

# Navigating Bill Processing Portal



# Navigating Bill Processing Portal

- How to access DFEC's web bill processing portal
- Use the portal to check:
  - Eligibility and accepted conditions
  - Bill status
  - Medical authorizations
  - Provider search



# Web Bill Processing Portal

DFEC's Web Bill Processing Portal is used by providers, claimants and employing agencies.

- Provider Enrollment
- Online Provider Update
- Medical Bill Submission
- Medical Bill Inquiry
- Eligibility and Accepted Condition Inquiry
- Medical Authorization Request
- Medical Authorization Inquiry
- Provider Payment Status Inquiry
- Provider Search



# How to Access the Web Bill Processing Portal

- The easiest way to access the portal is through the Agency Query System (AQS)



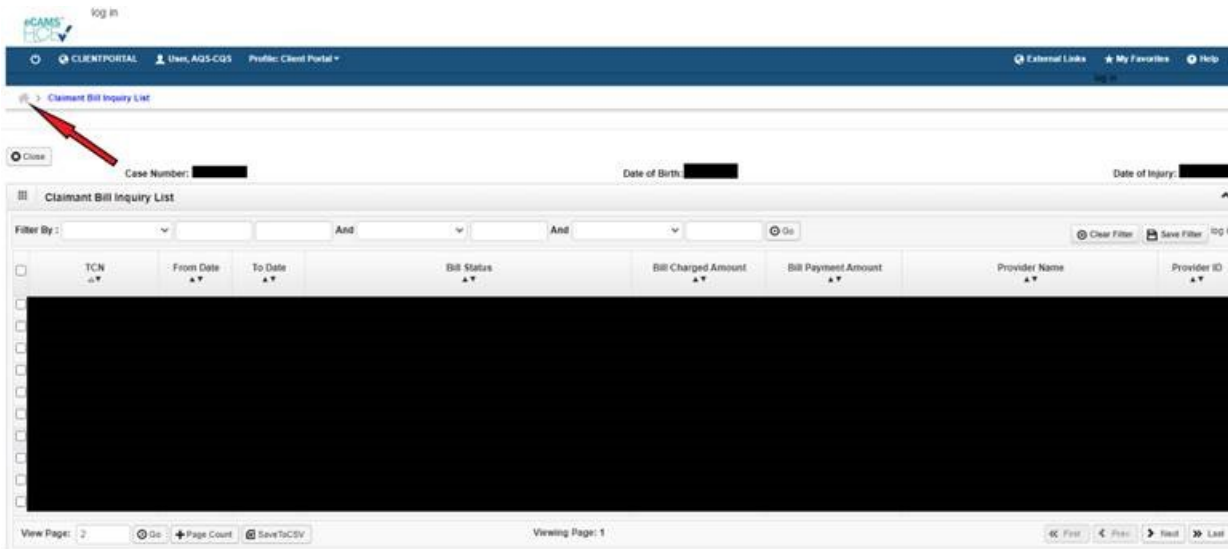
# Accessing the Portal through AQS

- Log into ECOMP, click on AQS link, select the case, and then click on Bill Pay Inquiry link

The screenshot displays the ECOMP portal interface. At the top left is the ECOMP logo and the text 'UNITED STATES DEPARTMENT OF LABOR'. To the right are navigation links: 'MY DASHBOARD', 'FORMS', 'DOCUMENTS', 'REPORTS', and 'HELP'. Below the logo is the breadcrumb 'HOME / AQS/HOUSE / CASE REVIEW'. The main content area shows case details for 'CASE 252122909'. The details include: Agency: 0000.X4 - IX ECOMP TEST (DO NOT USE), OFFICE OF ECOMP TESTING - OWEP TEST AGENCY; Adjudication Status: 00; Current Case Status: MC - 05/09/2020 - Medical Benefits Only; Conditions Accepted: (empty). On the right side of the details, there are fields for Name: PHYLLIS MARIE TESTCASE, Master: N/A, and SSN: [REDACTED]. A red arrow points to the 'Bill Pay Inquiry' link. Other links include 'Exit Case', 'Pharmacy Benefits', and 'View More...'. Below the details is a tabbed interface with three tabs: 'CASE STATUS' (selected), 'CA-7 TRACKING', and 'COMP. PAY HISTORY'. Underneath are four expandable sections: 'Case History Information', 'COP Nurse Information', 'Injury Information', and 'Authorized CA-16s', each with a plus sign icon.

# Web Portal

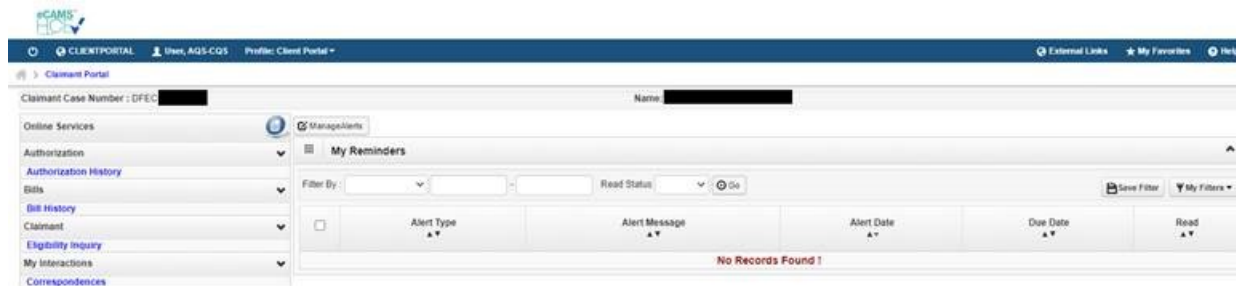
- The default screen is Claimant Bill Inquiry List
- Click on Home icon to access the Query Options



# Web Portal Query Options

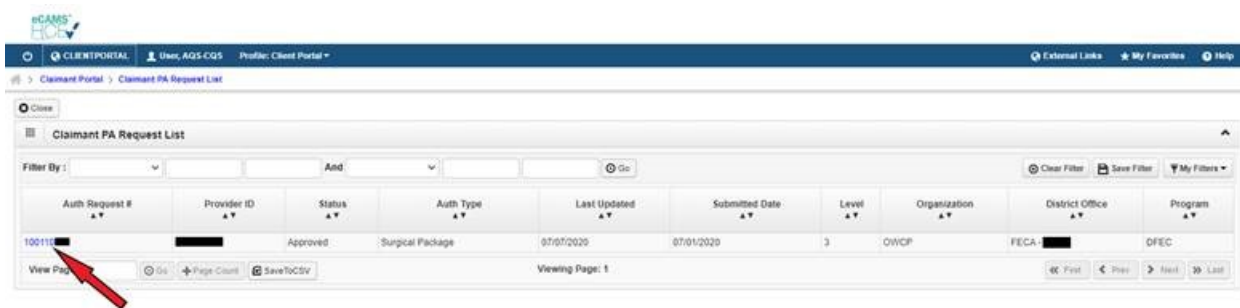
## Web Portal

- Authorization History
- Bill History
- Eligibility Inquiry
- Correspondences



# Medical Authorization List

- Click on Auth Request # link for additional information on what was requested
- Use the Filter By option to narrow the search result



The screenshot displays the 'Claimant PA Request List' interface. At the top, there is a navigation bar with 'CLIENTPORTAL', 'User: AGS-CGS', and 'Profile: Client Portal'. Below this is a breadcrumb trail: 'Claimant Portal > Claimant PA Request List'. A 'Filter By' section is visible with two input fields and an 'And' dropdown, along with 'Clear Filter', 'Save Filter', and 'My Filters' buttons. The main table has the following columns: 'Auth Request #', 'Provider ID', 'Status', 'Auth Type', 'Last Updated', 'Submitted Date', 'Level', 'Organization', 'District Office', and 'Program'. A red arrow points to the 'Auth Request #' column header. The table contains one row of data:

Auth Request #	Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	Program
100111	[REDACTED]	Approved	Surgical Package	07/07/2020	07/01/2020	3	OWCP	FECA: [REDACTED]	DFEC

At the bottom of the table, there are controls for 'View Page', 'Page Count', 'Save To CSV', and 'Viewing Page: 1'. Navigation buttons for 'First', 'Prev', 'Next', and 'Last' are also present.



# Claimant Bill Inquiry List

- Click on TCN link for additional information on each bill
- Use the Filter By option to narrow the search result

Close

Case Number: [REDACTED] Date of Birth: [REDACTED] Date of Injury: [REDACTED]

Claimant Bill Inquiry List

Filter By: [ ] And [ ] And [ ] [Go] [Clear Filter] [Save Filter] [My Filters]

<input type="checkbox"/>	TCN ▲▼	From Date ▲▼	To Date ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Provider Name ▲▼	Provider ID ▲▼
<input type="checkbox"/>	0162717180730	09/15/2016	09/15/2016	1. For more detailed information, see remittance advice.	\$118.80	\$118.80	DUMMY PROVIDER	999999991

View Page: 1 [Go] [Page Count] [SaveToCSV] Viewing Page: 1 [First] [Prev] [Next] [Last]

# Checking Eligibility

Eligibility Inquiries include:

- Non-Pharmacy Services
- Accepted Conditions

The screenshot shows the 'Claimant Eligibility Inquiry' form in the eCAMS HOE Client Portal. The form is titled 'Claimant Eligibility Inquiry' and includes a 'Close' button and a 'Submit' button. Below the title, there is a section for selecting the inquiry type: 'Non-Pharmacy Services' (selected) and 'Accepted Conditions (DFEC, DEEOIC and DLHWC Only)'. The main section is 'Eligibility for Non-Pharmacy Services' and contains the following fields:

- Provider ID: [Text Input]
- Program Code: DFEC [Dropdown]
- Case ID: [Text Input]
- Diagnosis Codes: [Text Input] (At least one Diagnosis Code is required.)
- Procedure Code: [Text Input] OR Revenue Code: [Text Input]
- NDC Code: [Text Input] (Required for Unspecified J-Codes)
- Procedure Code: [Text Input] (If required by Revenue/Procedure Code Matrix)
- Date of Service: [Text Input]

Additional instructions for the Diagnosis Codes field: 'Please Don't enter DOT (".") When entering Diagnosis code. For e.g. enter 00899, for the diagnosis code 008.69.'

# Accepted Condition Inquiry

- Select Accepted Conditions and click on Submit

The screenshot shows the 'Claimant Eligibility Inquiry' form in the eCAMS HCE Client Portal. The form has two radio buttons: 'Non-Pharmacy Services' and 'Accepted Conditions (DFEC, DEEOIC and DLHWC Only)'. The 'Accepted Conditions' option is selected. Below the radio buttons, there are fields for 'Case ID', 'Program Code' (set to DFEC), and 'Date of Service'. A red arrow points to the 'Submit' button in the top right corner of the form.

- Query returns all accepted conditions as of the date it is run or the Date of Service

The screenshot shows the 'Accepted Conditions' query results table in the eCAMS HCE Client Portal. The table has columns for 'Accepted Condition ID', 'Diagnosis Code', 'ICD 9/10', 'Modifier', 'Description', 'Start Date', and 'End Date'. The 'Diagnosis Code' column is redacted with a black box. The table contains five rows of data, all with a start date of 09/01/2016 and an end date of 12/31/2050.

Accepted Condition ID	Diagnosis Code	ICD 9/10	Modifier	Description	Start Date	End Date
1					09/01/2016	12/31/2050
2					09/01/2016	12/31/2050
3					09/01/2016	12/31/2050
4					09/01/2016	12/31/2050
5					09/01/2016	12/31/2050

# Checking Eligibility for Non-Pharmacy Services

Enter the following and click on Submit:

- Diagnosis Code(s)
- Procedure Code
- Approximate Date of Service

The screenshot shows the 'Claimant Eligibility Inquiry' form in the HCAMS Client Portal. The form is titled 'Claimant Eligibility Inquiry' and includes a 'Submit' button. Below the title, there is a section for 'Eligibility for Non-Pharmacy Services'. The form contains several input fields: 'Provider ID', 'Program Code' (set to DFEC), 'Case ID' (redacted), 'Diagnosis Codes' (set to M5106), 'Procedure Code' (set to 87750), 'NDC Code', 'Date of Service' (set to 09/02/2020), 'Revenue Code', and 'Procedure Code' (if required by Revenue/Procedure Code Matrix). The form also includes instructions for entering diagnosis codes and a note that at least one diagnosis code is required.

HCAMS  
CLIENT PORTAL User: AGS-C25 Profile: Client Portal External Links My Favorites Help

Claimant Portal > Claimant Eligibility Inquiry

Close Submit

### Claimant Eligibility Inquiry

Please select the inquiry type, complete the fields in the applicable section below, and click "Submit".

Non-Pharmacy Services:  Accepted Conditions (DFEC, DEEDIC and DLHVC Only)

#### Eligibility for Non-Pharmacy Services

Provider ID:

Program Code: DFEC

Case ID:

Diagnosis Codes: M5106  (At least one Diagnosis Code is required.)  
Please Don't enter DOT (.) When entering Diagnosis code. For e.g. enter 00669, for the diagnosis code 00.69

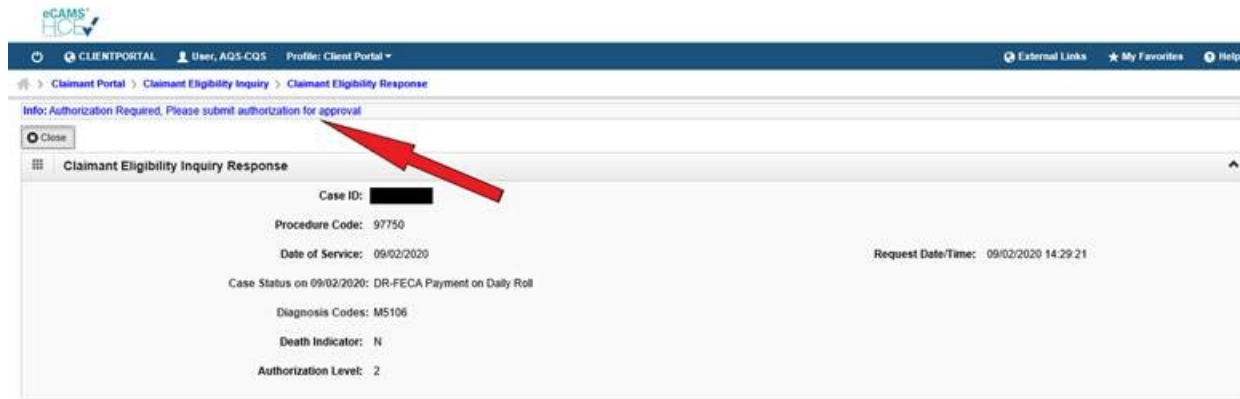
Procedure Code: 87750  OR Revenue Code:

NDC Code:  (Required for Unspecified J-Codes) Procedure Code:  (If required by Revenue/Procedure Code Matrix)

Date of Service: 09/02/2020

# Checking Eligibility for Non-Pharmacy Services

If both Diagnosis Code and Procedure Code are valid for case, user will see additional information:

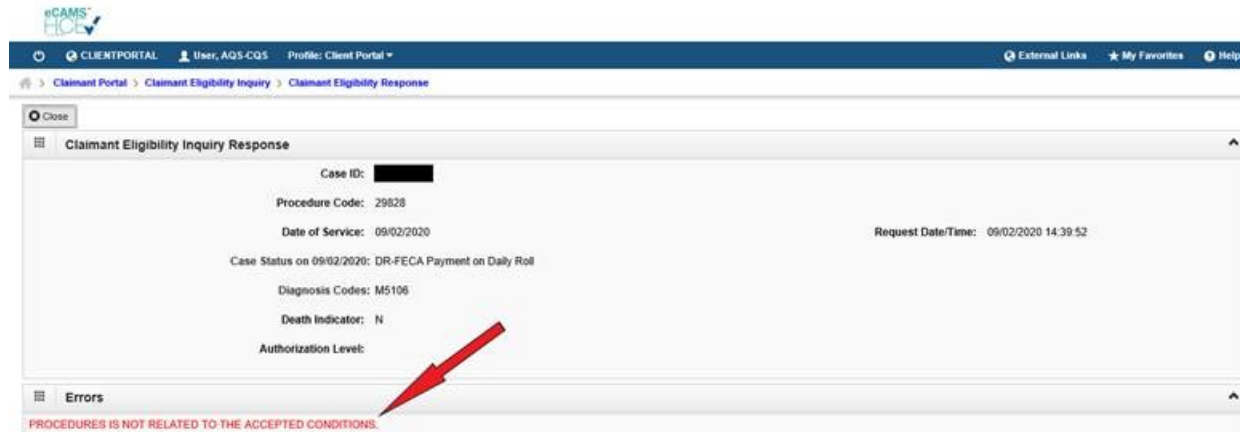


The screenshot shows the eCAMS HOV Client Portal interface. The breadcrumb trail is: Claimant Portal > Claimant Eligibility Inquiry > Claimant Eligibility Response. A message bar at the top reads: "Info: Authorization Required, Please submit authorization for approval". Below this, the "Claimant Eligibility Inquiry Response" section displays the following details:

- Case ID: [REDACTED]
- Procedure Code: 97750
- Date of Service: 09/02/2020
- Request Date/Time: 09/02/2020 14:29:21
- Case Status on 09/02/2020: DR-FECA Payment on Daily Roll
- Diagnosis Codes: M5106
- Death Indicator: N
- Authorization Level: 2

A red arrow points to the "Info" message bar.

If either Diagnosis Code or Procedure Code is invalid for case, user will see an error message:



The screenshot shows the eCAMS HOV Client Portal interface. The breadcrumb trail is: Claimant Portal > Claimant Eligibility Inquiry > Claimant Eligibility Response. The "Claimant Eligibility Inquiry Response" section displays the following details:

- Case ID: [REDACTED]
- Procedure Code: 29828
- Date of Service: 09/02/2020
- Request Date/Time: 09/02/2020 14:39:52
- Case Status on 09/02/2020: DR-FECA Payment on Daily Roll
- Diagnosis Codes: M5106
- Death Indicator: N
- Authorization Level:

Below the response section, an "Errors" section is visible with the message: "PROCEDURES IS NOT RELATED TO THE ACCEPTED CONDITIONS." A red arrow points to this error message.

# Pharmacy Benefits

Log into ECOMP, click on AQS link, select the case, and then click on Pharmacy Benefits link

The screenshot displays the ECOMP (United States Department of Labor) interface. At the top, there is a navigation menu with links for MY DASHBOARD, FORMS, DOCUMENTS, REPORTS, and HELP. Below this, a breadcrumb trail shows HOME / AQS HOME / CASE REVIEW. The main content area features a case summary for CASE 252122909, including details on Agency, Adjudication Status, Current Case Status, and Conditions Accepted. Personal information such as Name (PHYLLIS MARIE TESTCASE), Master (N/A), and SSN is also visible. A red arrow points to the 'Pharmacy Benefits' link in the top right corner of the case summary. Below the summary, there are three tabs: CASE STATUS (selected), CA-7 TRACKING, and COMP. PAY HISTORY. At the bottom, there are four expandable sections: Case History Information, COP Nurse Information, Injury Information, and Authorized CA-16s, each with a plus sign icon.

UNITED STATES DEPARTMENT OF LABOR  
ECOMP

MY DASHBOARD FORMS DOCUMENTS REPORTS HELP

HOME / AQS HOME / CASE REVIEW

CASE 252122909 [Exit Case](#)

Agency: 0000-X4 - XX ECOMP TEST (DO NOT USE), OFFICE OF ECOMP TESTING - OWCP TEST AGENCY [Pharmacy Benefits](#)

Adjudication Status: 00 [Bill Pay Inquiry](#)

Current Case Status: MC - 06/09/2020 - Medical Benefits Only

Conditions Accepted:

Name: PHYLLIS MARIE TESTCASE

Master: N/A

SSN: ●●●●●●●●

[View More](#)

CASE STATUS CA-7 TRACKING COMP. PAY HISTORY

Case History Information +

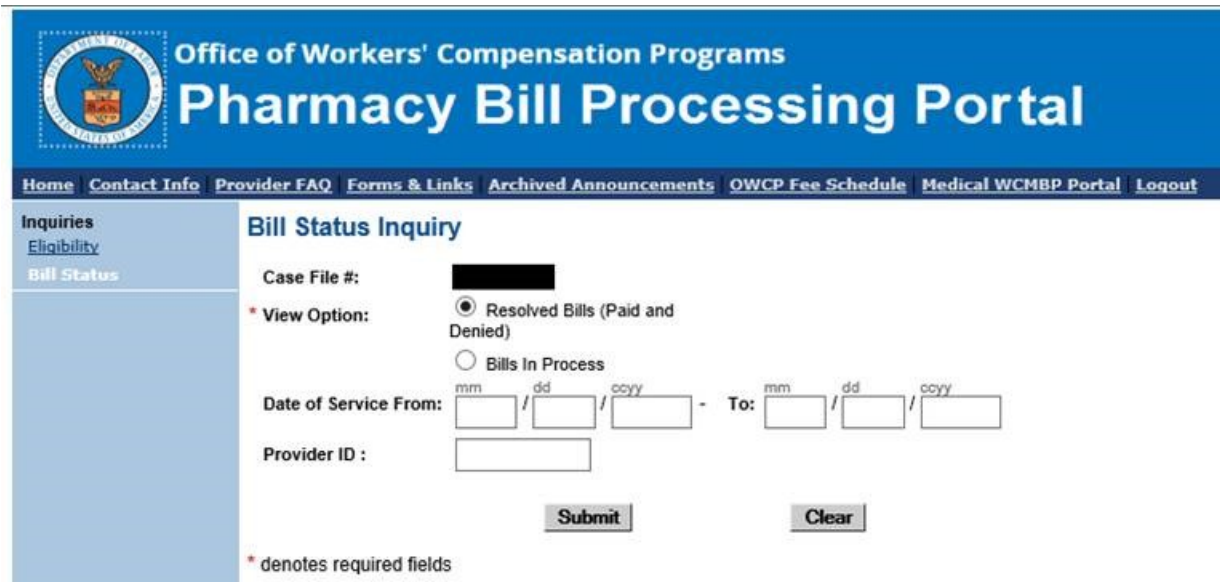
COP Nurse Information +

Injury Information +

Authorized CA-16s +

# Pharmacy Bill Inquiry

- Choose either Resolved Bills or Bills in Process and click Submit
- Narrow your search by date of service and/or OWCP Provider ID



The screenshot shows the 'Pharmacy Bill Processing Portal' for the 'Office of Workers' Compensation Programs'. The page has a blue header with the title and a navigation menu with links: Home, Contact Info, Provider FAQ, Forms & Links, Archived Announcements, OWCP Fee Schedule, Medical WCMBP Portal, and Logout. On the left, there is a sidebar with 'Inquiries' and sub-links for 'Eligibility' and 'Bill Status'. The main content area is titled 'Bill Status Inquiry' and contains the following fields:

- Case File #:** A blacked-out field.
- \* View Option:** Two radio buttons: 'Resolved Bills (Paid and Denied)' (selected) and 'Bills In Process'.
- Date of Service From:** A date range selector with fields for month (mm), day (dd), and year (ccyy), followed by a hyphen and 'To:' with similar fields.
- Provider ID:** A text input field.

At the bottom of the form are 'Submit' and 'Clear' buttons. A note at the bottom left states '\* denotes required fields'.

# Pharmacy Bill Inquiry

Click on TCN link for additional information

Office of Workers' Compensation Programs  
Pharmacy Bill Processing Portal

Home Contact Info Provider FAQ Forms & Links Archived Announcements OWCP Fee Schedule Medical WCHBP Portal Logout

Inquiries  
Eligibility  
Bill Status

### Bill Status Response - Bill List

A maximum of 200 bills can be retrieved for a bill status inquiry. More than 200 bills match the inquiry criteria entered. Please enter additional inquiry criteria to refine the results.

09/02/2020 02:34 EST

Inquiry Criteria  
Case File #: [REDACTED] View Options: Resolved Bills (Paid and Denied)

Please click a TCN link to view the detail for that bill.

Bills Retrieved from Inquiry Bills 1 - 25 of 201 [Next](#)

1. TCN: <a href="#">620223000220</a> [REDACTED]	Date of Service: 08/10/2020 - 08/10/2020	
Bill Status: PAID	RV Number: 117543	RV Date: 08/20/2020
Billed Amount: \$ 33.01	Paid Amount: \$ 33.01	
Bill Type: PHARMACY CLAIMS		
Payee Provider ID: 801036 [REDACTED]	Provider Type: PHARMACY	
Payee Provider Name: PMSI-VA		

2. TCN: <a href="#">620216000210</a> [REDACTED]	Date of Service: 08/03/2020 - 08/03/2020	
Bill Status: PAID	RV Number: 116296	RV Date: 08/13/2020
Billed Amount: \$ 33.01	Paid Amount: \$ 33.01	
Bill Type: PHARMACY CLAIMS		
Payee Provider ID: 801036 [REDACTED]	Provider Type: PHARMACY	
Payee Provider Name: PMSI-VA		

Office of Workers' Compensation Programs  
Pharmacy Bill Processing Portal

Home Contact Info Provider FAQ Forms & Links Archived Announcements OWCP Fee Schedule Medical WCHBP Portal Logout

Inquiries  
Eligibility  
Bill Status

### Bill Status Response - Bill Detail

09/02/2020 02:43 EST

TCN: 620223000220 [REDACTED]	Case File #: [REDACTED]
Bill Status: PAID	Date of Birth: [REDACTED]
RV Number: 117543	RV Date: 08/20/2020
Billed Amount: \$ 33.01	Paid Amount: \$ 33.01
Bill Type: PHARMACY CLAIMS	
Provider ID: 801036 [REDACTED]	Provider Type: PHARMACY
Provider Name: PMSI-VA	
Financial Intermediary ID: 801036 [REDACTED]	Financial Intermediary Name: PMSI-VA

Line Items

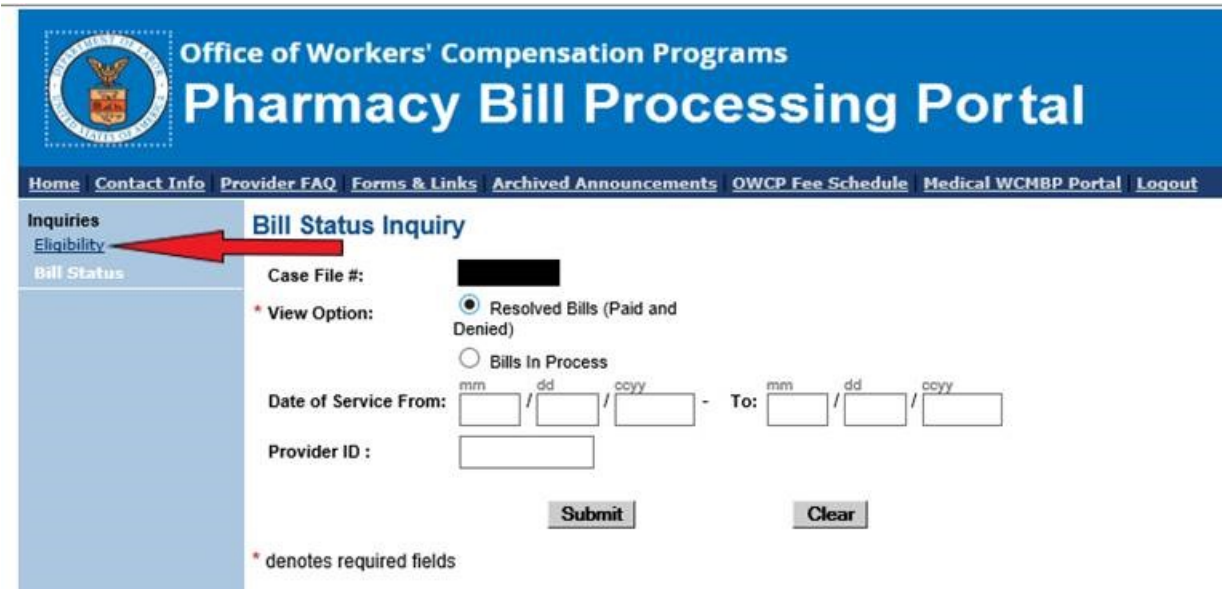
Date of Service From - To	LI Amount Billed	LI Amount Paid	NDC
08/10/2020 - 08/10/2020	\$ 88.03	\$ 33.01	00406012505

[Return to Bill List](#) [Return to Bill Inquiry](#)



# Checking Eligibility for Pharmacy Services

- Click on Eligibility link

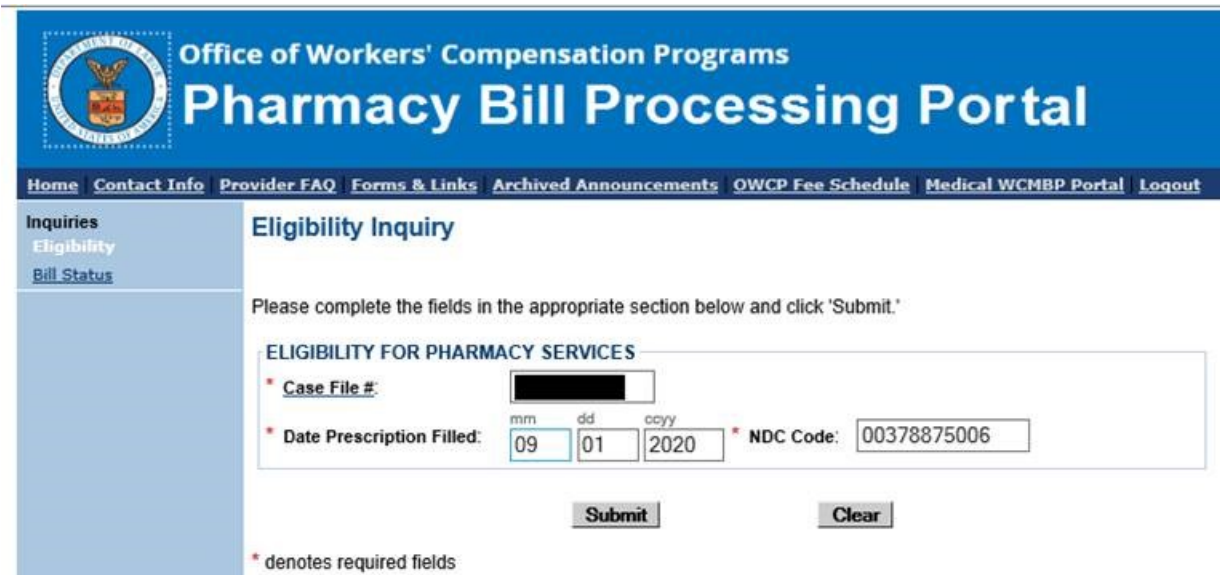


The screenshot displays the 'Office of Workers' Compensation Programs Pharmacy Bill Processing Portal'. The page features a blue header with the portal's name and a navigation menu with links for Home, Contact Info, Provider FAQ, Forms & Links, Archived Announcements, OWCP Fee Schedule, Medical WCMBP Portal, and Logout. On the left, a sidebar menu includes 'Inquiries', 'Eligibility', and 'Bill Status'. A red arrow points to the 'Eligibility' link. The main content area is titled 'Bill Status Inquiry' and contains a form with the following fields: 'Case File #' (with a redacted value), '\* View Option:' (with radio buttons for 'Resolved Bills (Paid and Denied)' and 'Bills In Process'), 'Date of Service From:' (with mm/dd/ccyy input boxes), 'To:' (with mm/dd/ccyy input boxes), and 'Provider ID:' (with an empty input box). 'Submit' and 'Clear' buttons are located below the form. A note at the bottom states '\* denotes required fields'.

# Checking Eligibility for Pharmacy Services

Enter the following:

- Valid case file number
- Approximate date prescription filled
- Valid National Drug Code (NDC)



The screenshot shows the 'Office of Workers' Compensation Programs Pharmacy Bill Processing Portal'. The page has a blue header with the state seal and navigation links: Home, Contact Info, Provider FAQ, Forms & Links, Archived Announcements, OWCP Fee Schedule, Medical WCMBP Portal, and Logout. A left sidebar contains 'Inquiries', 'Eligibility', and 'Bill Status'. The main content area is titled 'Eligibility Inquiry' and includes instructions: 'Please complete the fields in the appropriate section below and click 'Submit.''. Below this is a section for 'ELIGIBILITY FOR PHARMACY SERVICES' with the following fields: 'Case File #' (redacted), 'Date Prescription Filled' (mm/dd/yyyy) with values 09/01/2020, and 'NDC Code' (00378875006). 'Submit' and 'Clear' buttons are at the bottom. A note states '\* denotes required fields'.

Office of Workers' Compensation Programs  
**Pharmacy Bill Processing Portal**

[Home](#) [Contact Info](#) [Provider FAQ](#) [Forms & Links](#) [Archived Announcements](#) [OWCP Fee Schedule](#) [Medical WCMBP Portal](#) [Logout](#)

**Inquiries**  
[Eligibility](#)  
[Bill Status](#)

### Eligibility Inquiry

Please complete the fields in the appropriate section below and click 'Submit.'

**ELIGIBILITY FOR PHARMACY SERVICES**

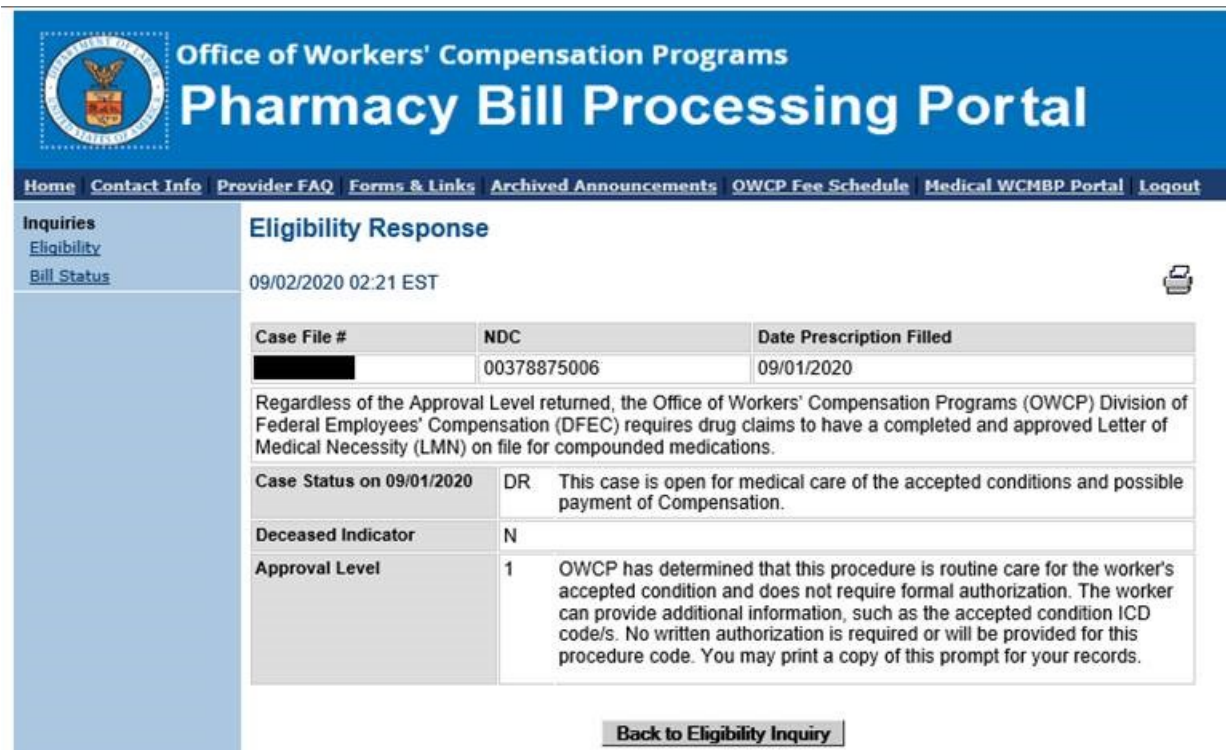
\* **Case File #:** [REDACTED]

\* **Date Prescription Filled:** mm dd yyyy 09 01 2020 \* **NDC Code:** 00378875006

\* denotes required fields

# Checking Eligibility for Pharmacy Services

If NOC entered is valid and is related to accepted condition, user will see a message indicating approval level of procedure and other case-specific information:




The screenshot displays the 'Office of Workers' Compensation Programs Pharmacy Bill Processing Portal'. The page title is 'Eligibility Response' and the date is '09/02/2020 02:21 EST'. A table provides details for a specific case, including the Case File #, NDC, and Date Prescription Filled. Below the table, a message states that regardless of the approval level, a Letter of Medical Necessity (LMN) is required for compounded medications. The 'Case Status on 09/01/2020' is 'DR', indicating the case is open for medical care. The 'Deceased Indicator' is 'N'. The 'Approval Level' is '1', with a detailed explanation that the procedure is routine care and does not require formal authorization.

**Office of Workers' Compensation Programs**  
**Pharmacy Bill Processing Portal**

[Home](#) [Contact Info](#) [Provider FAQ](#) [Forms & Links](#) [Archived Announcements](#) [OWCP Fee Schedule](#) [Medical WCMBP Portal](#) [Logout](#)

**Inquiries**  
[Eligibility](#)  
[Bill Status](#)

### Eligibility Response

09/02/2020 02:21 EST 

Case File #	NDC	Date Prescription Filled
██████████	00378875006	09/01/2020

Regardless of the Approval Level returned, the Office of Workers' Compensation Programs (OWCP) Division of Federal Employees' Compensation (DFEC) requires drug claims to have a completed and approved Letter of Medical Necessity (LMN) on file for compounded medications.

Case Status on 09/01/2020	DR	This case is open for medical care of the accepted conditions and possible payment of Compensation.
Deceased Indicator	N	
Approval Level	1	OWCP has determined that this procedure is routine care for the worker's accepted condition and does not require formal authorization. The worker can provide additional information, such as the accepted condition ICD code/s. No written authorization is required or will be provided for this procedure code. You may print a copy of this prompt for your records.

[Back to Eligibility Inquiry](#)

# Correspondences

- Documents related to bill payment and authorization may be retrieved in the web portal
- Click on a link to view the document

The screenshot displays the eCAMS web portal interface. The top navigation bar includes the eCAMS logo, user information (User: AQS-CQS, Profile: Client Portal), and utility links (External Links, My Favorites, Help). The breadcrumb trail indicates the current location: Claimant Portal > Correspondence Images List. The Client ID is redacted with a black box.

The main content area is divided into two sections:

- Correspondence Retrieval Page:** This section is currently empty, displaying "No Records Found!". It features a filter bar with "Filter By:" and "And" operators, and buttons for "Clear Filter", "Save Filter", and "My Filters". The table headers are: E2 VAULT KEY, CORRESPONDENCE TITLE, SENT BY, SENT DATE, JOB TYPE, STATUS, and CLAIMANT ID.
- Images/Attachments Retrieval Page:** This section contains a table of records. A red arrow points to the first record's repository key. The table headers are: REPOSITORY KEY, IMAGE TITLE, CREATED BY, CREATED DATE, RECEIVED DATE, and Claimant Id.

REPOSITORY KEY	IMAGE TITLE	CREATED BY	CREATED DATE	RECEIVED DATE	Claimant Id
<a href="#">IMG94295</a>	Authorization	DataConversionProcess	04/21/2020	09/20/2016	[Redacted]
<a href="#">IMG94295</a>	Authorization	DataConversionProcess	04/21/2020	09/20/2016	[Redacted]
<a href="#">IMG13212</a>	Bills-957	DataConversionProcess	04/21/2020	09/27/2016	[Redacted]
<a href="#">IMG13212</a>	Bills-957	DataConversionProcess	04/21/2020	09/27/2016	[Redacted]
<a href="#">IMG15675</a>	Bills-UB	DataConversionProcess	04/21/2020	10/06/2016	[Redacted]
<a href="#">IMG1912</a>	Remittance Vouchers	DataConversionProcess	04/21/2020	10/06/2016	[Redacted]

At the bottom of the page, there are controls for "View Page: 1", "Page Count", "SaveToCSV", and navigation buttons for "First", "Prev", "Next", and "Last".

# Provider Search

- Search results within this function will list only physicians who have agreed to have practice information available to users.
- This feature may be useful in initial choice of physician. However, an IW must submit a written request to OWCP with his/her reasons for desiring a change of physician and obtain prior approval.



# Provider Search

From the main page of the Bill Processing Portal  
<https://owcpmed.dol.gov>, click on Find a Provider



The screenshot shows the homepage of the Office of Workers' Compensation Programs Medical Bill Processing Portal. The header is blue with the portal's name and a search bar. A navigation menu includes Home, Provider, Login, Resources, Pharmacy/LMN, News, and Contact Us. The main content area features three columns: 'Providers' with 'Get Started' and 'Webinars and Tutorials' buttons; 'Need medical treatment?' with 'How to Search' and 'Find a Provider' buttons; and a 'Find a Provider' button. A red arrow points to the 'Find a Provider' button in the right column. Below the main content are three attention notices regarding provider profiles, address changes, and online authorization submissions.

Office of Workers' Compensation Programs  
**Medical Bill Processing Portal**

Search

Home Provider Login Resources Pharmacy/LMN News Contact Us

**Providers**  
For fast, easy payment of workers' compensation bills  
Get Started  
Webinars and Tutorials

**Need medical treatment?**  
Find a provider near you  
How to Search  
Find a Provider

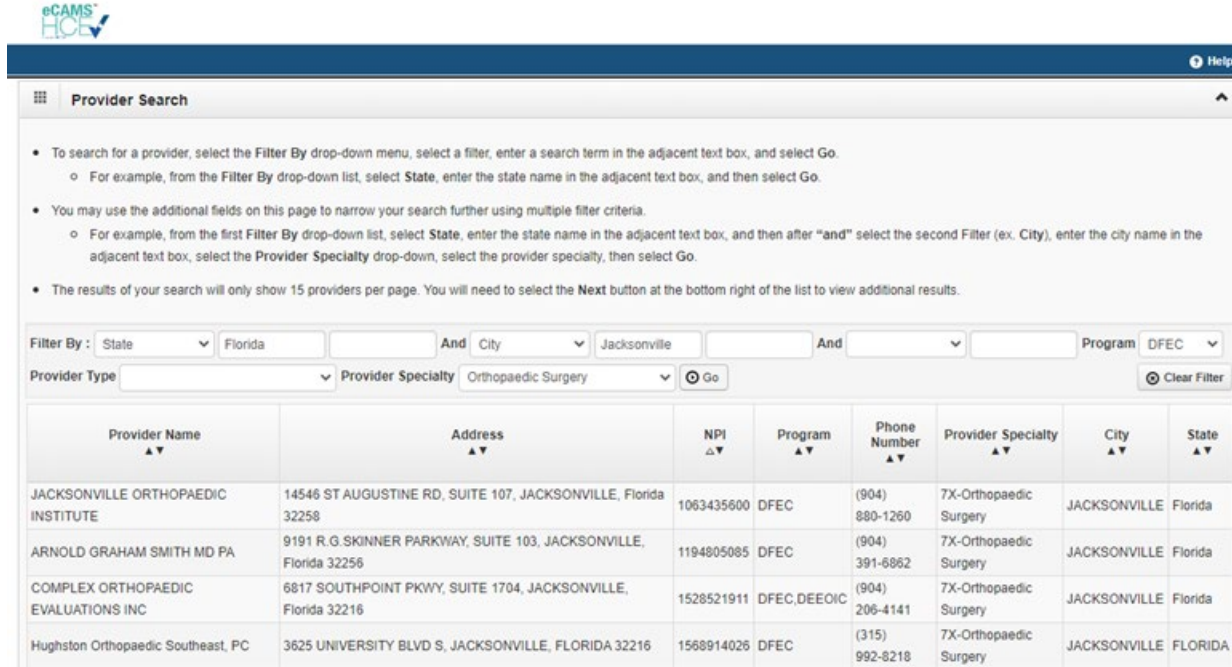
**ATTENTION:** To all Providers, a new Provider profile has been created and added to registered user accounts. For more this information [click here](#).

**ATTENTION | Effective August 1, 2020:** We have changed the addresses used for submitting paper correspondence, enrollment applications, authorizations, and bills. The new addresses can be found on the [Contact Us](#) page. Any mail received at the previous addresses will be forwarded. We encourage you to use the new addresses now to avoid delays in processing. Note: Forms are being updated. If your form contains a San Antonio, Texas address, please refer to the link above for the correct address.

**ATTENTION:** To all Providers, when completing online authorizations, you may upload attachments after reviewing and saving your request. However, please be sure to click the **Submit** button to transmit the authorization for processing.

# Provider Search

- Click on Agree button in the pop-up window, and select Filter By drop-down menu.
- Select a filter, enter a search term in the adjacent text box, and select Go.
- Providers matching filter criteria will be listed.



The screenshot displays the eCAMS HCE Provider Search interface. At the top left is the eCAMS HCE logo. The page title is "Provider Search". Below the title is a help icon and a "Help" link. The main content area contains instructions for searching for a provider, including a "Filter By" dropdown menu, a search term input box, and a "Go" button. Below the instructions is a search form with the following fields: "Filter By" (State), "Florida", "And", "City", "Jacksonville", "And", "Program", "DFEC", "Provider Type", "Provider Specialty", "Orthopaedic Surgery", "Go", and "Clear Filter". Below the search form is a table of search results.

Provider Name	Address	NPI	Program	Phone Number	Provider Specialty	City	State
JACKSONVILLE ORTHOPAEDIC INSTITUTE	14546 ST AUGUSTINE RD, SUITE 107, JACKSONVILLE, Florida 32258	1063435600	DFEC	(904) 880-1260	7X-Orthopaedic Surgery	JACKSONVILLE	Florida
ARNOLD GRAHAM SMITH MD PA	9191 R.G.SKINNER PARKWAY, SUITE 103, JACKSONVILLE, Florida 32256	1194805085	DFEC	(904) 391-6862	7X-Orthopaedic Surgery	JACKSONVILLE	Florida
COMPLEX ORTHOPAEDIC EVALUATIONS INC	6817 SOUTHPOINT PKWY, SUITE 1704, JACKSONVILLE, Florida 32216	1528521911	DFEC,DEEOIC	(904) 206-4141	7X-Orthopaedic Surgery	JACKSONVILLE	Florida
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# Injured Worker Access to Bill Processing Portal

Injured workers must verify their identities in ECOMP to access medical and pharmacy benefit information.

- Click [here](#) to read or print a tutorial on how to verify identity in ECOMP.
- Click [here](#) to view a video tutorial.

Identity-verified injured workers may access medical and pharmacy benefit information by clicking on a case on the ECOMP dashboard.

The screenshot shows the ECOMP dashboard interface. At the top left is the ECOMP logo and navigation links like 'HOME / MY DASHBOARD'. At the top right are links for 'MY DASHBOARD', 'NEW CLAIM', 'DOCUMENTS', 'HELP', and 'JOHN DOE'. The main heading is 'Welcome to your ECOMP Dashboard'. Below this is a large text box with instructions on how to use the dashboard, including links for filing claims, viewing documents, and reviewing cases. At the bottom, there is a search bar and a table with three tabs: 'Cases (12)', 'Draft Forms (1)', and 'Action Required (0)'. The 'Cases (12)' tab is active, showing a table with columns for 'ECN/Case Number', 'Date of Injury', 'Agency', and 'Status'. A red arrow points to the first row of the table, which contains the case number 'Case Number 252122909', the date '06/01/2014', the agency '9000-XA OFFICE OF ECOMP TESTING', and the status 'Unreviewed'.

ECN/Case Number	Date of Injury	Agency	Status
Case Number 252122909	06/01/2014	9000-XA OFFICE OF ECOMP TESTING	Unreviewed



# Injured Worker Access to Bill Processing Portal

- After selecting a case, click on either Bill Pay Inquiry or Pharmacy Benefits link to access medical or pharmacy benefit information for that case.

[HOME](#) / CASE REVIEW

[Return to Dashboard](#)

**CASE 252122909**

Agency: 0000-X4 - XX ECOMP TEST (DO NOT USE), OFFICE OF ECOMP TESTING - OWCP TEST A...  
Adjudication Status: 00  
Current Case Status: MC - 06/09/2020 - Medical Benefits Only  
Conditions Accepted:

Name: PHYLLIS MARIE TESTCASE  
Master: N/A  
SSN: ●●●●●●●●

[View More +](#)

[Pharmacy Benefits](#)  
[Bill Pay Inquiry](#)

FORMS    CASE STATUS    CA-7 TRACKING    COMP. PAY HISTORY    **LETTERS**

Overdue Response (1)	Response Required (0)	Completed Response (3)	Informational Letters (5)	
Request Type	Date of Injury	Organization	Response Due	Request Creat.
Request for Information - Compensation Claim	06/01/2014	OWCP TEST AGENCY	09/01/2020	08/25/2020

Click [here](#) to read or print a tutorial on the verified claimant's ECOMP experience.

Click [here](#) to view a video tutorial.

# Questions

DFEC's web bill processing portal is used by providers, claimants, and employing agencies for:

- a) Medical Bill Inquiry
- b) Eligibility and Accepted Condition Inquiry
- c) Medical Authorization Request
- d) Provider Payment Status Inquiry
- e) Provider Search
- f) All of the above

# Questions

DFEC's web bill processing portal can be utilized to check eligibility for pharmacy, as well as non-pharmacy related services.

- a) True
- b) False

# Questions

DFEC's web bill processing portal can help providers see all of the following except:

- a) If a bill is paid
- b) If OWCP received a medical report
- c) If a medical authorization request was received
- d) If a procedure is authorized
- e) Why a bill was denied

# Questions

The Provider Search function on DFEC's web bill processing portal will list all physicians in the country, as well as overseas.

- a) True
- b) False

# Take Away Tips

1. The web bill processing portal is used by providers, claimants and employing agencies.
2. The injured workers and the employing agencies must access the bill processing portal through ECOMP.
3. The web portal can be used to check Eligibility & Accepted Conditions, Bill Status, Medical Authorization, and to perform a Provider Search.
4. When accessing the Provider Search, the results within this function will list only physicians who have agreed to have practice information available to users. This feature may be useful in initial choice of physician. However, an injured worker must submit a written request to OWCP with his/her reasons for desiring a change of physician and obtain prior approval.