all steps marked as “Required” on the modification request.</li> <li>○ Click Submit to complete the modification.</li> </ul> </li> </ul> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• System administrator will need to submit <b>a modification request, completing the servicing provider steps.</b> <ul style="list-style-type: none"> <li>○ You will need to identify the system administrator for the OWCP provider ID account.</li> </ul> </li> <li>• 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"> <li>○ The system administrator for the registered/active account will need to add all registered authorization submitters</li> </ul> </li> <li>• For steps on how to add servicing provider information, the link below will take you to the WCMBP portal for instructions:</li> <li>• <a href="#">Adding Servicing Providers</a></li> </ul> <p><b>Note: Once Modification is submitted, please allow five (5) business days for processing.</b></p> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov/">https://owcpmed.dol.gov/</a>.</p>
1009	User Account Error	<p>The user account is associated with an inactive OWCP Provider ID in the WCMBP portal</p>	<p><b>Response:</b> 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><b>Action:</b> 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: <a href="#">Manage Users and Correspondence (dol.gov)</a> 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="1" data-bbox="884 256 1976 641"> <tr> <td>E</td> <td>Terminated – Voluntary</td> <td>Re-enrollment</td> </tr> <tr> <td>F</td> <td>Terminated – Provider Deceased</td> <td>N/A</td> </tr> <tr> <td>I</td> <td>Terminated – No Activity in 2 years</td> <td>Re-enrollment</td> </tr> <tr> <td>J</td> <td>Terminated – Inactive 3 Years</td> <td>New enrollment</td> </tr> <tr> <td>K</td> <td>Terminated – Awaiting Re-enrollment</td> <td>New enrollment</td> </tr> <tr> <td>3</td> <td>Terminated – HHS Excluded</td> <td>New enrollment</td> </tr> <tr> <td>5</td> <td>Terminated – DFEC Excluded</td> <td>New enrollment</td> </tr> <tr> <td>6</td> <td>Terminated – DEEOIC Excluded</td> <td>New enrollment</td> </tr> <tr> <td>7</td> <td>Terminated – DCMWC Excluded</td> <td>New enrollment</td> </tr> </table> <p><b>Note: Once the enrollment application is submitted, please allow five (5) business days for processing.</b></p> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov/">https://owcpmed.dol.gov/</a>.</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
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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 (<a href="https://owcpmed.dol.gov/">https://owcpmed.dol.gov/</a>) may access the PBM Portal.</p> <p>Authorized Enrollment types:</p> <ul style="list-style-type: none"> <li>• 25 – Physician MD</li> <li>• 27 – Podiatrist</li> <li>• 29 – Physician Assistant</li> <li>• 30 – Advanced Registered Nurse Practitioner</li> <li>• 31 – Certified Registered Nurse Anesthetist (CRNA)</li> <li>• 35 – Dentist</li> <li>• 95 – Insurance Company (Third party Carriers)</li> </ul> <p><b>NOTE: If your provider enrollment type is NOT authorized, you cannot submit authorization request vis the PBM portal.</b></p> <p><b>If you would like to change your enrollment type to one of the authorized types above, please submit a new enrollment application at <a href="#">Get Started   Office of Workers' Compensation Programs (dol.gov)</a>.</b></p> <p>Please visit the WCMBP Portal at <a href="https://owcpmed.dol.gov/">https://owcpmed.dol.gov/</a>.</p>																											