

**FREQUENTLY ASKED QUESTIONS (FAQ) for DFEC Claimants  
CONDUENT-DOL ADJUSTMENTS CHANGES  
MARCH 2010**

Q: How do I request a bill adjustment due to partial payments and corrections?

A: Use the CA-915 form for medical and CA-957 form for travel, which are available on the CONDUENT-DOL Web Portal <https://owcpmed.dol.gov> under the “Forms and Links” page.

- ❖ Write “Adjustment Request” or “Corrected Bill” at the top of your form
- ❖ Be sure to enter all fields to ensure processing. If additional monies are due to you, appropriate proof of payment is required.
- ❖ Mail your corrected bill and supporting documentation to DFEC Mailroom P.O. Box 8300 London, KY 40742-8300

Q: There is new information on my Remittance Voucher (RV) stating that I owe DOL money. What do I do next?

A: If an overpayment has occurred, DOL will record the amount owed on your remittance voucher. You have the option to pay DOL the amount in full or to have the monies recouped with each subsequent bill submitted until the credit balance is satisfied.

- ❖ To return the monies in full to DOL, please mail the check to DFEC Mailroom P.O. Box 8300 London, KY 40742-8300

Q: How do I know the total amount I owe to DOL?

A: Check your RV for the “Ending Credit Balance Payable to Dept. of Labor” field. This field will confirm the total amount owed to DOL

- ❖ You may also contact the Conduent call center at (844) 493-1966  
Monday - Friday 8 a.m. to 8 p.m. EST

Q: I never received payment for services billed, although my RV shows that payment was remitted. What do I do next?

A: Please allow 45 days for payment to be received. If 45 days have passed, please contact the Conduent Call Center (844) 493-1966 Monday - Friday 8 a.m. to 8 p.m. EST to request a check trace and verify your mailing address.