

OWCP's Medical Bill Processing for Job-Related Injuries/Illnesses

August 26, 2005

Toll Number for Call
Center— Rep Contact
1-850-558-1818

ACS Customer Service
Number
1-866-335-8319

ACS Technical Health Care
Solutions Operations Center
1-800-461-7485 or
1-800-558-1775

Medical providers can FAX
their requests to 800-215-4901

Workers' Compensation
Program Unit

Phone: 202-226-2547
Fax: 202-226-8880

The Department of Labor, Office of Workers' Compensation Program (OWCP), recently made changes to their current medical bill payment and medical authorization processes. They have secured the services of a private sector contractor, ACS, to operate their Consolidated Bill Processing and Medical Authorization System. Injured employees and medical providers now must contact ACS directly if they have any questions regarding an unpaid medical bill or need medical authorization for additional medical treatment. ACS can also assist employees who have questions about reimbursement for any out-of-pocket expenses occurred due to their job related injury or illness. The address for directing customer service issues is:

ACS, PO Box 8300

London, KY 40742-8300

Employees should be prepared to provide ACS their OWCP claim numbers when they ask about their unpaid bills. If an employee does not know their claim number, they can contact the Workers' Compensation Program Unit for assistance. ACS will not process any medical bill that is not on the correct FECA Form, Health Insurance Claim Form OWCP-1500 or Hospital Claim Form UB-92. These forms are usually submitted by the employee's medical provider at time of payment. The forms are also available from your Field Coordinator or the Workers' Compensation Program Unit.

- **Prescription Benefits and Processing Questions:**

ACS 1-866-664-5581

- **WEB Medical Access:**
<http://owcp/dol.acs-inc.com>

