

Authorized Representatives DCMWC



Introduction

The purpose of this training is to inform Authorized Representatives on the following:

- What is OWCP Connect?
- How to access OWCP Connect via the Workers' Compensation Medical Bill Process (WCMBP) Portal?
- How do you register?
- How to add an associated case?
- How to access the Claimant Portal as an Authorized Representative?
- Claimant Portal online functions.
- Bill submission methods.
- Authorizations.



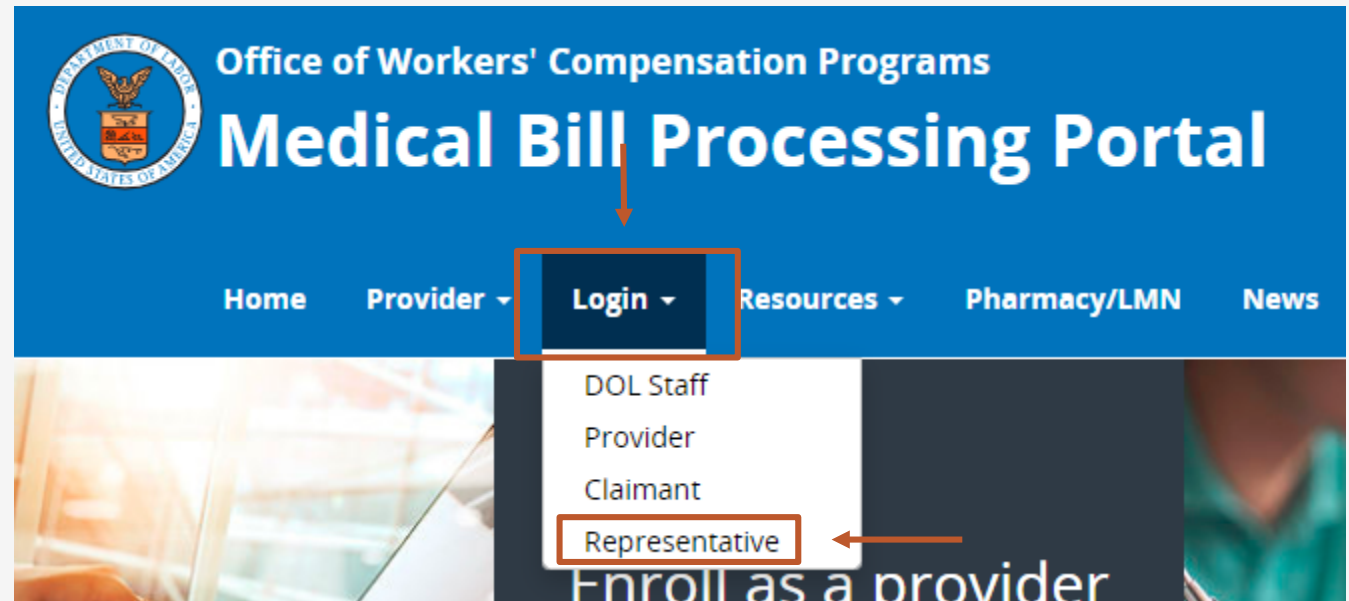
What is OWCP Connect?

OWCP Connect

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 <https://owcpmed.dol.gov>
2. Click **Login**
3. Click **Representative**



OWCP Connect Registration

Click "here" under the Account Registration section.



The screenshot displays the OWCP Connect website interface. At the top, a blue header bar contains the United States Department of Labor logo on the left, the text "United States Department of Labor Office of Workers' Compensation Programs" in the center, and the OWCP logo on the right. Below the header, a navigation bar includes links for "Login", "Account Registration", "Reset Password", "Change Email", and "Help". The main content area is divided into three columns. The left column, titled "OWCP Connect", contains an "About OWCP Connect" section and a "Note About Data Security". The middle column, titled "Account Registration", contains instructions for new users, a red warning banner, and a disclaimer. The right column, titled "Login", contains a login form with an "Email Address" field and a "LOGIN" button, as well as a "RESET PASSWORD" section. A red box highlights the "here" link in the "Account Registration" section, with a red arrow pointing to it from the "Login" link in the navigation bar.

United States Department of Labor
Office of Workers' Compensation Programs

OWCP Connect

About OWCP Connect

OWCP Connect allows users to prove their identity and create an account for communication with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the credentials for login.

Identity proofing is accomplished by validating the user's information entered in the Account Registration process against secure Credit Bureau data. Once the user's identity has been verified, their account can be created.

At this time OWCP Connect is only being used to authenticate new users to FECA's Claimant Query System (CQS). You must be the injured worker and have an existing OWCP Case File Number to access FECA's CQS. If you are not the injured worker/claimant you will not be granted access.

A Note About Data Security

OWCP takes information security very seriously. We are aware of

Account Registration

If this is your first time using OWCP Connect, click [here](#) and begin the process to create a new account.

WARNING....WARNING....WARNING....WARNING....WARNING

You are accessing a U.S. Government information system that is owned and operated by the Department of Labor. The Department of Labor information systems are provided for the processing of official U.S. Government information only, and are therefore, owned by the Department of Labor. Authorized users are responsible for the proper handling of information they access.

USE OF THIS SYSTEM BY ANY USER AUTHORIZED OR UNAUTHORIZED CONSTITUTES A CONSENT TO ACTIVITY MONITORING, RECORDING, DISCLOSURE, AND ACCEPTS THAT USE OF THE SYSTEM IS SUBJECT TO AUDIT BY

Login

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

Email Address

LOGIN

RESET PASSWORD

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

If you have Federally-issued PIV card that you have registered with OWCP Connect, you can use it to log in.

OWCP Connect Registration

1. Please enter required information (Name and Email address).
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.
3. Enter the result of the addition problem from the image.
4. Click "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

NEXT

OWCP Connect Registration

Login Credential

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

Email*

Password*

Retype Password*

* Required Field

PREV NEXT

5. Once the validation is completed, enter a password and retype the password to confirm the password.
6. Click "Next".

Note: Password Criteria:

- Should be at least 8 characters long,
- Include an uppercase letter, a lowercase letter, a number, and a special character.

By clicking the "Next" button, providers will be taken to the security image page where they must select an image and create a "Key Phrase".


OWCP Connect Registration

7. Select a security image and enter a key phrase.
8. Click "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

PREV NEXT

OWCP Connect Registration

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

PREV

SUBMIT

9. Select security questions from the drop-downs and answer the selected questions.

10. Click "Submit".

OWCP Connect Registration

The system creates an account and a link to activate the account is sent to your email address used in registration.

Note: The account must be activated within 24 hrs.

Click "Resend Email" if the email is not received within 10 minutes.

Account Creation

Your account creation request has been submitted successfully.

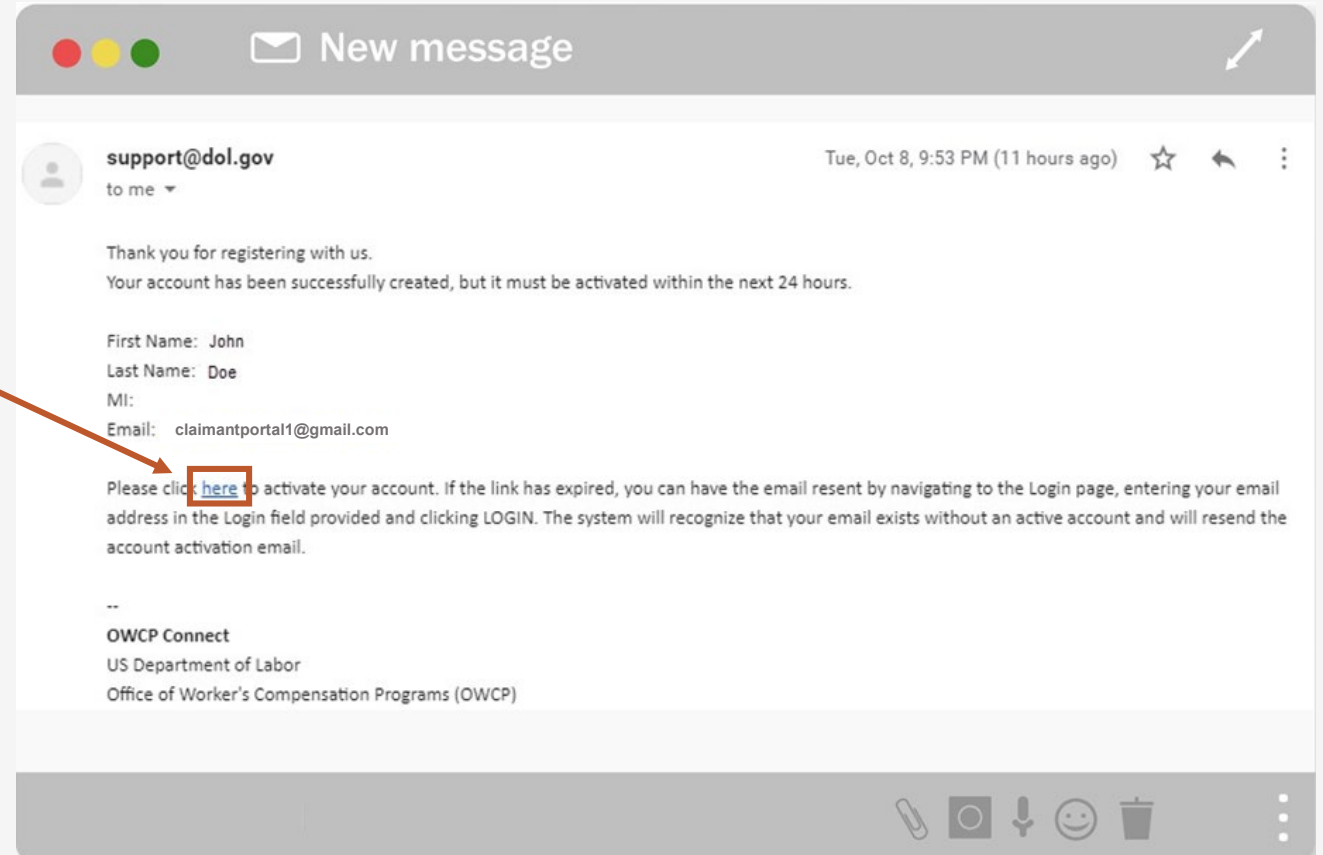
An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. The link provided in the email is available for 24 hours.

RESEND EMAIL

OWCP Connect Registration

Look for email from: **support@dol.gov**.

11. Click the "here" link.



OWCP Connect Registration

At the login page, the provider will see a banner message letting them know that their account has been successfully activated.

12. The provider will again enter their email address and click "Login".

13. The provider will enter their password and click "Submit".

The provider will then be taken to the WCMBP Provider Portal.

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.

Login

Welcome  verify your security image and enter password.

Security Image



Key Phrase Spring

Password *

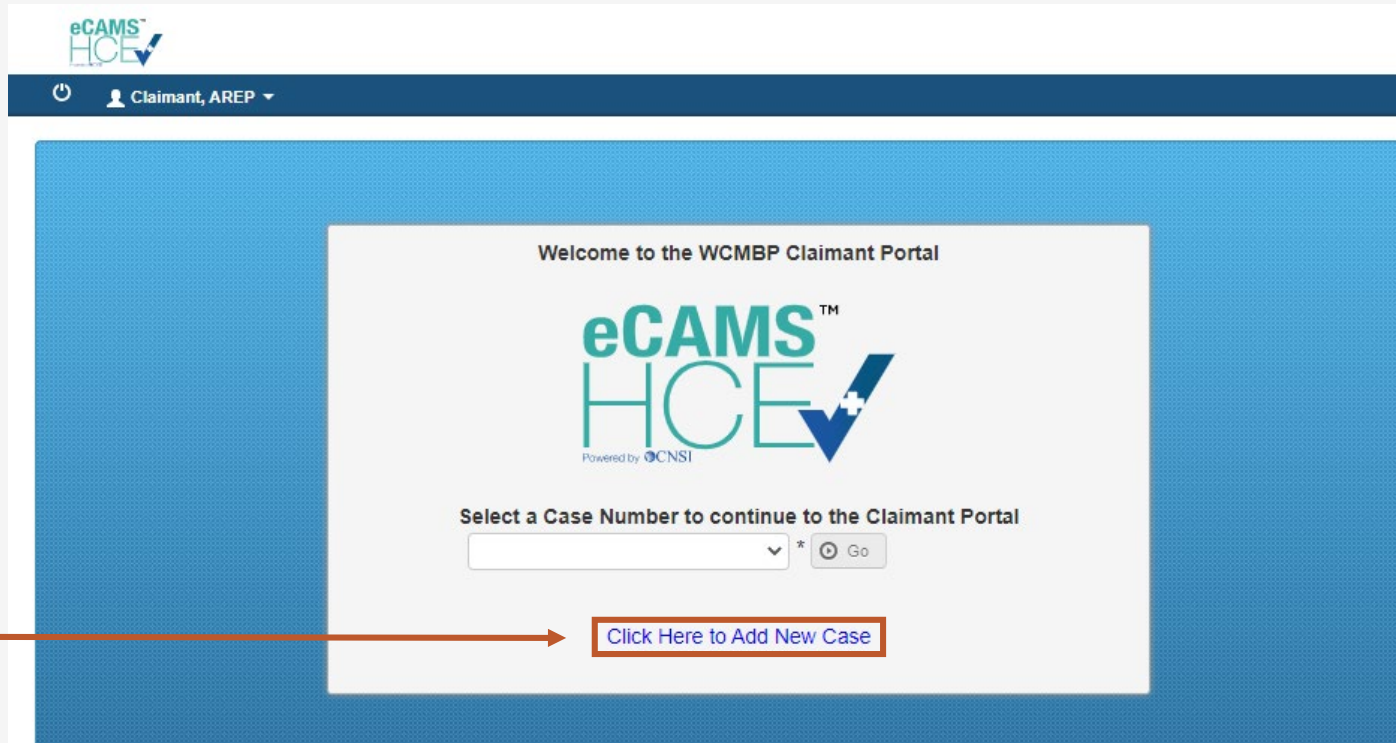
* Required Field

SUBMIT

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):

18. Click the hyperlink; "Click Here to Add New Case".



The screenshot shows the WCMBP Claimant Portal interface. At the top, there is a header with the eCAMS HCE logo and a user profile icon labeled "Claimant, AREP". Below the header, a large blue banner contains a white box with the following content: "Welcome to the WCMBP Claimant Portal", the eCAMS HCE logo (powered by CNSI), and the text "Select a Case Number to continue to the Claimant Portal". Below this text is a dropdown menu with a downward arrow, followed by an asterisk and a "Go" button. A red arrow points from the text "Click Here to Add New Case" in the instructions to a blue hyperlink with the same text, which is enclosed in a red rectangular box.

WCMBP Claimant Portal

The Authorized Representative must complete all required fields.

19. Enter the Authorized Representative or Attorney Details (First Name, Last Name, Representative ID)
20. Enter the Case Details (Program, First Name, Last Name, SSN, and Date of Birth)
21. Click "Submit".

The screenshot shows the 'eCAMS HCEV' portal interface. The top navigation bar includes a power icon, a user icon, and the text 'Claimant, AREP'. Below this is a 'Help' button. The main content area has two sections: 'Authorized Representative/Power of Attorney Details' and 'Case Details'. The first section contains fields for 'First Name' (value: arepfirst), 'Last Name' (value: areplast), and 'Representative ID'. The second section contains fields for 'Program' (value: DCMWC), 'Case ID', 'First Name', 'Last Name', 'Middle Name', 'SSN', and 'Date of Birth'. At the bottom right of the form are 'Close' and 'Submit' buttons. Red boxes and arrows from the instructions point to the required fields in both sections.

Program:	DCMWC
Representative ID:	[1234567890]
AR/POA Name:	As mentioned above
Case ID:	As mentioned in the table below
Claimant Name:	As mentioned in the table below
Claimant Social Security Number (SSN):	Obtain from the claimant
Claimant Date of Birth:	Obtain from the claimant

Below is the Case ID(s) that you are listed as an Authorized Representative or Power of Attorney.

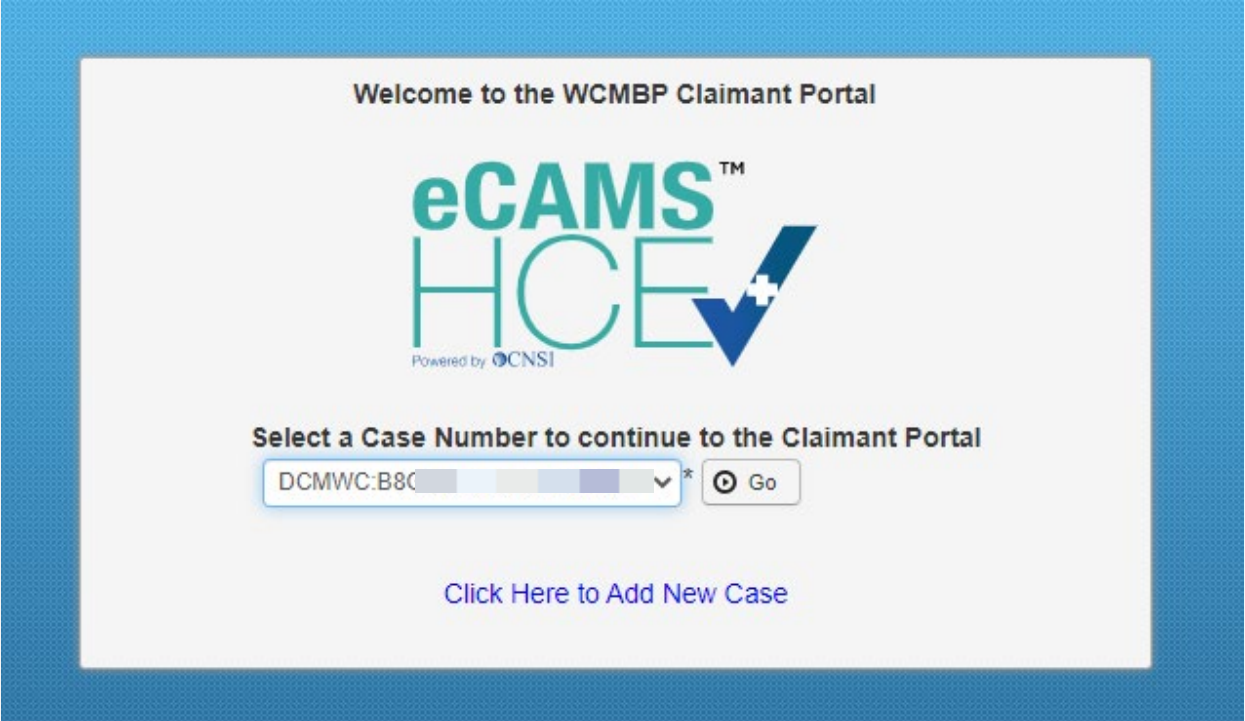
Claimant Name	Case ID
John Doe	99998877

ABOVE IMAGE IS ONLY AN EXAMPLE

Sample from letter sent to Authorized Representative or Attorney with pertinent information to add a New Case.

Entering Claimant Portal for Selected Claimant Case Number

To access the Claimant Portal and the associated cases, select the case from the drop-down and click "Go".



The screenshot shows the WCMBP Claimant Portal interface. At the top, it says "Welcome to the WCMBP Claimant Portal". Below this is the "eCAMS HCE" logo, which includes a blue checkmark with a white cross and the text "Powered by CNSI". The main instruction is "Select a Case Number to continue to the Claimant Portal". There is a dropdown menu with "DCMWC:B8C" selected, followed by an asterisk. To the right of the dropdown is a "Go" button with a play icon. At the bottom, there is a link that says "Click Here to Add New Case".

Claimant Portal View

After selecting the case and clicking "Go," you will be taken to the Claimant Portal for the associated case number.

The links on the left provide the functions that are available to the Authorized Representative within the Claimant Portal.

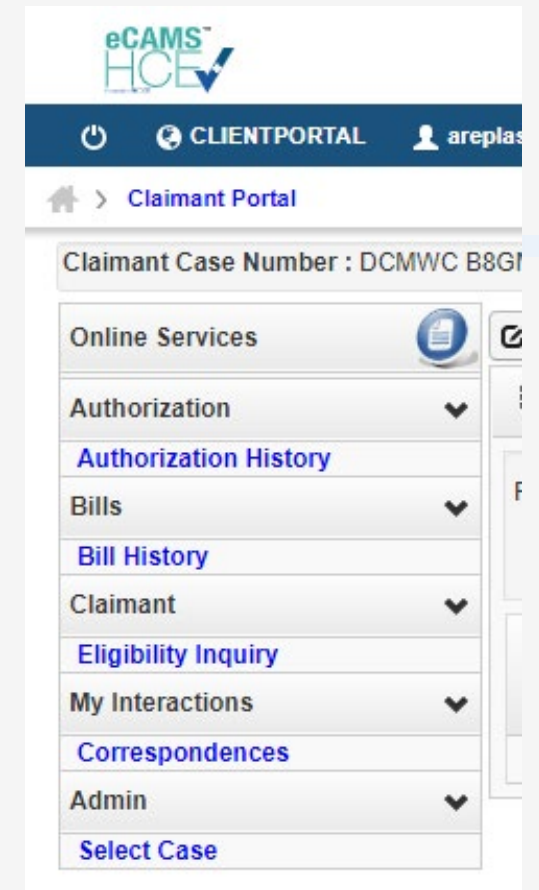
The screenshot displays the eCAMS HCE Claimant Portal. The top navigation bar includes the eCAMS HCE logo, a power icon, 'CLIENTPORTAL', a user profile 'areplast, arefirst', a 'Profile: null' dropdown, and links for 'External Links', 'My Favorites', and 'Help'. Below this, a breadcrumb trail shows 'Home > Claimant Portal'. The main content area features a search bar with 'Claimant Case Number : DCMWC B' and a 'Name:' field. On the left, a sidebar titled 'Online Services' contains a 'ManageAlerts' button and a list of links: 'Authorization', 'Authorization History', 'Bills', 'Bill History', 'Claimant', 'Eligibility Inquiry', 'My Interactions', 'Correspondences', 'Admin', and 'Select Case'. The main panel is titled 'My Reminders' and includes a filter section with 'Filter By' dropdowns, a 'Read Status' dropdown, and a 'Go' button. Below the filter section is a table with columns: 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table currently displays 'No Records Found !'.

	Alert Type ▲▼	Alert Message ▲▼	Alert Date ▲▼	Due Date ▲▼	Read ▲▼
No Records Found !					

Online Functionality

The following are the functions of the online services on the left side of the Claimant Portal home page:

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



Thank you!

CNSI is excited about being the new medical bill processing agent for OWCP programs and to continue working with each of you!

Email: CNSIOWCPOutreach@cns-inc.com

Call Center:

Division of Federal Employees' Compensation
(DFEC) 1-844-493-1966

Division of Energy Employees
Occupational Illness Compensation
(DEEOIC) 1-866-272-2682

Division of Coal Mine Workers' Compensation
(DCMWC) 1-800-638-7072