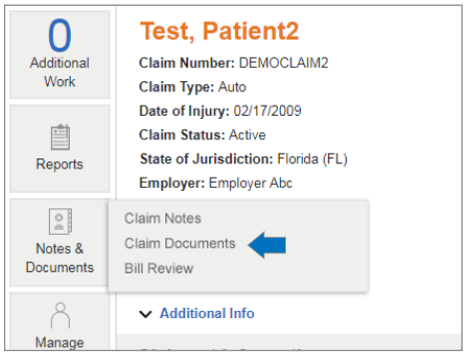
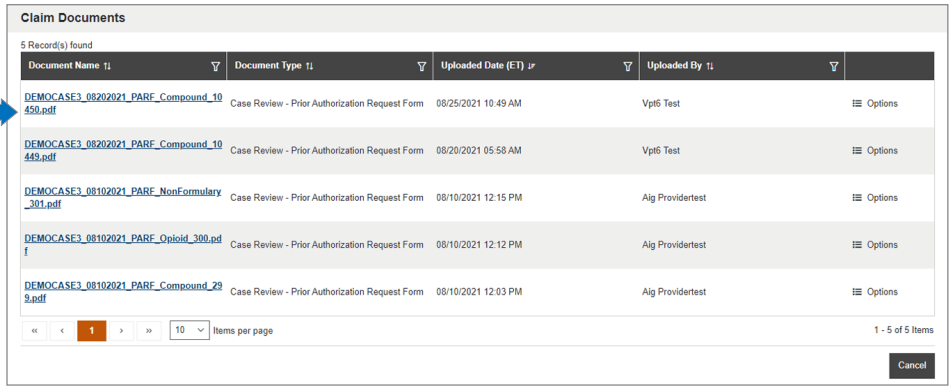
# View Claim Documents

In the Optum OWCP FECA VitalPoint® portal, DOL staff can view notes and documents related to the claim.




When you have a claim pulled up in VitalPoint, click on **Notes & Documents** on the left-side menu, then select **Claim Documents**. A list of available documents will appear. Claim documents can include Prior Authorization Request Forms, clinical letters for the claim, and other clinical documents.




Click on the **Document Name** to download and read or click Download under **Options**.

Acrobat Reader or other PDF viewer is required to view PDFs.

## 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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