



VIEWING BILLS ON THE WEB PORTAL TIPS

This document provides guidance on how to access and view bills on the Workers' Compensation Medical Bill Processing (WCMBP) Portal. Registered providers can view their bills online without having to wait for the mailed Remittance Voucher (RV).

1.1 Portal Access for Viewing Bills

Question	Answer
How do I register with OWCP Connect?	<ul style="list-style-type: none">On the OWCP Connect page, select the Account Registration link, located in the upper right.To complete the registration, enter a valid email address, create an account password, and select security questions and answers.
How do I obtain profile access?	<ul style="list-style-type: none">Each OWCP Provider ID has a designated system administrator who controls which profiles users can access.The administrator must use the EXT Provider System Administrator profile to manage the profiles assigned to the user account.
What profiles are needed to inquire about bill status?	<ul style="list-style-type: none">Users must be logged into the system with the appropriate access profile to view the status of a bill.There are four (4) profiles that allow users to inquire about bill status:<ul style="list-style-type: none">EXT Provider Bills SubmitterEXT Provider Eligibility Checker-Claims SubmitterEXT Provider Super UserEXT Provider Claims Payment Status Checker



Question	Answer
What filter options are available for bill inquiry?	<ul style="list-style-type: none">▪ After logging into the portal, navigate to the left side of the screen. Under Bills, select Bill Inquiry. Then, use the filter options and the drop-down list to select your search criteria.▪ Bill Inquiry Search Options Include the following:<ul style="list-style-type: none">• Bill Charged Amount• Bill Payment Amount• Billed Units• Check Number• Claimant ID• Claimant Name• EDI Submitter ID• EOB/CA Reject Reason Code• From/To Date (this option can only be utilized in the first filter option)• Modifiers• Net Reimbursement Amount• Original TCN• Paid Units• Parent TCN• Patient Account Number• Procedure Code• RV Number• Received Date



Question	Answer
	<ul style="list-style-type: none">• Revenue Code• SSN• TCN <p>■ In addition to the Filter By and drop-down options, the following drop-down list enables you to further refine your search:</p> <ul style="list-style-type: none">• For the IN field, select whether the search should be in the Header List (entire claim view) or Line List (line item view). The default is set to Header List. Using the Line List search filter provides a way to locate line-specific details, such as line procedure codes or identify denials associated with specific line items.• For the Programs field, select the program associated with the submitted bill.• For Status, select the status of the bill (such as In Process or Paid).
What information is available on Bill Inquiry?	<p>The search results can include, but are not limited to the following:</p> <ul style="list-style-type: none">■ TCN (Transaction Control Number)■ Program■ Specific billed information such as From/To Date Of service, Billed Amount, Billing Provider NPI, Billing Provider Taxonomy■ Service Line Details such as Dates of Service, Procedure Code, Billed Units, Servicing Provider NPI, Servicing Provider Taxonomy,■ Specific bill outcomes such as Bill Status, Paid Amount, Received Date, Remittance Voucher Number.■ Bill History information such as Parent TCN and Original TCN■ Claimant information such as Claimant Name and Claimant ID■ If applicable, denial reasons



Question	Answer
What are the bill status descriptions?	<ul style="list-style-type: none">■ Adjusted – This bill had been adjusted. A new TCN has been created for the adjustment.■ Denied – The bill was denied entirely.■ In Process – Bill is still processing, allow additional time.■ Paid – The bill reimbursed.■ Rejected – The bill was rejected. View the reasons for the rejection and resubmit.
What additional information may be helpful?	<ul style="list-style-type: none">■ Information in the provider portal is updated in real time.■ TCN is a hyper link and can be selected on to view the entire bill.■ Dates must be entered in mm/dd/yyyy format.■ The From/To Date search option is available in the first 'Filter By' field. You must enter the 'From' date in the first field and the 'To' date in the second field. If the 'From' and 'To' dates are the same, enter the same value in both fields.■ If you search for a category that is not currently shown on the page as a column heading, a new corresponding column will appear. For example, if you search by "Patient Account Number", the list page will add a new column named 'Patient Account Number' to the results table.■ Results can be sorted by selecting the column heading.■ The results of your search can be downloaded to a CSV file by selecting the 'SaveToCSV' button on the bottom of the List page.

1.2 Portal Access

Topic	Details
Who can I contact to get portal access?	Contact your organization's WCMBP Portal system administrator for questions regarding user profiles.



Topic	Details
What can I do if the previous system administrator is no longer at my organization?	If a new system administrator needs to be added, contact our Call Center for assistance. Note: Organizations may have more than one user identified as a WCMBP Portal system administrator.
I'm a WCMBP Portal system administrator for my organization. How do I remove access for a user?	<ul style="list-style-type: none">■ System administrators can end date a user's portal account if that person is no longer with your organization.■ If a user must be completely removed, add an expiration date to the user's account. The username will still appear on the user list, but they will no longer have access after the expiration date.
Who can I contact if I need further assistance?	If you need further assistance, contact our Call Center: <ul style="list-style-type: none">■ Division of Federal Employees' Compensation (DFEC): 1-844-493-1966■ Division of Energy Employees Occupational Illness Compensation (DEEOIC): 1-866-272-2682■ Division of Coal Mine Workers' Compensation (DCMWC): 1-800-638-7072