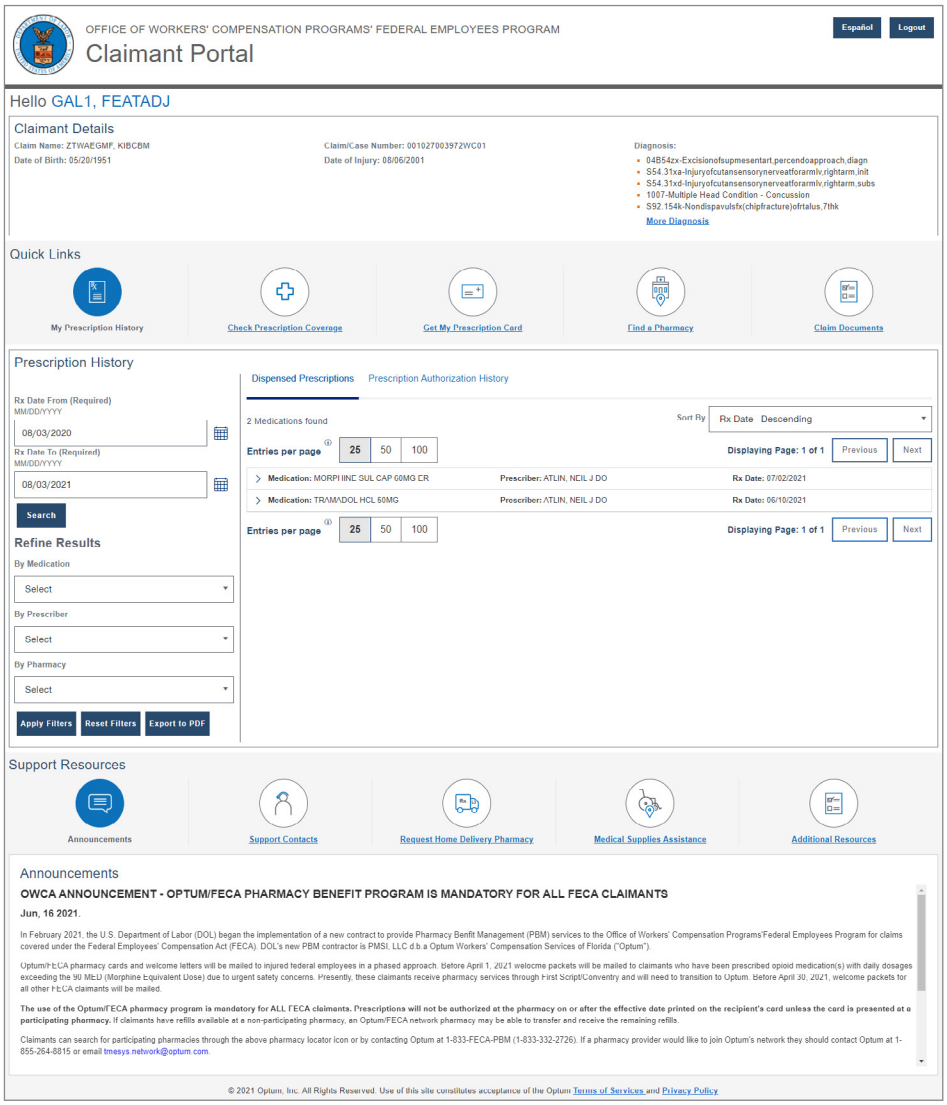
Home Page Overview

The OWCP FECA Claimant Portal provides you with valuable resources to help utilize your prescription benefits under the U.S. Department of Labor Federal Employees' Compensation Act (FECA) Pharmacy Benefit Management program administered by Optum.

Use this portal to view prescription history and claim documents, check medication coverage, download a prescription card, find a pharmacy and access other useful program information and support.

This guide is an overview of the features found on the portal's Home Page.

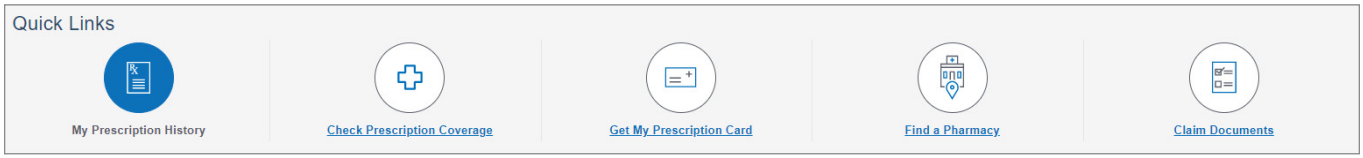


© 2021 Optum, Inc. All rights reserved. Proprietary and Confidential. Do not copy or distribute outside original intent.



1. Espanol - Click the Espanol button to translate the portal pages to Spanish.

2. Claimant Details - Claimant Details displays the claim's demographic information including diagnosis codes.



QUICK LINKS

My Prescription History - Includes the following two panels.

Dispensed Prescriptions - Displays all dispensed medications on record at Optum. This panel appears first by default

Prescription Authorization History - Displays all pharmacy prescription requests (pending, dispensed/paid or denied) on record at Optum that were sent for authorization.

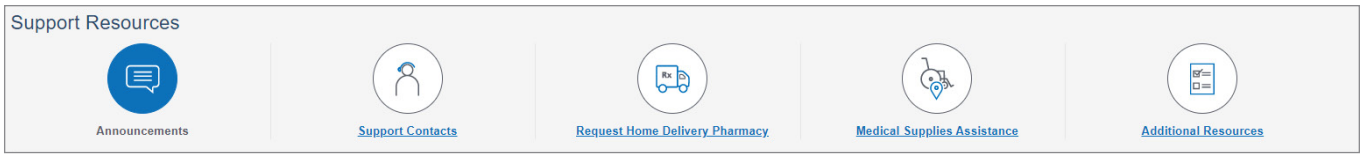
Check Prescription Coverage - Search to see if a specific medication will be covered under the benefit program.

Get My Prescription Card - View and download an Optum OWCP FECA prescription card, or enter an email address to receive the card via email.

Find a Pharmacy - Use The Pharmacy Locator tool to search for network pharmacies near a home, workplace, or current location.

Claim Documents - View clinical and Prior Authorization Request Form documents related to the pharmacy claim.

© 2021 Optum, Inc. All rights reserved. Proprietary and Confidential. Do not copy or distribute outside original intent.



SUPPORT RESOURCES

Announcements - Displays important information and announcements for the Optum OWCP FECA program.

Support Contacts - Provides contact information for Optum support (dedicated Optum OWCA FECA customer service line), portal technical assistance, self help educational resources and other support.

Request Home Delivery Pharmacy - Submit a request to convert prescriptions to home delivery.

Medical Supplies Assistance - Provides information to request medical supplies and diagnostic services. (Optum medical equipment and diagnostic services are optional services for the FECA program).

Additional Resources - Provides helpful links and information including additional portal quick reference guides, OWCP links, Formularies and how to report suspected Fraud, Waste and Abuse.

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

© 2021 Optum, Inc. All rights reserved. Proprietary and Confidential. Do not copy or distribute outside original intent.