Claimant Query System (CQS)

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

Federal 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 compensation 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 Inquiry" screen will then appear for queries concerning bills—either re-solved 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 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 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.

ACS Web Bill Processing Portal Office of Workers' Compensation Programs

Log In

Inquiries
Eligibility

Agreement

This site houses United States Department of Labor, Employment Standards Administration sensitive information that may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this site may subject violators to criminal, civil and/or administrative action. All information on this site may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person whether authorized or unauthorized constitutes consent to these terms.

Accept		Decline

Visit the following websites for additional information on OWCP programs:
DOL Home | OWCP Home | FECA Home | DCMWC Home | DEEOIC Home

Online Security | Browser Compatibility | Terms of Usage   92

ACS Web Bill Processing Portal Office of Workers' Compensation Programs

Log In

Inquiries
Eligibility

Claimant Login

Welcome to the FECA section of the ACS Medical Bill Processing Portal. To access secure functions, please log in below.

Please provide information about yourself and your case and click 'Submit.'

* **Case File #**: [   ]

* **Date of Birth**: mm [ ] / dd [ ] / ccyy [   ]   * **Date of Injury**: mm [ ] / dd [ ] / ccyy [   ]
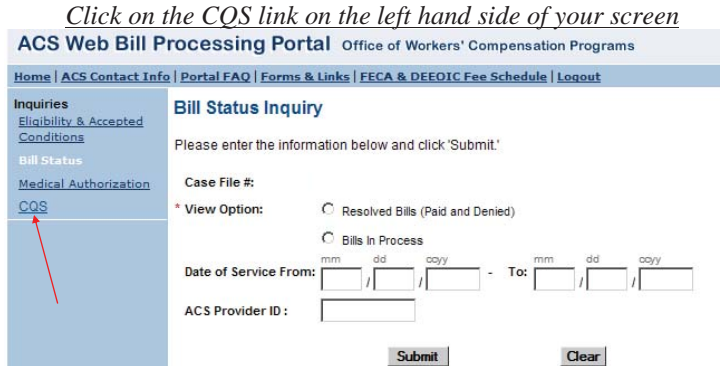
Submit		Clear

* denotes required fields

Visit the following websites for additional information on OWCP programs:
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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"

Click on the CQS link on the left hand side of your screen

ACS Web Bill Processing Portal Office of Workers' Compensation Programs

Home | ACS Contact Info | Portal FAQ | Forms & Links | FECA & DEEOIC Fee Schedule | Logout

Inquiries
Eligibility & Accepted Conditions

Bill Status

Medical Authorization

CQS

Bill Status Inquiry

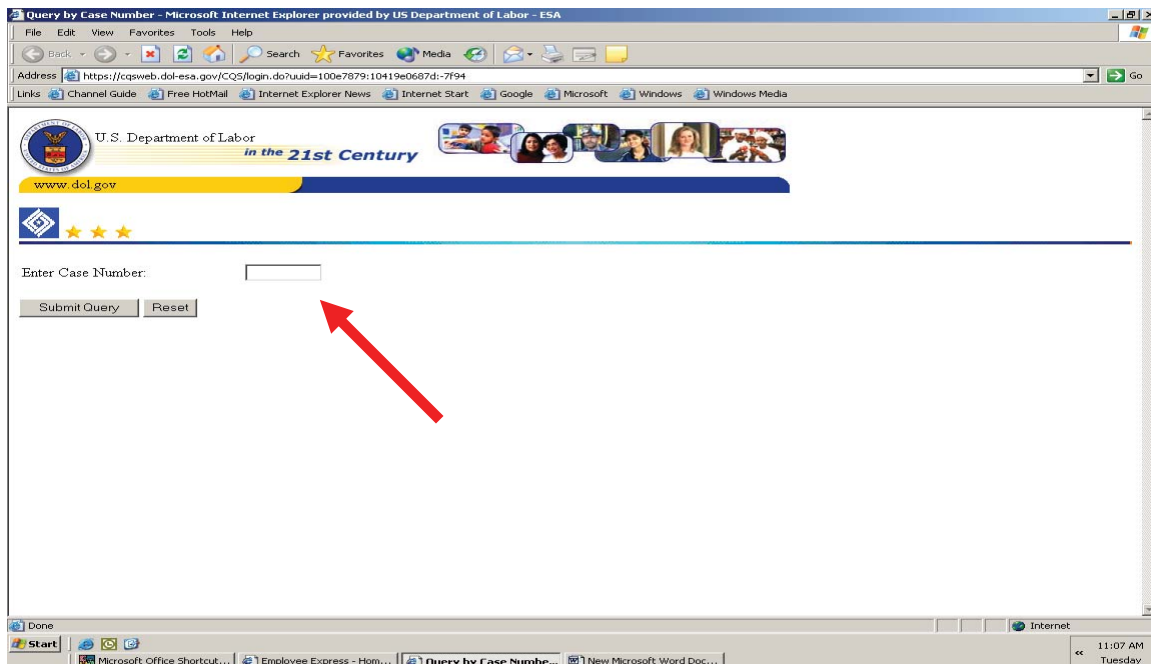Please enter the information below and click 'Submit.'

Case File #:

* View Option: ○ Resolved Bills (Paid and Denied)

○ Bills In Process

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

ACS Provider ID :

Submit   Clear

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".

Query by Case Number - Microsoft Internet Explorer provided by US Department of Labor - ESA

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites   Media

Address https://cqsweb.dol-esa.gov/CQS/login.do?uuid=100e7879:10419e0687d:-7f94

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

U.S. Department of Labor
in the **21st Century**
www.dol.gov

Enter Case Number:

Submit Query   Reset

Done   Internet

Start   Microsoft Office Shortcut...   Employee Express - Hom...   Query by Case Numbe...   New Microsoft Word Doc...   11:07 AM Tuesday

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.

AGENCY:
CASE#:
NAME:
Address:
City State Zip:
Occupation:

MASTER:
SSN:
DOB/Age:
DOI:
SEX

Reported Condition:

Condition Accepted

Accepted ICD-9
Description

Form Rcv'd:
Location
CEID: . . .
Injury ZIP

Form
Received
Date

★ ★ ★ CASE STATUS

★ ★ ★ CASE STATUS

Current Case Status ●
Current Location ●

● Continuation of Pay was not elected
● Lost Time Began:
● Last Updated On:

Case Created: ●
Closed: ●
Reopened: ●
Retired: ●

★ AUTHORIZATION FOR MEDICAL TREATMENT ★
CA-16 Authorized Medical Treatment Period
From Date - To Date
--

● NEW CASE ● Compensation Payments ● Compensation Tracking

Done
Internet

Start
Microsoft Offi... | Inbox - Micro... | RE: OWCP Su... | FY 2005 - Q2 ... | IFECS Applica... | Workload Org... | CQS Announc... | Employee Exp... | Case Manag...
1:04 PM
Monday

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

AQS Case Compensation Tracking ★ ★ ★

Logout

AGENCY:
CASE#:
NAME: MASTER:
Address: SSN: SEX: | |
City State Zip: DOB/Age:
Occupation: DOI:
Reported Condition: Condition Accepted
|

Form Rcv'd: Location: CEID: Injury ZIP:

★ ★ ★ CASE STATUS

Adjudication Status ● AD	- 11/29/2006 -	Accepted - Daily Roll Payment	
Current Case Status ● DR	- 11/29/2006 -	Payment on Daily Roll	
Current Location ● OLI	- 11/13/2006 -	OASIS INCOMING TRANSFERS	

★ COMPENSATION PAYMENT TRACKING ★

Comp Payment Period: From - To	Date CA-7 Received by OWCP	Decision Code, Date, & Description	Date IW Signed
09/04/2006 - 11/03/2006	2006-11-27	63 - 2006-12-19 Entitled - OWL - Paid	2006-10-31
12/18/2006 - 01/26/2007	2007-01-31	63 - 2007-02-01 Entitled - OWL - Paid	2007-01-23
02/07/2007 - 02/08/2007	2007-03-22	71 - 2007-04-03 Already Paid/Duplicate - LWOP	2007-03-09
02/22/2007 - 02/23/2007	2007-03-22	71 - 2007-04-03 Already Paid/Duplicate - LWOP	2007-03-09
01/29/2007 - 02/23/2007	2007-03-22	63 - 2007-04-03 Entitled - OWL - Paid	2007-03-09
-	2008-02-13	94 - 2009-02-10 Formally Denied - SA	2008-02-08

● NEW CASE ● Compensation Payments ● Compensation Tracking

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.

CQS Case Compensation Payment History ★ ★ ★

CASE#:   SSN: SEX:
NAME: DOB/Age:
Address: DOI:
City State Zip:
Accepted Condition:

Form Rcv'd: CEID:

★ ★ ★ CASE STATUS

Current Case Status ●
Current Location ●

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

★ COMPENSATION PAYMENT HISTORY ★

Compensation Period: From - To	Rel Code	Roll Type	Payment Method	Payment Amount	Payment Date	Payment Type	Sequence Number	Cncl Chk
02/20/2005 - 03/05/2005	CL	Supp Pmt	Check	81.05	04/08/2005	Disability	159	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 - 01/08/2005	CL	Supp Pmt	Check	445.78	01/28/2005	Disability	8	N

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