

Checking Medical Authorization:

Did you know that Injured Worker's and Medical Providers can check on the status of medical authorization requests under FECA at <http://owcp.dol.acs-inc.com>? This information is available 24 hours/day, 7 days/week without calling for an authorization number or waiting for the receipt of an authorization letter in the mail. Claimant eligibility, bill status, and medical authorization inquiry functionality is also available 24 hours a day via the Interactive Voice Response (IVR) system. To access the IVR, call 866-335-8319. To speak with a Customer Service Representative regarding an authorization, you may call 850-558-1818 which will be a toll call. This number is available Monday – Friday, 8 am – 8 pm, EST.