

# Claimant Query System (CQS)

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## OWCP Joins Forces with NFC's Employee Personal Page

Employees of participating agencies now have web-based access through the United States Department of Agriculture National Finance Center's (NFC) Employee Personal Page (EPP) to specific information regarding their Federal Employees' Compensation claims.

The Claimant Query System (CQS) is designed to provide injured workers with 24-hour access to their case file status; accepted conditions; address of record; compensation claim status; and compensation payments, dates, and periods covered. The CQS also provides a link to specific information on medical billings, reimbursement requests, eligibility and authorization inquiries. Future enhancements are planned to further improve usability and navigation through the site.

To access CQS, employees can go through NFC's Employee Personal Page users log in and later select the "[Workers Comp](#)" link. Then they will be redirected to CQS. Once on the CQS main page, users may query one case at a time by entering the 9-digit case file number. Only cases belonging to the user may be accessed.

The first CQS query screen provides the user's identifying information and address of record, case status, accepted conditions, continuation of pay election, and dates of coverage for Form CA-16. Links at the bottom of the page allow the user to view specific information concerning "[Compensation Payments](#)" (comprehensive

payment history) and "[Compensation Tracking](#)" (status of Forms CA-7 received). A link to "[Bill Inquiry](#)" redirects the user to the ACS Web Bill Processing Portal for queries concerning bills, reimbursements, eligibility and authorization requests. A new case file can be queried by selecting the "[New Case](#)" link. (Please note selecting this option may result in an error message. If this occurs, the user should disregard and continue the query.)

We look forward to working with other Federal agencies to expand CQS access and to include users of other personnel systems. These are just some of the agencies that are in the NFC system and thus can activate the CQS feature for their employees:

- Department of Agriculture
- Department of Commerce
- Department of Education
- Department of Homeland Security
- Department of Housing & Urban Dev.
- Department of Justice
- Department of Labor
- Department of State
- Department of Treasury

A list of all of the agencies currently subscribing to NFC's Employee Personal Page appears at the end of this newsletter.

To get started, just type [https://www.nfc.usda.gov/personal/ep\\_warning.asp](https://www.nfc.usda.gov/personal/ep_warning.asp) and once you get to the "warning" screen, click on "ACCEPT."

# Logging onto Employee Personal Page (EPP)

You will need to have your EPP User ID and Password handy

Employee Personal Page

News & Announcements

ATTENTION EMPLOYEES: NFC has implemented increased security measures to the login process for EPP. Use of your social security number to login has been replaced by a unique User-ID that you establish. Initial access will still be granted using your SSN and current password. Once your User-ID is established, your SSN will no longer be used as your access method. To read more on this subject [click here](#).

Returning User?

User ID

Password

Log in

Forgot Your User ID?

Forgot Your Password?

New User?

With the **Employee Personal Page (EPP)** you can view your payroll, leave, travel, health and life insurance, savings bond, and other personal information, read news items from your agency or NFC, and link to your favorite sites.

The **Self-Service** option is available for employees whose agency has elected to offer this option. You can change your Residence Address, Federal and State Tax withholding, Financial Allotments, Direct Deposit, and Health Savings Account information.

[See A Sample](#)

Sign Up

**NEW!** Attention USDA Federal Employees

The Employee Personal Page has been modified to use **USDA eAuthentication (eAuth)**. If you are a Federal employee working for the USDA and wish to log into the EPP with your USDA eAuth credential click the "eAuth Login" button below. Other users must log into the EPP as usual by entering your user id and password in the login form above.

eAuth Login

Frequently Asked Questions | Accessibility | Security | Privacy | Contact Us

Once logged in, you will see the option (in the left hand column) to access "Workers Comp"

Welcome [Name]!

Personal Info | Self-Service | Time Manager | Preferences | FAQs | Links | Log Out

EPP Home | E&I Statement | W-2 | Personal Benefits

News!

Are your designations of beneficiary current? An out-of-date designation may give money to someone that you no longer wish to give it to. Visit the **OPM Designations of Authority Home Page** for information on designating beneficiaries for FEGLI, TSP, CSRS, FERS, and unpaid compensation.

Have a question about Federal programs, benefits, or services? Check out the **Federal Citizen Information Center** or call 1-800-FED-INFO (TTY 1-800-326-2996).

**TreasuryDirect** Payroll Savings Option is an easy way for you to save on a regular basis by purchasing electronic Treasury securities through payroll deductions. With TreasuryDirect you can buy securities and manage your savings online, anytime, securely from a web browser.

Check out the latest **TSP News!**

PAY

Current Pay Period 12 (Official Pay Date 7/3/2008)

Grade/Step	Salary	Grade/Step	Salary	Gross Pay	Net Pay	Dates Covered

LEAVE

Annual Carry-Over	Accrued YTD	Used YTD	Balance	Used Latest PP	PT Hours Unapplied Balance	Category	Max Carryover	Projected Use-or-Lose

Get answers to your leave questions from **OPM's Fact Sheets on Leave Programs**.

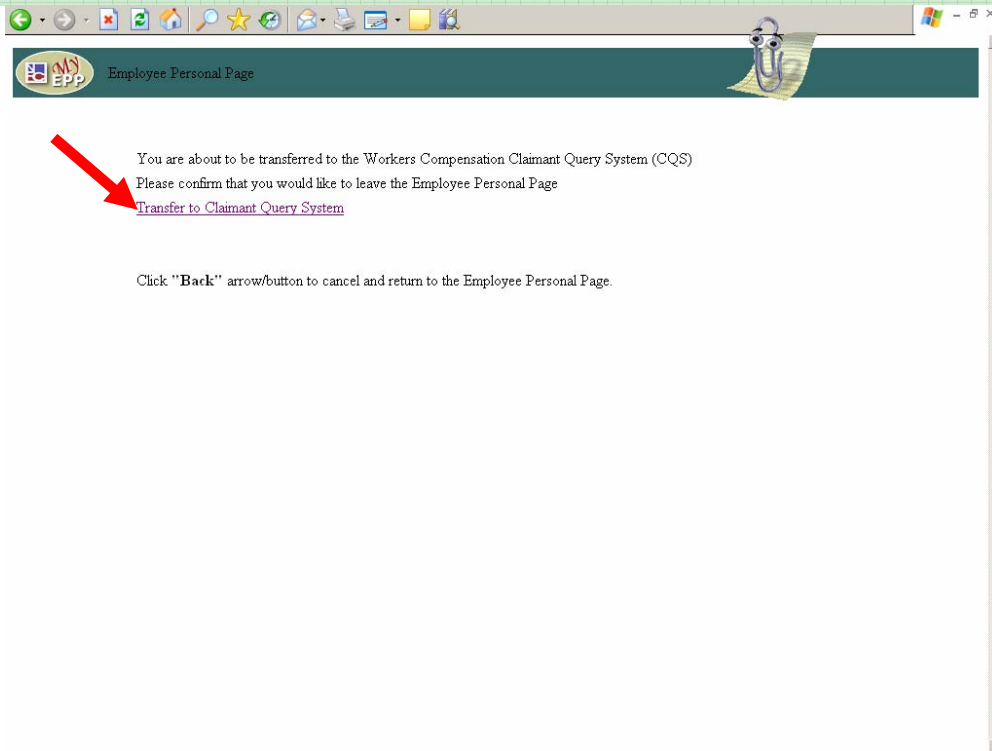
LIFE INSURANCE

Plan Name	Coverage Description	Basic Coverage Amount
FEDERAL EMPLOYEES GROUP LIFE INSURANCE	BASIC-STANDARD	

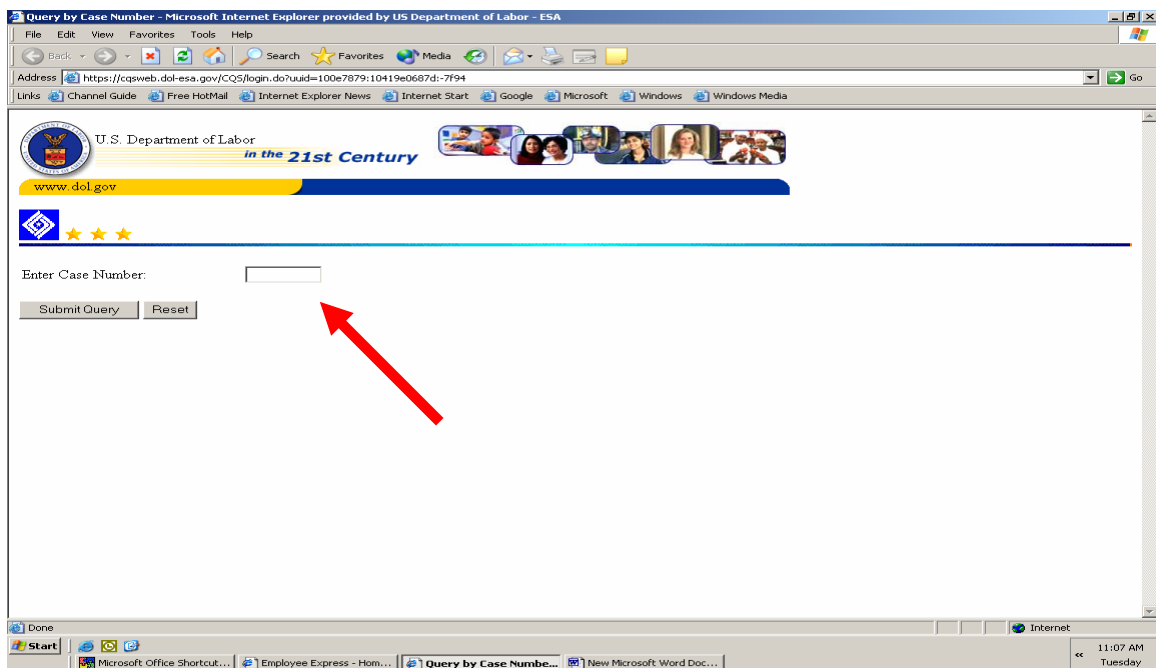
Find out about FEGLI at **OPM's FEGLI Home Page**.

Find out about Federal Long Term Care Insurance (FLTCIP) program at **OPM's FLTCIP Home Page**.

To access CQS data, you will need to leave Employee Personal Page. Click "Transfer to Claimant Query System" on the screen below to enter the Department of Labor database that contains your case information.



You will need your 9-digit OWCP case file number to access your claim.



# CASE STATUS

AGENCY: [REDACTED]

CASE#: [REDACTED]

NAME: [REDACTED]

Address: [REDACTED]

City State Zip: [REDACTED]

Occupation: [REDACTED]

Reported Condition: [REDACTED]

Condition Accepted: [REDACTED]

MASTER: [REDACTED]

SSN: [REDACTED] SEX: [REDACTED]

DOB/Age: [REDACTED]

DOI: [REDACTED]

Form Rcv'd: [REDACTED] Location: [REDACTED] CED: [REDACTED] Injury ZIP: [REDACTED]

Form filed and Date →

Accepted ICD-9 and Description →

Three alpha character designation of the CE assigned to the case. →

☆☆☆ **CASE STATUS**

CA-10 Authorized Medical Treatment Period  
From Date - To Date

[NEW CASE](#) [Compensation Payments](#) [Compensation Tracking](#)  
[Bill Inquiry](#)

\* Selecting Bill Inquiry will send you to the ACS Medical Bill Processing Portal

Accepted ICD-9 and Description

Three alpha character designation of the CE assigned to the case.

Case Compensation Tracking - Microsoft Internet Explorer provided by US Department of Labor - ESA

Address: https://cqwweb.dol.esa.gov:10443/CQS/tracking.do

### CQS Case Compensation Tracking

CASE#: NAME: SSN: SEX:  
 Address: DOB/Age: DOB: DOE:  
 City State Zip:  
 Accepted Conditions:  
 Farm Rev'd: Location: CDD:

\*\*\* CASE STATUS \*\*\*

Current Case Status  
 Current Location

- Continuation of Pay was not elected
- Case Created:
- Lost Time Began:
- Last Updated On:
- Closed:
- Responded:
- Retired:

\*\*\* COMPENSATION PAYMENT TRACKING \*\*\*

Comp Payment Period: From - To	Date CA-7 Received by OWCP	Decision Code, Date, & Description	Date RV Signed
02/09/2005 - 03/05/2005	03/11/2005	A1 - 03/04/2005 Certified for Payment	03/07/2005
02/20/2005 - 03/05/2005	04/01/2005	F1 - 04/15/2005 Already Paid	03/07/2005
02/06/2005 - 02/19/2005	02/23/2005	A1 - 02/25/2005 Certified for Payment	02/23/2005
02/06/2005 - 02/19/2005	04/20/2005	F1 - 05/17/2005 Already Paid	02/23/2005
01/23/2005 - 02/05/2005	02/12/2005	A1 - 02/14/2005 Certified for Payment	02/10/2005

This screen shows the CA-7 claim forms that have been submitted through your employing agency. It will provide the date that they were received and show the dates covered.

You will also see a decision code and description that explains what the CA-7 was claiming and the current status of the request.

This screen shows the compensation payment history for your claim. It indicates the period of wage loss and the amount of payment issued. You will also see the date of that payment as well as a description of what kind of payment it represents.

Compensation Payment History - Microsoft Internet Explorer provided by US Department of Labor - ESA

Address: https://cqwweb.dol.esa.gov:10443/CQS/payment.do

### CQS Case Compensation Payment History

CASE#: NAME: SSN: SEX:  
 Address: DOB/Age: DOB: DOE:  
 City State Zip:  
 Accepted Conditions:  
 Farm Rev'd: Location: CDD:

\*\*\* CASE STATUS \*\*\*

Current Case Status  
 Current Location

- Continuation of Pay was not elected
- Case Created:
- Lost Time Began:
- Last Updated On:
- Closed:
- Responded:
- Retired:

\*\*\* COMPENSATION PAYMENT HISTORY \*\*\*

Compensation Period: From - To	Rel Code	Rel Type	Payment Method	Payment Amount	Payment Date	Payment Type	Sequence Number	Clkl Ckl
02/09/2005 - 03/05/2005	CL	Supp Pmt	Check	81.05	04/05/2005	Disability	129	N
02/06/2005 - 02/19/2005	CL	Supp Pmt	Check	486.30	03/04/2005	Disability	14	N
01/23/2005 - 02/05/2005	CL	Supp Pmt	Check	445.78	02/18/2005	Disability	21	N
01/11/2005 - 01/21/2005	CL	Supp Pmt	Check	405.25	02/11/2005	Disability	4	N
12/26/2004 - 01/09/2005	CL	Supp Pmt	Check	445.78	01/29/2005	Disability	8	N

# Bill Payment History Link to ACS

When accessing bills through the link in CQS, you will notice that the claim number is automatically filled in and there is no need to type your date of injury and date of birth. EPP has already provided verification of your identity.

Please note, that you are limited to viewing the most recent 200 bills unless you specify a date range.

From this screen, you can also verify eligibility and check on medical authorization requests.

ACS Medical Bill Processing Portal - Inquiry - Bill Status - Microsoft Internet Explorer provided by US Department of Labor - E

File Edit View Favorites Tools Help

Address <https://owcp.dol.acs-inc.com/portal/aqs/secured/inquiry/billStatus.do> Go

Links Channel Guide Free HotMail Internet Explorer News Internet Start Google Microsoft Windows Windows Media

**ACS Web Bill Processing Portal** Office of Workers' Compensation Programs

[Home](#) | [ACS Contact Info](#) | [Portal FAQ](#) | [Forms & Links](#) | [FECA & DEEDIC Fee Schedule](#) | [Logout](#) [HELP](#)

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

### Bill Status Inquiry

Please enter information in one section below and click 'Submit.'

**INQUIRE ON CASE FILE #**

Case File #: [REDACTED] ▲ Case number is automatically entered.

\* View Option:  Resolved Bills (Paid and Denied)  
 Bills In Process

Date of Service From: [mm] / [dd] / [ccyy] - To: [mm] / [dd] / [ccyy]

ACS Provider ID: [ ]

**INQUIRE ON TCN**

\* TCN: [ ]

\* denotes required fields

Visit the following websites for additional information on OWCP programs:  
[DOL Home](#) | [OWCP Home](#) | [FECA Home](#) | [DCMWC Home](#) | [DEEDIC Home](#)

[Online Security](#) | [Browser Compatibility](#) | [Terms of Usage](#) Build 92

Start Microsoft Office Shortcut... Employee Express - Hom... Case Compensation Trac... ACS Medical Bill Proce... New Microsoft Word Doc... 11:09 AM Tuesday

## Employee Personal Page—NFC Agencies

### NATIONAL FINANCE CENTER AGENCIES/DEPARTMENTS:

APPALACHIAN REGIONAL COMMISSION  
ARCHITECT OF THE CAPITOL  
ARMED FORCES RETIREMENT HOME  
COMMISSION ON SECURITY & COOPERATION IN EUROPE  
COMMODITY FUTURES TRADING COMMISSION  
CONGRESSIONAL BUDGET OFFICE  
CONGRESSIONAL EXECUTIVE COMMITTEE ON THE PEOPLE'S REPUBLIC OF CHINA  
CORPORATION FOR NATIONAL & COMMUNITY SERVICE  
COURT SERVICES & OFFENDER SUPERVISION AGENCY  
DEFENSE NUCLEAR FACILITIES SAFETY BOARD  
DENALI COMMISSION  
DEPARTMENT OF AGRICULTURE  
DEPARTMENT OF COMMERCE  
DEPARTMENT OF EDUCATION  
DEPARTMENT OF HOMELAND SECURITY  
DEPARTMENT OF HOUSING & URBAN DEVELOPMENT  
DEPARTMENT OF JUSTICE  
DEPARTMENT OF LABOR  
DEPARTMENT OF STATE  
DEPARTMENT OF THE TREASURY  
FARM CREDIT ADMINISTRATION  
FARM CREDIT SYSTEM INSURANCE CORPORATION  
FEDERAL COMMUNICATIONS COMMISSION  
FEDERAL DEPOSIT INSURANCE CORPORATION  
FEDERAL ELECTION COMMISSION  
FEDERAL ENERGY REGULATORY COMMISSION  
FEDERAL HOUSING FINANCE BOARD  
FEDERAL MARITIME COMMISSION  
FEDERAL MEDIATION & CONCILIATION SERVICE  
FEDERAL MINE SAFETY & HEALTH REVIEW COMMISSION  
GOVERNMENT ACCOUNTABILITY OFFICE  
GOVERNMENT PRINTING OFFICE  
INSTITUTE OF MUSEUM & LIBRARY SERVICES  
INTERAGENCY COUNCIL ON HOMELESSNESS  
INTER-AMERICAN FOUNDATION  
INTERNATIONAL BOUNDARY & WATER COMMISSION (U.S. & MEXICO)  
LIBRARY OF CONGRESS  
MERIT SYSTEMS PROTECTION BOARD  
MILLENNIUM CHALLENGE CORPORATION  
NATIONAL CAPITAL PLANNING COMMISSION  
NATIONAL ENDOWMENT FOR THE ARTS  
NATIONAL ENDOWMENT FOR THE HUMANITIES  
NATIONAL FOUNDATION ON THE ARTS & THE HUMANITIES  
NATIONAL GALLERY OF ART  
NATIONAL GALLERY OF ART  
NATIONAL LABOR RELATIONS BOARD  
OCCUPATIONAL SAFETY & HEALTH REVIEW COMMISSION  
OFFICE OF COMPLIANCE  
OFFICE OF GOVERNMENT ETHICS  
PEACE CORPS  
SMALL BUSINESS ADMINISTRATION  
SMITHSONIAN INSTITUTION  
U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT  
U.S. ARCHITECTURAL & TRANSPORTATION BARRIERS COMPLIANCE BOARD  
U.S. BOTANIC GARDEN



Alphabetical list  
of current NFC  
agencies

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