

Affiliated Computer Services (ACS)

The Department of Labor, Office of Worker's Compensation Programs

(OWCP) has specific procedures for authorizing and approving medical treatment, authorizing pharmacy requests and paying medical bills. OWCP has contracted with ACS to provide medical bill processing and medical authorizations for the FECA Program. These processes are handled by ACS and have been consolidated at a single facility in London, KY. All requests for any of these services must be sent through this facility. The procedures are outlined in this brochure. Do not send requests for these procedures to the National Guard as they do not handle these claims.



Enrolling in ACS

Once enrolled, you will receive an ACS Provider Number which is critical to your using the system. Once in the system, there are a number of available features for you to access. These include:

Online provider update
Medical bill submission
Eligibility inquiry
Medical Authorization Request
Medical Authorization Inquiry

Provider Payment Status Inquiry
Access to Claim Forms and Instructions



Obtaining Authorization for Medical Services

To request medical services, you must contact ACS for authorization. To request medical authorization, you may use the website at <http://owcp.dol.acs-inc.com>, telephone (850)558-1818 or Fax your request to (800) 215-4901.

You must provide your ACS Provider Number; state the ICD-9 diagnosis code, the CPT procedure code and the OWCP Claim Number. The claim number can be obtained from the injured worker.

Keep in mind that the ICD-9 and CPT codes must match your accepted condition.

Once you have authorization, you can proceed with the service.

Getting Medical Bills Paid

In order to have your bills paid, you must be enrolled in ACS and have an ACS Provider Number. The bill must contain a description of the service performed with the procedure codes that are compatible with the accepted condition. ICD-9 codes can be found on the ACS Website



Diagnosis Codes

Bills submitted manually must be submitted on an HCFA-1500 form or a UB-92 form. The mailing address is Department of Labor, DFEC Central Mailroom, P.O. Box 8300, London, KY 40742-8300.

If a new diagnosis code needs to be added to the accepted condition, the provider needs to write a letter of justification to the Department of Labor and mail it to ACS at the London, KY address.

Remember to write the OWCP Claim Number on each page of correspondence sent to ACS.