

## **ECOMP - Electronic Document Submission Frequently Asked Questions**

### **Do I need to register with ECOMP in order to electronically upload a document?**

You do NOT need to register in ECOMP. All you need to upload a document is the case number, as well as the claimant's last name, date of birth and date of injury.

### **Can I file a form using the Electronic Document Submission process in ECOMP?**

Forms should not be submitted via the "upload document" feature in ECOMP. If your agency enrolls in ECOMP for electronic form filing, you may be able to register and then use the "file a form" portion of ECOMP. If your agency is not enrolled in ECOMP, you will receive a message telling you so and you should contact your agency for instructions on how to file a claim form.

### **Can I submit any kind of document through ECOMP?**

Most documents related to a case file can be submitted via this process in ECOMP, but a few cannot.

- Claim forms for new injuries and/or compensation (CA-1, CA-2, CA2a, CA-5 and CA-7) must be submitted through the Employing Agency. Some agencies use a different component of ECOMP for this process, but check with your Supervisor or Injury Compensation Specialist for more information on filing these forms. Also, CA-16 forms issued by the Employing Agency should not be uploaded via ECOMP.
- Medical bills and requests for authorization of medical procedures from medical providers must be submitted through [OWCP's Central Billing and Authorization Facility](#).
- Claims for reimbursement must be submitted through the central mailroom at U.S. Department of Labor, DFEC Central Mailroom, PO Box 8300, London, KY 40742-8300
- A request for an appeal with the Employees' Compensation Appeals Board should be addressed to: Employees' Compensation Appeals Board, 200 Constitution Avenue NW, Room S-5220, Washington, DC 20210. Review any formal decision you may have received for more information regarding the appellate process.

### **When will my Claims Examiner receive my document?**

Documents should be uploaded into the case file, and viewable by OWCP, within 4 hours.

## **What document types can be uploaded with ECOMP?**

You can upload the following document types with ECOMP:

.jpg .jpeg .gif .png .tif .txt .rtf .pdf .doc .docx

## **What if I can't access a case to upload a document?**

Remember, you can only upload documents to an existing OWCP case file, and the 4 pieces of identifying information (case number, last name, date of birth and date of injury) must match exactly. ECOMP does not provide a query feature, so if you cannot access a case with the information that you have, please contact your [District Office](#).

## **Should I upload documents individually or should I combine them if they are for the same case?**

Upload one document at a time. For instance, if you are uploading an operative report, a treatment note and a job offer for the same case, these should be uploaded as 3 distinct documents, as opposed to 1 combined document.

## **What if a document is too large?**

ECOMP limits the size of the document that can be uploaded to 10 pages or 5mb. This size limit should accommodate most document types related to the claims process. A few things to keep in mind if your document is too large:

- If you have the document in electronic format already, try uploading it in the original format rather than printing and scanning, which can make the document size larger.
- If the file size is too large, try saving the document with a .png, .tif, .pdf, or .jpg file type. These are usually smaller.
- Be sure you are uploading one document at a time. As noted above, if you are uploading multiple document types, they should be uploaded as distinct documents, as opposed to a single combined document.
- If your document is a color document, scan it in black and white instead. Even if you submit a color document, it will be converted to a standard black and white format when uploaded into the case file. Using black and white, as opposed to color, will decrease the file size.

- Check your scanning resolution or image quality. When documents are uploaded into the case file, they will be converted to 200 dpi (dots per inch) so scanning at a greater dpi, which increases the document size, is unnecessary.

### **Do I need to keep the Document Control Number (DCN) number for future use?**

You can enter the DCN into the **Track Status** feature in ECOMP to see whether the document has been received by DFEC. Beyond that, however, you would need to contact the District Office handling the case for further information regarding the disposition of that document. The Claims Examiner will NOT need to have the DCN to locate the document.

### **What category should I select for a document?**

ECOMP provides 19 choices for document type. Choose the most appropriate option, but note there are no negative consequences for selection of a wrong category. The document will still be uploaded into the case file and available to OWCP.

General Inquiry (Non-Medical) – This category should be used for essentially any document that is not included in one of the other more specific categories noted below. Documents in this category would include general inquiries about the claim addressed to the Claims Examiner.

Medical – This category should be used for any type of medical document, i.e. treating physician notes, diagnostic tests, operative reports, CA20 forms, work tolerance limitations forms (OWCP5a, b, & c), physical therapy notes, functional capacity evaluations, etc.

Nurse – This category should be used for documents specifically pertaining to OWCP's Nurse Intervention Program, i.e. communication from the Field Nurse to the Claims Examiner. Documents obtained by the Field Nurse that fit another category should be indexed accordingly, i.e. if the Field Nurse obtains an operative report, it would be indexed as Medical. *Note – If you are not an OWCP Field Nurse, you will not need to use this category.*

Rehab - This category should be used for documents specifically pertaining to OWCP's Vocational Rehabilitation Program, i.e. communication from the Rehabilitation Counselor to the Claims Examiner. Documents obtained by the Rehabilitation Counselor that fit another category should be indexed accordingly, i.e. if the Rehabilitation Counselor obtains a functional capacity evaluation, it would be indexed as Medical. *Note – If you are not an OWCP Rehabilitation Counselor, you will not need to use this category.*

EFT (Direct Deposit) Form – This category should be used to upload Form SF-1199a or equivalent to enroll to receive compensation electronically via direct deposit.

CA-1032 Form (Completed and Signed) – This category should be used by injured workers who have received Form CA-1032 from OWCP, to upload the form after it has been completed and signed.

Address Change – This category should be used to report a change of address to OWCP.

Attorney Fee Request – This category should be used by attorneys to submit requests for approval of fees charged to the injured worker for representation, prior to collection.

Bill Payment Issue – This category should be used to request assistance with issues concerning payment of medical bills

Case Copy/Document Request – This category should be used to request a copy of the case file or documents from the case. Only the injured worker, authorized representative or employing agency (with limitations) may request copies of case documents.

CA-7 Status Question – This category should be used to submit questions pertaining to the status of a CA-7 form filed to claim compensation in the case.

Designation of Representative – This category should be used to notify OWCP that the injured worker has designated a representative to communicate with OWCP about the case.

Election (FECA/OPM/VA/FERS Offset) – This category should be used to submit a completed election of benefits form or other correspondence pertaining to an election between FECA and other federal benefits that the injured worker is entitled to.

Employer's Claim Challenge – This category should be used by an employing agency when it wishes to challenge the validity of an employee's claim for FECA benefits.

Job Offer Copies – Acceptances and Copies for the File – This category should be used to provide OWCP with a copy of a modified duty job offer that has been accepted by an injured worker.

Job Offer Rejections or Non-Responses – This category should be used to provide OWCP with a copy of a modified duty job offer that has been declined by the injured worker, or for which response was not received.

Reconsideration Request – This category should be used by an injured worker or representative to submit a formal request for reconsideration in appeal of an adverse decision issued by OWCP.

Request for Authorization – This category should be used to submit correspondence pertaining to requests for authorization of medical services by OWCP. **Please note that medical providers**

**should not upload medical authorization requests to case files, but should instead follow the established procedure for requesting medical authorization via OWCP's vendor.**

Request for Hearing/Review of the Written Record – This category should be used by an injured worker or representative to request a hearing or review of the written record by the Branch of Hearings and Review, in appeal of an adverse decision issued by OWCP.

**Will I be able to see my document in ECOMP after I have uploaded it?**

Uploading a document to your case file via ECOMP is a one-way transmission, similar to dropping an envelope into a mailbox. Therefore, after you have uploaded a document and it has been incorporated into your case file, you will not be able to view or access the document in ECOMP.

**Are there minimum PC requirements in order to use ECOMP?**

ECOMP does require Adobe Flash Player. It is not a requirement that you have the latest version, but you must have at least version 10 or higher.

**What if I have a general question about the claims process and/or a case?**

ECOMP can be used to submit documents or inquiries for a particular case file, but if you have questions about a specific claim or the claims process and wish to speak to the Claims Examiner, you must contact your servicing [District Office](#). You may also wish to visit DFEC's [website](#) for more information.