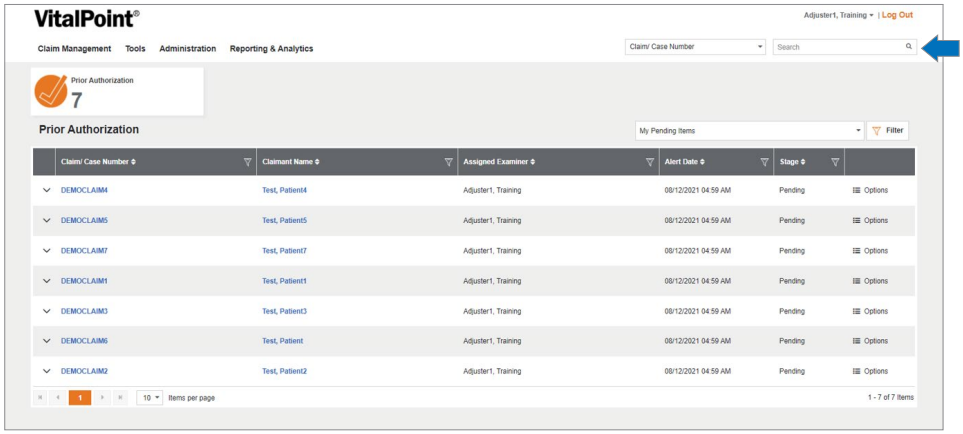
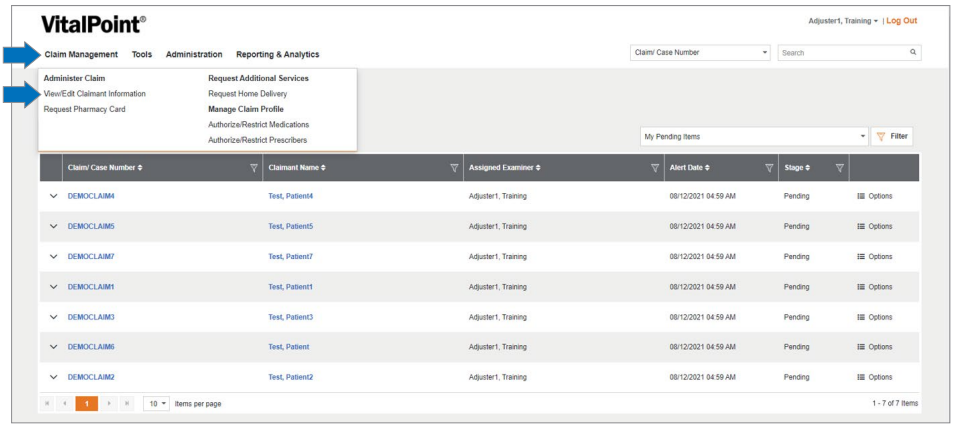
Search for a claim

In the Optum OWCP VitalPoint® portal, you can search for a claim by using the **Search Box** at the top of every page or with the **View/Edit Claimant Information** field in the Tools and Features menu.



SEARCH BOX

Use the chevron drop down in the **Search by** field. Then enter search for the claimant/ claim by Claim/Case number, TCN Number, Claimant Name or Social Security Number.



VIEW/EDIT CLAIMANT INFORMATION

Select **Claim Management** in the Tools and Features top menu. Click on **View/Edit Claimant Information** and a search window will display.

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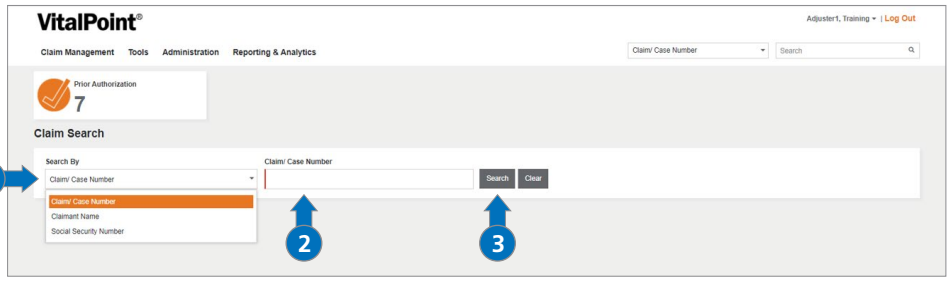
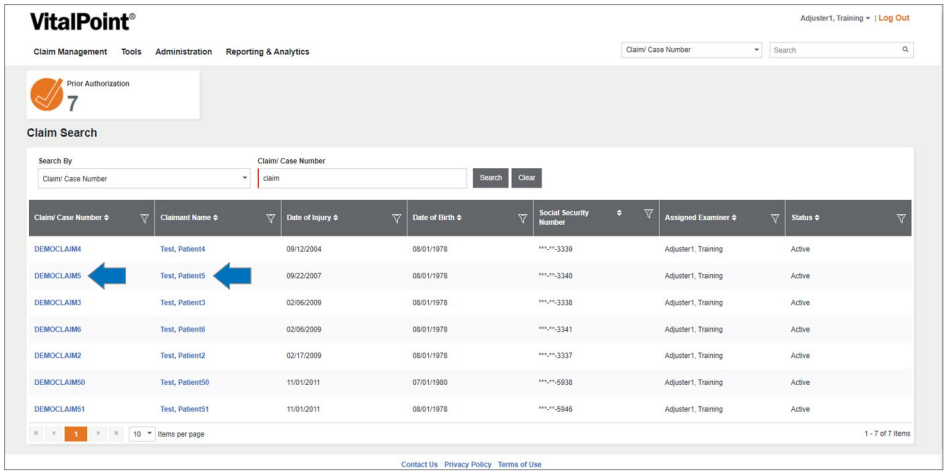


1. Use the chevron drop down in the **Search by** field. Then enter search for the claimant/ claim by Claim/Case number, Claimant Name, Transaction Control Number (TCN Number) or Social Security Number.
2. Enter a full or partial Name, Social Security Number, Claim Number or TCN Number. The more specific you are, the more specific the results.
3. Click the Search button and a list of results will appear.



Click on the **Claimant Name** or **Claim/Case Number** to view their information.

You can view the claim demographics and information, but you cannot edit the information since its received via electronic eligibility.

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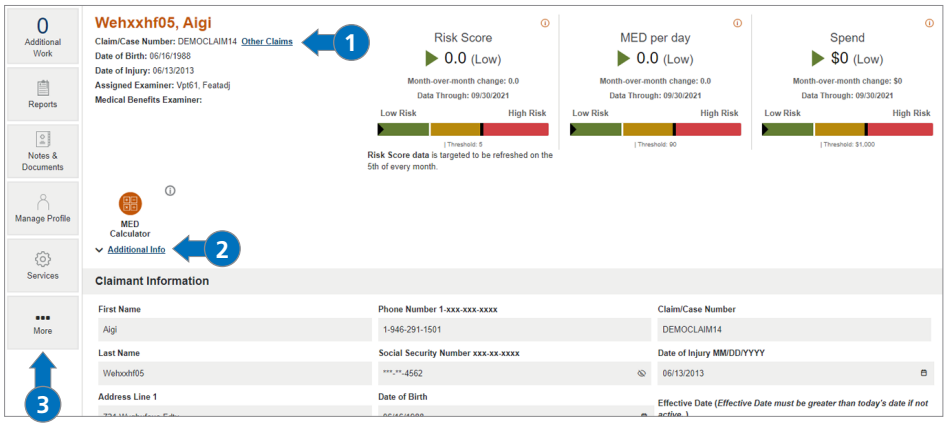

1. Click on the **Other Claims** link next to the claim/case number to view other case numbers that share the same SSN.
2. Click on **Additional Info** for additional demographic information.
3. When you pull up a claim, you can use the left-hand Claim Menu options to view information and take action on that claim. The menu includes links to Claim Reports, Claim Notes, Claim Documents, Manage Medications and Physicians for the claim, Request a Pharmacy Card, Request Home Delivery services from Optum, and Check Prescription Coverage for the claim.

PHARMACY PROGRAM CUSTOMER SERVICE

Available: 24 hours a day, 7 days a week
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 1

DURABLE MEDICAL EQUIPMENT & DIAGNOSTICS CUSTOMER SERVICE

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 2

PORTAL SUPPORT

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726)
Email: DOLVitalPointSupport@optum.com

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