

## Claimant Query System (CQS)

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### 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>

The screenshot shows the homepage of the ACS Web Bill Processing Portal. At the top, it reads "ACS Web Bill Processing Portal Office of Workers' Compensation Programs". Below this, it says "Please enter the portal by selecting a user type associated with one of the following programs:". There are three main sections: "FECA" with options for "Provider", "Claimant", and "Agency"; "DCMWC" with options for "Provider" and "Claimant"; and "DEEOIC" with options for "Provider" and "Claimant". A red arrow points to the "Claimant" link under the FECA section. At the bottom, there is a navigation bar with links for "Home", "ACS Contact Info", "Portal FAQ", "Forms & Links", "FECA & DEEOIC Fee Schedule", "Quit Application", and "HELP". Below the navigation bar, there is a "Welcome to the DOL OWCP Web Bill Processing Portal" message and a "Latest Developments" section with a "Submit Bills and Attachments" link.

Then select user type "Claimant" to continue.

ACS Web Bill Processing Portal Office of Workers' Compensation Programs

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

Log In **Agreement**

**Inquiries**  
[Eligibility](#)

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

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ACS Web Bill Processing Portal Office of Workers' Compensation Programs

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

Log In **Claimant Login**

**Inquiries**  
[Eligibility](#)

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 yyyy      \* **Date of Injury:**  /  /  mm dd yyyy

\* 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 92

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 / yyyy - To: mm / dd / yyyy

ACS Provider ID: \_\_\_\_\_

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

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

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

Enter Case Number: \_\_\_\_\_

Done

Start Microsoft Office Shortcut... Employee Express - Hom... Query by Case Numb... 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: [Redacted]  
CASE#: [Redacted]  
NAME: [Redacted]  
Address: [Redacted]  
City State Zip: [Redacted]  
Occupation: [Redacted]  
Reported Condition: [Redacted]

MASTER: [Redacted]  
SSN: [Redacted] SEX: [Redacted]  
DOB/Age: [Redacted]  
DOI: [Redacted]

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

Condition Accepted [Redacted]

Form Received Date [Redacted]

Accepted ICD-9 Description [Redacted]

☆☆☆ **CASE STATUS**

☆☆☆ **CASE STATUS**

Current Case Status [Redacted]  
Current Location [Redacted]

Continuation of Pay was not elected  
Last Time Begun:  
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](#)

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

**AQS Case Compensation Tracking** ★★★

AGENCY: \_\_\_\_\_  
CASE#: \_\_\_\_\_  
NAME: \_\_\_\_\_  
Address: \_\_\_\_\_  
City State Zip: \_\_\_\_\_  
Occupation: \_\_\_\_\_  
Reported Condition: \_\_\_\_\_  
Condition Accepted: \_\_\_\_\_

MASTER: SSN: \_\_\_\_\_ SEX: 1 1  
DOB/Age: \_\_\_\_\_  
DOE: \_\_\_\_\_

Form Rev'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 IV Signed
09/04/2006 - 11/03/2006	2006-11-27	63 - 2006-12-19 Entitled - OWL - Paid	2006-10-31
12/18/2006 - 01/06/2007	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
01/28/2007 - 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

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.

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

Address: https://compweb.dol.esa.gov:10443/CCSPayment.ds

**CQS Case Compensation Payment History** ★★★

CASE#: \_\_\_\_\_ SSN: \_\_\_\_\_ SEX: \_\_\_\_\_  
NAME: \_\_\_\_\_ DOB/Age: \_\_\_\_\_  
Address: \_\_\_\_\_ DOE: \_\_\_\_\_  
City State Zip: \_\_\_\_\_  
Accepted Condition: \_\_\_\_\_  
Form Rev'd: \_\_\_\_\_ CEID: \_\_\_\_\_

★★★ **CASE STATUS**

Current Case Status: \_\_\_\_\_  
Current Location: \_\_\_\_\_

Continuation of Pay was not elected  
Last Time Begun: \_\_\_\_\_  
Last Updated On: \_\_\_\_\_

Case Created: \_\_\_\_\_  
Closed: \_\_\_\_\_  
Responded: \_\_\_\_\_  
Retired: \_\_\_\_\_

★★★ **COMPENSATION PAYMENT HISTORY** ★★★

Compensation Period: From - To	Rel Code	Roll Type	Payment Method	Payment Amount	Payment Date	Payment Type	Sequence Number	Clk Chk
02/09/2003 - 03/05/2003	CL	Supp Pmt	Check	81.05	04/08/2003	Disability	129	Y
02/06/2003 - 02/19/2003	CL	Supp Pmt	Check	486.30	03/04/2003	Disability	14	Y
01/23/2003 - 02/05/2003	CL	Supp Pmt	Check	445.78	02/18/2003	Disability	21	Y
01/11/2003 - 01/21/2003	CL	Supp Pmt	Check	405.25	02/11/2003	Disability	4	Y
12/26/2004 - 01/08/2005	CL	Supp Pmt	Check	445.78	01/29/2005	Disability	8	Y

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