VIEWING BILLS ON THE PORTAL

Registered Providers can view their bills online without having to wait for the RV!

Providers who are registered on the web portal have the convenience of viewing previously submitted bills to see payment information and the denial reason for multiple claimants under an individual OWCP Provider Number.

Below are tips to get you started on the portal as a registered OWCP Provider

- Do you need to register for online portal access? If so, click here to be for step by step instructions on how to register.

Profiles needed	To successfully inquire on the status of a bill, users must be logged into the system with the appropriate profile. There are four (4) profiles that allows users to inquire on bills. • EXT Provider Bills Submitter • EXT Provider Eligibility Checker-Claims Submitter • EXT Provider Super User • EXT Provider Claims Payment Status Checker
How to obtain a profile	Each OWCP Provider ID has a system administrator assigned to their account. The system administrator has the capability to add and remove the profiles users have access to. To maintain users' access to the providers account, the administrator will need to utilize the EXT Provider System Administrator.
Bill Inquiry Search Options	Once logged into the portal, on the left side of the screen, under 'Bills', click on Bill Inquiry. Utilizing the filter options, use the drop-down menu to select the criteria to search by. Bill Inquiry Search Options Include: • Bill Charged Amount • Bill Payment Amount • Check Number • Claimant ID • EOB/CA Reject Reason Code • From/To Date (this option can only be utilized in the first filter option) • Modifiers • Patient Account Number • Procedure Code • RV Number • Received Date • Revenue Code • SSN • TCN
	The following information is viewable in the returned search results: • TCN (Transaction Control Number) • Claimant ID • From/To Date Of service • Bill Status

What providers can see on the web portal	• Bill Charged Amount • Bill Payment Amount • Claimant Name • Claimant ID In addition to the Filter By and drop-downs, the following dropdowns enable you to further refine your search: • IN – Select whether the search should be in the Header List or Line List information. The default is set to Header List. • Programs – Select the program the bill was submitted for. • Bill Status – Select the status of the bill (i.e., In Process, Paid)
Descriptions of the different bill statuses	• 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. o View the reasons for the rejection and resubmit. • Void – This bill has been voided.
Important things to know!	• Information in the provider portal is updated in real time. • The TCN is a hyper link and can be clicked on to view the entire bill • Dates must be entered in mm/dd/yyyy format. • The From/To Date search option is available on 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/To dates are the same, enter the same value in both fields. • If you search on 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. • The results of your search can be saved to a CSV file by clicking the 'SaveToCSV' button found at the bottom of the list page.