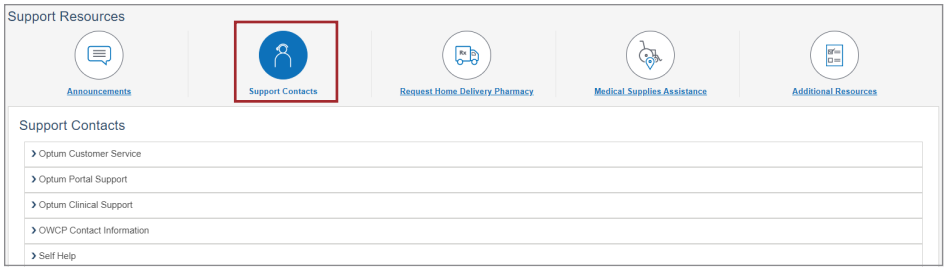
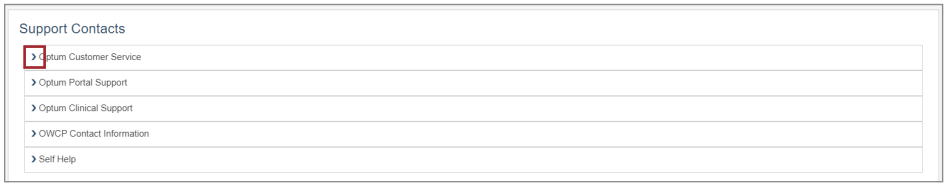
Support Contacts

On the OWCP FECA Claimant Portal, you can find contact information for Optum support (dedicated Optum OWCA FECA support line), portal technical assistance, self help materials, and other support resources.

In the **Support Resources** section, click on the **Support Contacts** icon.



To view the available information about a specific topic, click on the **chevron to the left** of the topic.



Optum Customer Service provides the phone number for our dedicated customer service line for the Optum FECA pharmacy benefit program. Representatives can provide answers on prescription benefits, medication coverage, questions for an Optum pharmacist, and other program support.

Representatives can also assist with optional benefits such as enrollment in prescription home delivery, and obtaining medical equipment or diagnostic services needed for a work-related injury.



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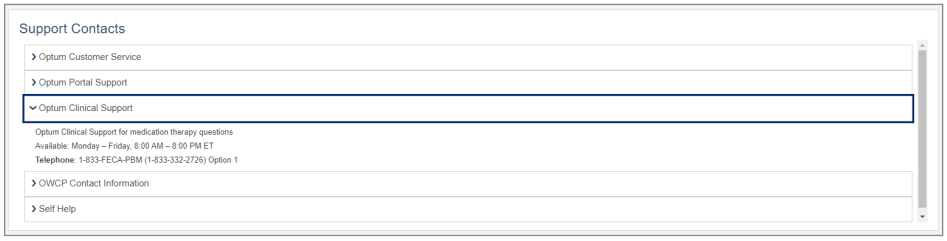
Optum Clinical Support provides contact information for support on medication therapy questions.



Optum Portal Support provides contact information for Claimant Portal technical support questions.



OWCP Contact Information provides information to contact the U.S. Department of Labor's Office of Workers' Compensation Programs.



Self Help provides a link to the Optum OWCP FECA claimant education site. The site hosts videos and PDFs to educate injured Federal employees on the Optum FECA pharmacy benefit program and how to use the Claimant Portal.



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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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