Claimant Query System (CQS)

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OWCP Makes CQS Information Available via ACS-**DOL Web Bill Processing Portal (June 2009)**

ederal employees now have access through the Office of Workers' Compensation Programs' (OWCP) web bill processing portal to case specific information regarding their own federal workers' compensation claim(s).

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 compensa- The first CQS guery screen provides tion payments, dates, and periods covered. The CQS also provides specific information on medical billings, reimbursement requests, eligibility and authorization inquiries.

To access CQS, employees can go through the ACS-DOL web portal at http://owcp.dol.acs-inc.com. After selecting the user type "Claimant," they will be directed to the log-in page where they must enter their case file number, date of birth, and date of injury. A "Bill Status Inguiry" screen will then appear for queries concerning bills-either resolved or in process. Eligibility & accepted conditions as well as medical authorizations can also be checked at this point.

Claimants can then click on "CQS" under "Inquiries" which will direct them to the CQS main page. Users may guery one case at a time by entering the 9-digit case file number. Only cases belonging to the user may be accessed.

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 new case file can be queried by selecting the "New Case" link.

CQS - Claimant Query System

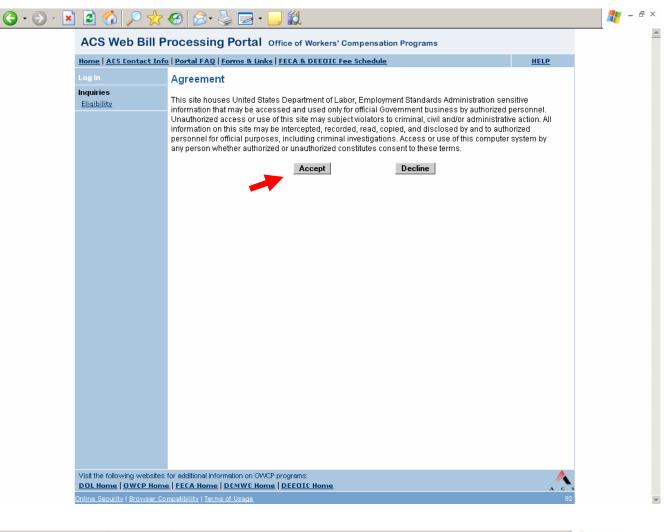
CQS will allow you to access information regarding your:

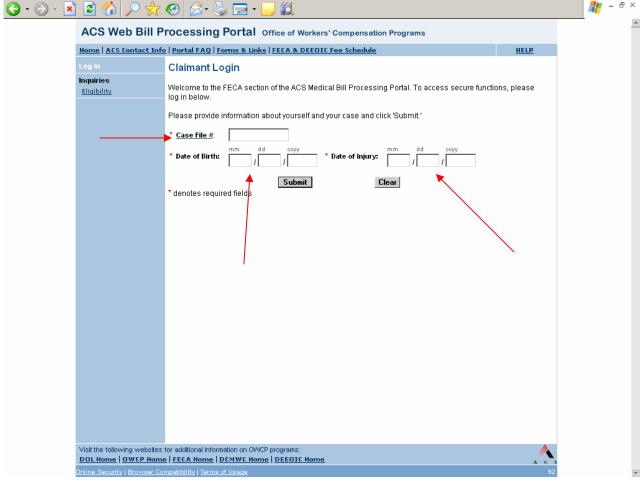
- Benefits payments
- Benefits tracking
- Medical Bill status
- Case status history
- Accepted conditions
- Employing agency information
- CA-16 information

To get started log in to the ACS-DOL Web Portal http://owcp.dol.acs-inc.com

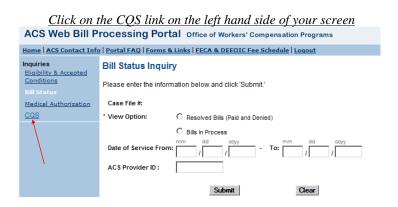


Then select user type "Claimant" to continue.





To access CQS data, you will need to click on "CQS" = last entry on left-hand side of ACS Web Bill Processing Portal under "Inquiries"

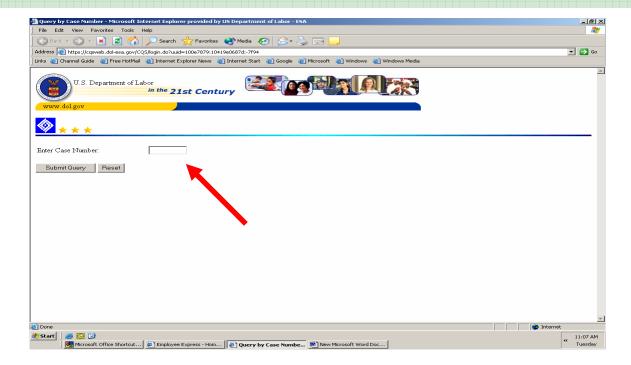


When accessing bills, you will notice that the claim number is automatically filled in and there is no need to type your date of injury and date of birth.

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

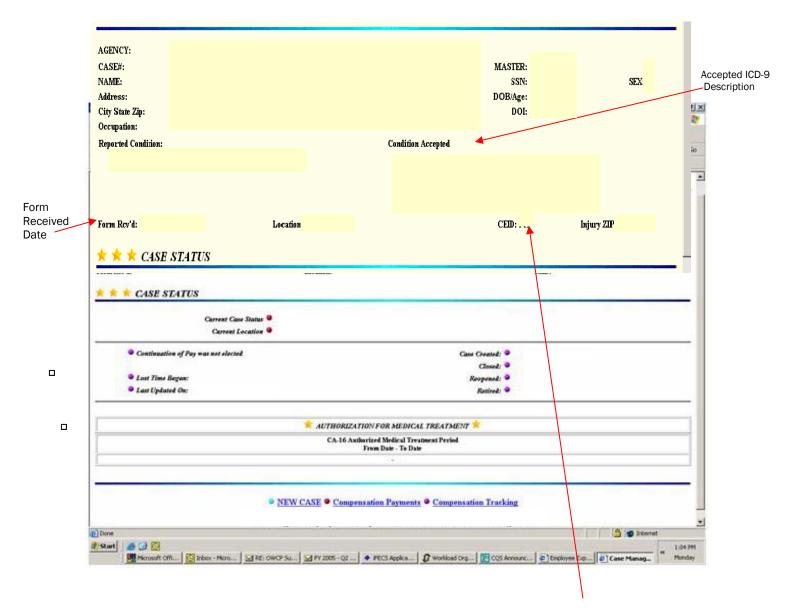
From this screen, you can also verify eligibility and check on medical authorization requests.

You will then need to retype your 9-digit OWCP case file number to access your claim and then click "Submit Query".

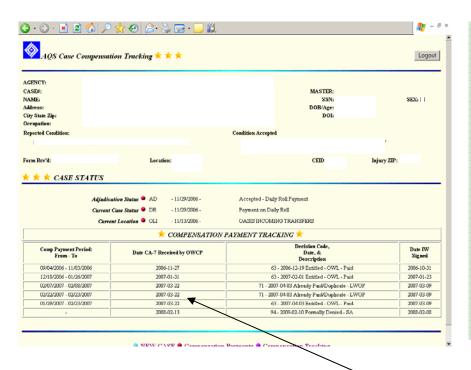


CASE STATUS

Links are available at bottom of screen to search for compensation payments, compensation tracking, and search for information under a different case number.



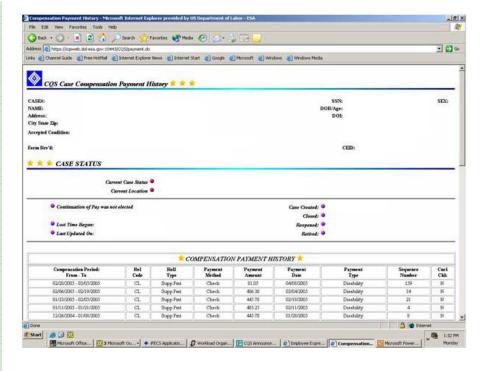
Three alpha character designation of the CE assigned to the case.



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. NOTE: The same CA-7 can now be split into multiple periods (see example on left).

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 payment as well as a description of what kind of payment it represents.



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