



Ohio National Guard Federal Employee Benefits Bulletin

Bulletin Number: OH-05	Date: 14 October 2020
Applicability: National Guard (NG) Technicians (T5 and T32)	Subject: Changes in Federal Worker's Compensation Program

Background: On April 27, 2020 the Federal Employee's Compensation Act (FECA) launched its new Workers' Compensation Medical Billing Process system. This began with transferring all medical bill process services to OWCP's new bill pay contractor. All previous bills processed through Conduent will now be processed through Client Network Services, Inc. (CNSI). The Department of Labor also implemented multiple changes to the Employee Compensation Online Management Portal (ECOMP) website and changed how claims are managed at the multiple District Offices.

Implementation: Effective immediately, all Federal Worker's Compensation claims will provide billing departments with CNSI's information. Previous Conduent cards on Supervisor packets are no longer valid. Please see updated CNSI card in the enclosure below. Supervisors will give the new CNSI card to injured employees in place of the Conduent card when employees need to seek medical treatment.

In order to avoid delays in medical bill processing, please ensure correspondence and bills are sent to the updated address on the CNSI card.

ECOMP: Effective immediately, claimants can electronically receive and respond to letters from OWCP directly through the ECOMP dashboard. If OWCP sends a letter that requires a response, it will show under the "Action Required" tab. Claimants will be able to respond online and attach documents to the response. A [video tutorial](#) is also available in ECOMP's Help Menu under "User Guides."

Claimants will also see a cases tab where they can review information regarding their claim. This includes the status of a previously submitted bill, pharmacy benefits, and all forms the user filed within the case.

OWCP District Office: Under FECA guidelines, workers compensation claims were sent to specific regional offices based on geographical location and jurisdictional rules. Effective immediately, and in order to improve customer service, the 12 previous jurisdictional boundaries are eliminated and all telephone correspondence will be handled by calling 1-202-513-6860. Claims examiners can be reached from 09:30 AM – 6:30 PM EST, Monday through Friday (excluding federal holidays). This voice line will require the employee to enter their FECA claim number and it will directly route the caller to their assigned claims examiner.

For any other questions or concerns regarding any of the information listed above or on any Technician Benefits, please contact the Benefits email distro at:
ng.oh.oharng.list.j1-hro-benefits@mail.mil

Federal Workers' Compensation Medical Billing Information	
The individual you are treating is a federal employee. A Federal Workers' Compensation Claim for injury is/will be filed and claim # provided by the employee.	
<ul style="list-style-type: none"> Bills should be submitted electronically through the Medical Bill Processing Portal (see below) Client Network Services Inc (CNSI) is the medical authorization and bill processing company for OWCP The employing agency offers <i>light duty</i> This card is provided for informational purposes only, it is not a guarantee of payment 	
Submit Medical Bills / Documentation / Correspondence To:	
Medical Bill Processing Portal: https://owcpmed.dol.gov Pharmacy Inquiries: https://owcprx.dol.gov	
Phone Medical: (844) 493-1966 Pharmacy: (866) 664-5581	Fax Prior Authorization: (800) 215-4901 Provider Enrollment: (888) 444-5335

Federal Workers' Compensation Medical Billing Information		
Mailing Addresses for Department of Labor, OWCP/DFEC:		
General Correspondence P.O. Box 8311 London, KY 40742-8311	General Bills P.O. Box 8300 London, KY 40742-8300	Provider Enrollment P.O. Box 8312 London, KY 40742-8312
Provider Checklist:		
<input type="checkbox"/> Provider is enrolled in Medical Bill Processing Portal with Provider Number <input type="checkbox"/> Treating Physician is a "Doctor" as defined by FECA <input type="checkbox"/> FECA 9-digit claim # & Provider # on medical bills and documentation included <input type="checkbox"/> Bills submitted using the accepted condition (ICD9 / ICD10) <input type="checkbox"/> All medical documentation must be submitted to Department of Labor/OWCP <input type="checkbox"/> Prior Authorization requested (as needed) <input type="checkbox"/> Provided Work Restrictions / Light Duty Letter		
Employer Contact Information: (For general claim inquiries)		
<i>National Guard Federal Workers Compensation Specialist</i>		
Name: _____ Phone: _____ Email: _____		
Updated 09/17/2020		