

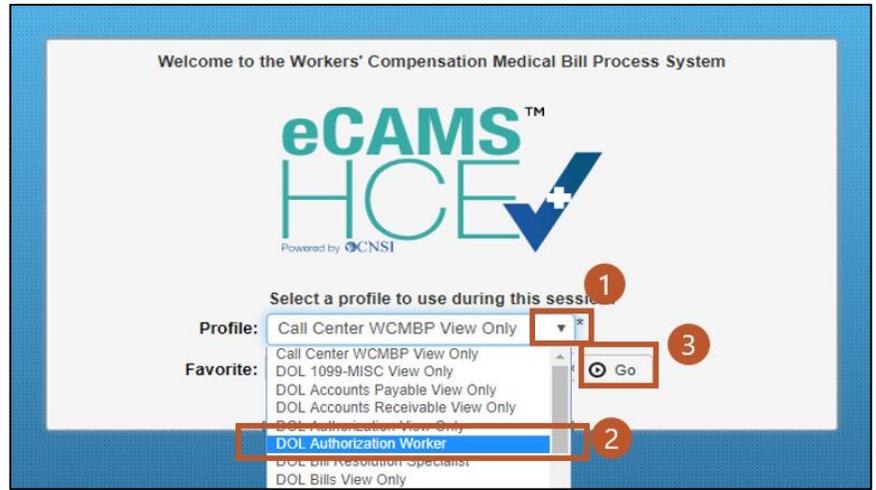


DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Navigating to the Authorization Request List Page

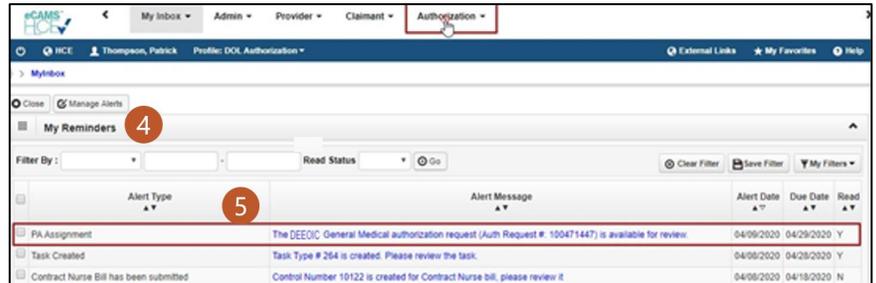
1. At the WCMBP System log in, select the **Profile** drop-down list to view additional profiles.
2. Select the **DOL Authorization Worker** profile.
3. Select **Go**.



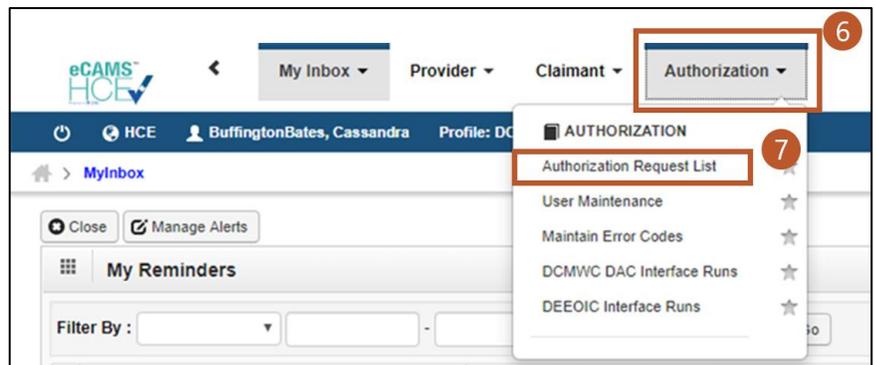
Note: A list of messages displays in the **My Reminders** section on the Home Page for the authorizations assigned to you.

4. Review any **Authorization Alerts** in this section.
5. Select the message link to display message details.

Note: The alert message link does not navigate to the authorization page.



6. To view the authorizations assigned to you, select the **Authorization** tab.
7. Select **Authorization Request List**.
Note: The system displays a list of Level 3 authorizations that are assigned to you.





DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Viewing Authorization Request Details

The **Authorization Request List** page displays a summary of authorizations assigned to you, as the Medical Benefits Examiner (MBE). Authorizations are assigned based on the MBE on the claimant's case file.

Note: Important authorization information:

- Authorization Request #
- Status
- Auth Type
- Auth Request Type
- Source

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	Auth Request Type	Source
100471463		999999991	Entering	Home Health Request	04/14/2020		3			Not Assigned	DEEOIC		Initial Request	DDE
100471445	700030500		In Review	Rehabilitative Therapies	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC		Initial Request	DDE
100471444	999999991		In Review	Medical Transportation	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC			DDE
100471436	611106200		In Review	Home Health Request	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC		Re-Authorization	DDE
100471424	700030500		In Review	General Medical	04/06/2020	04/06/2020	3	OWCP	DEEOIC - National Office		DEEOIC			DDE
100471401	611106200		In Review	General Medical	04/06/2020	04/06/2020	3	OWCP	DEEOIC - Denver		DEEOIC			DDE

1. To begin your authorization review, select the **Auth Request #** link to view detailed information.

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	Auth Request Type	Source
100471463	2	999999991	Entering	Home Health Request	04/14/2020		3			Not Assigned	DEEOIC		Initial Request	DDE
100471445	4	700030500	In Review	Rehabilitative Therapies	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC		Initial Request	DDE
100471444	4	999999991	In Review	Medical Transportation	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC			DDE
100471440	5	036676000	In Review	Transplant	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC			DDE
100471436	2	611106200	In Review	Home Health Request	04/07/2020	04/07/2020	3	OWCP		Not Assigned	DEEOIC		Re-Authorization	DDE
100471424	4	700030500	In Review	General Medical	04/06/2020	04/06/2020	3	OWCP	DEEOIC - National Office	Owens, Deborah	DEEOIC	Owens, Deborah		DDE

2. Once the **Authorization Details List** page displays, select **Retrieve Correspondence/Attachments** to view any attachments or images associated with the authorization.

Auth Request Number: [redacted]

Close Update Generate Correspondence **Retrieve Correspondence/Attachments** Comments View History View Error History

Close Request Upload/Retrieve Attachment Show Duplicate Authorization Show Correction

Program: DEEOIC Authorization Type: Durable Medical Equipment

Authorization Status: In Review Authorization Level: Level 3

Source: DDE Emergency/Urgent Request:

Requestor Information

Date Requested: 02/14/2023 Requested By: Binjal Phone Number: [redacted]

Claimant Information

Claimant's Case ID: [redacted] Date of Birth: [redacted]



DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Viewing Authorization Request Details, Continued (Second Page)

- To view the correspondences, select the **CORRESPONDENCE ID** link.
- To view the images and attachments, select the **IMAGE ID** link.

PA Request ID: [Redacted]

Close

Correspondence Retrieval Page

Filter By: [Dropdown] [Dropdown] And [Dropdown] [Dropdown] And [Dropdown] [Dropdown] And [Dropdown] [Dropdown]

Go

Clear Filter Save Filter My Filters

CORRESPONDENCE ID	CORRESPONDENCE TITLE	SENT BY	SENT DATE	JOB TYPE	STATUS	PA REQUEST NUMBER
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Upload Images/Attachments

Images/Attachments Retrieval Page

Filter By: [Dropdown] [Dropdown] And [Dropdown] [Dropdown] And [Dropdown] [Dropdown] And [Dropdown] [Dropdown]

Go

Clear Filter Save Filter My Filters

IMAGE ID	IMAGE TITLE	CREATED BY	CREATED DATE	RECEIVED DATE	PA Request Number
AT	OWCP_Test template.pdf	binjal.pateicns-inc	02/14/2023	02/14/2023	[Redacted]

View Page: 1 Go Page Count Save To CSV Viewing Page: 1 First Prev Next Last

- Select **Close** to return to the **Authorization Request Details** page.

PA Request ID: [Redacted]

Close

Correspondence Retrieval Page

Filter By: [Dropdown] [Dropdown] And [Dropdown] [Dropdown] And [Dropdown] [Dropdown]

Go

CORRESPONDENCE ID	CORRESPONDENCE TITLE	SENT BY	SENT DATE	JOB TYPE
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- To add comments on an authorization, from the **Authorization Details** page for the auth you are reviewing, select **Comments**.

Note: You can add two types of Comments to an authorization:

- Auth Comments
- Service Line Comments

- Select the appropriate **Comment Type** from the drop-down list and enter your comments in the **Comment** field.

- Select **Ok**.

MyInbox > Authorization Request List

Auth Request Number: [Redacted]

Close Update Generate Correspondence Retrieve Correspondence/Attachments **Comments** View History View Error History

Close Request Upload/Retrieve Attachment Show Duplicate Authorization Show Correction

Add Comment Details

Comment Type: AUTH COMMENTS

Comment: [Text Field]

Ok Cancel



DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Viewing Authorization Request Details, Continued (Third Page)

9. Once comments are entered, select **Close**.



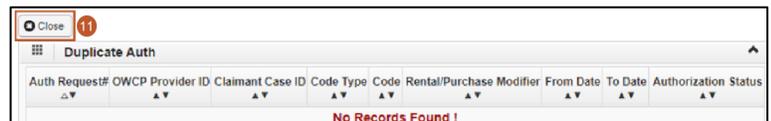
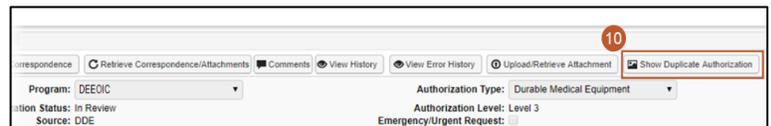
10. If necessary, select **Show Duplicate Authorization** to check for duplicate authorizations.

Note: Show Duplicate Authorization provides details of any authorization with a status of Approved, In Review, or Pended Further Development. Details provided include:

- OWCP Provider ID
- Claimant Case ID
- Procedure Code
- Same or overlapping Date

By using Show Duplicate Authorization, MBEs can verify if an authorization is a true duplicate or not, or if the service had already been approved in the past.

11. Select **Close** to return to the specific Auth Request Number.





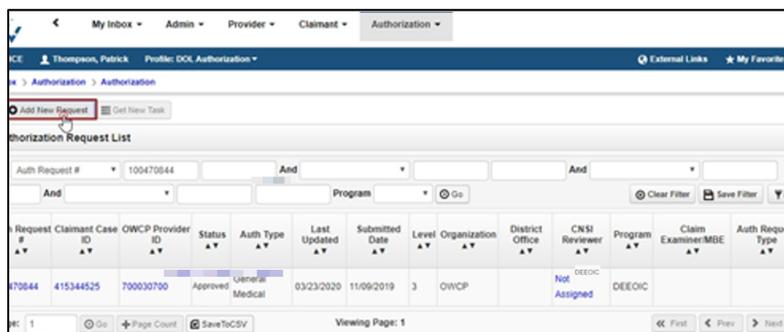
DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Creating a New Authorization Request

There are conditions where you will initiate an authorization.

1. From the **Authorization Request List** page, select **Add New Request**.

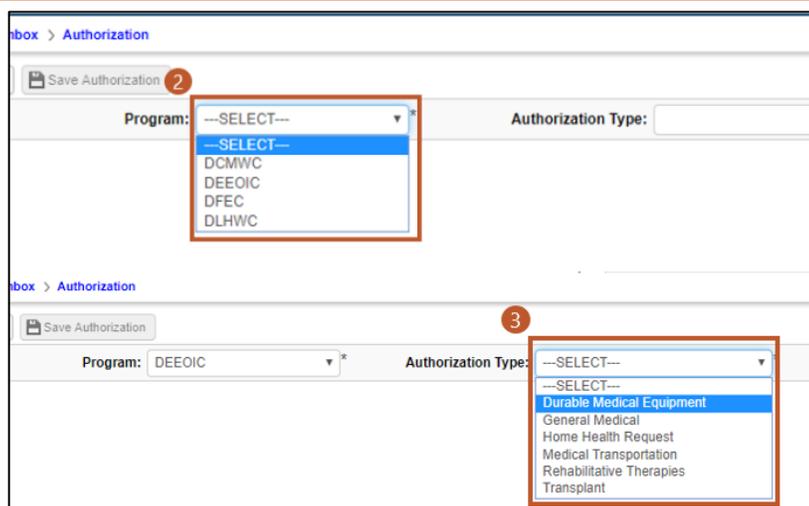


2. From the **Program** drop-down list, you must select a program affiliation.

Note: If you are associated with a specific Program, the system automatically displays this information.

3. From the **Authorization Type** drop-down list, select the applicable option for the new authorization.

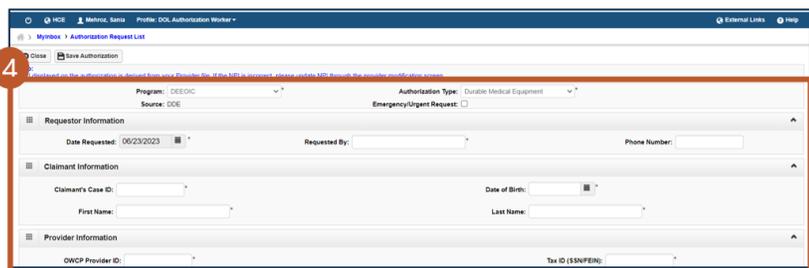
Note: The system automatically generates a blank authorization template for you to complete the authorization.



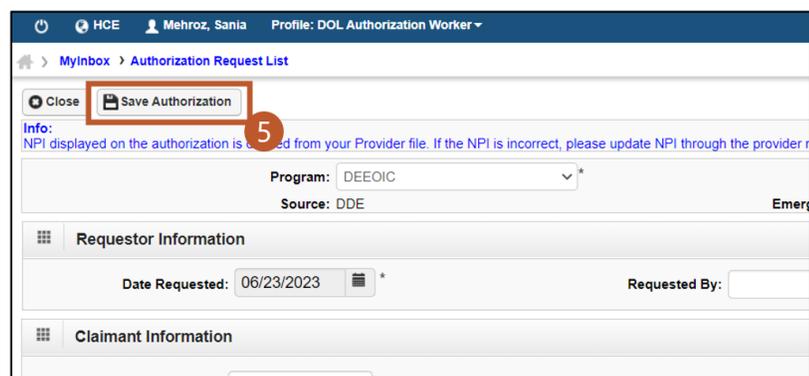
4. Enter all information into the new authorization. Fields denoted with an asterisk (*) are required.

Notes:

- **For all DEEOIC Authorizations:** Effective 08/05/23, submitting an authorization with the same procedure code on multiple lines is not allowed even if the dates of service do not overlap.
- **For General Medical Authorizations only:** Effective 08/05/23, submitting an authorization with the same revenue code on multiple lines without a different procedure code (or no procedure code) is not allowed even if the dates of service do not overlap.



5. Select **Save Authorization**.





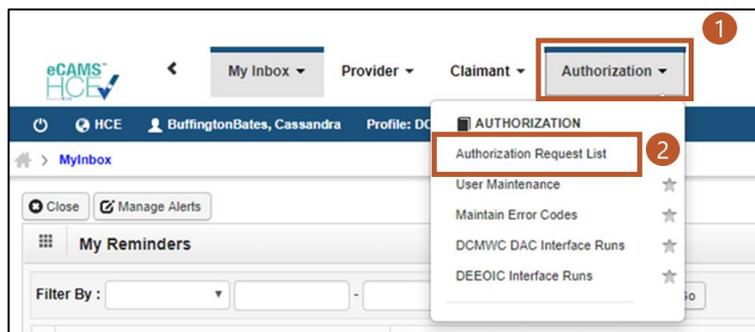
DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Decision Making for Authorization Requests

Note: Once a provider submits an authorization, either via fax or direct data entry within the Provider Portal, the MBE will receive an authorization alert that an authorization has been assigned to them.

1. To navigate to the authorization, select the **Authorization** tab.
2. Select **Authorization Request List**.



Note: Effective 08/05/23, the system will generate a new authorization for every claimant travel bill requiring an authorization regardless of the availability of a matching authorization and its status. MBEs will review these authorizations following the current review process even if a matching authorization exists. Additionally, system-generated authorizations will merge all service lines with the same procedure code into one (1), irrespective of the dates of service.

3. If you do not initially see the authorization that is in an "In Review" status, use the filters to perform a search.
4. Select the **Authorization Request #** link.

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	Auth Request Type	Source	Assigned Date
100			In Review	Home Health Request			3	OWCP	DEEOIC - Seattle	Not Assigned	DEEOIC		Correction	DDE	04/25/2022
			In Review	Home Health Request			3	OWCP	DEEOIC - Jacksonville	Not Assigned	DEEOIC		Initial Request	DDE	01/17/2022
			In Review	Home Health Request			3	OWCP	DEEOIC - Jacksonville	Not Assigned	DEEOIC		Initial Request	System	01/06/2022
			In Review	Home Health Request			3	OWCP	DEEOIC - Jacksonville	Not Assigned	DEEOIC		Initial Request	DDE	11/15/2021

Auth Request Number: [redacted]

Program: DEEOIC Authorization Type: Durable Medical Equipment

Authorization Status: In Review Authorization Level: Level 3

Source: DDE Emergency/Urgent Request: [checkbox]

Requestor Information

Date Requested: 02/14/2023 Requested By: Binjal Phone Number: [redacted]

Claimant Information

Claimant's Case ID: [redacted] Date of Birth: [redacted]

The **Authorization Request List** details page displays with detailed information.



DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Decision Making for Authorization Requests, Continued

5. Make any required updates and create the authorization within the Energy Case Management (ECS) System.
6. After you have entered all information in the ECS System, select **Close Request** on the **Authorization Request List** details page.
Note: No further updates are allowed once you select Close Request.

5

6

MyInbox > Authorization Request List

Auth Request Number : [redacted]

Close Update Generate Correspondence Retrieve Correspondence/Attachments Comments View History View Error History

Close Request Upload/Retrieve Attachment Show Duplicate Authorization Show Correction

Program: DEEOIC Authorization Type: Durable Medical Equipment

Authorization Status: In Review Authorization Level: Level 3

Source: DDE Emergency/Urgent Request:

Requestor Information

Date Requested: 02/14/2023 Requested By: Binjal Phone Number: [redacted]

Claimant Information

Claimant's Case ID: [redacted] Date of Birth: [redacted]

The system automatically updates the status of the authorization to “Processed Awaiting Decision”.

MyInbox > Bill Detail Download > MyInbox > Authorization Request List

Auth Request Number : [redacted]

Close Update Generate Correspondence Retrieve Correspondence/Attachments Comments

Show Duplicate Authorization Show Correction

Program: DEEOIC Authorization Type: [redacted]

Authorization Status: Processed Awaiting Decision Authorization Level: [redacted]

Source: DDE Emergency/Urgent Request: [redacted]

Requestor Information

Date Requested: 02/14/2023 Requested By: Binjal

Claimant Information

7. Determine whether to update the authorization in the ECS System to a status of “Approved”, “Denied”, “Pended Further Development”, “Cancelled”, or “Returned to Provider”.

Note: After you make this decision in the ECS System, the ECS System transfers it to the WCMBP System where Providers can see the status.

MyInbox > Bill Detail Download > MyInbox > Authorization Request List

Close Add New Request Get New Task Initiate Correction

Authorization Request List

Filter By: [redacted] And [redacted] Submitted In: ALL And Status: [redacted]

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source	Assigned Date
10	[redacted]	999999991	Approved	Medical Transportation	02/10/2023	02/09/2023	3	OWCP	DEEOIC - Cleveland	Not Assigned	DEEOIC Fix, Anthony	AFIX		Initial Request	System	02/09/2023
10	[redacted]	999999991	Approved	Medical Transportation	02/10/2023	02/09/2023	3	OWCP	DEEOIC - Denver	Not Assigned	DEEOIC Silveri, Dante	DSILVERI		Initial Request	System	02/09/2023



Resolving Authorization Errors in the Authorization Request Page

When an authorization request has errors listed, the system displays them under the **Error Type** column of the **Error List** section.

The Error Type description includes:

- H = Error is within the Header information.
- L1, L2, and so on = Error is within the Service Line information.

To resolve the errors, changes must be made in the ECS System.

Cycle	Error Type	Error Code	Error Desc	Forcible	Erroneous Data	Resolved By	Resolved Date/Time	Error Status
2	L2	70861	T/S: SVC NOT CVRD FOR DOS	Y	Claimant Id: 50029706			O
2	L3	31589	DOS AFTER DATE OF DEATH	Y	To Date of Service: 11/08/2022			O
2	L3	70861	T/S: SVC NOT CVRD FOR DOS	Y	Claimant Id: 50029706			O

Once the WCMBP system receives the authorization decision determined in the ECS System, errors are resolved. To be sure the updates have resolved the errors, you can check the system.

1. Select the checkbox to the left of the edit.
2. Then, select **Run Edits**.

Note: The Run Edits feature can be used after approximately 24 hours.

- If the change was successful, the error or errors will be removed from the **Error List**, allowing you to approve the authorization. This process will not have to be completed to deny an authorization.
- If the change was not successful, the errors will still display in the **Error List**.

Cycle	Error Type	Error Code	Error Desc	Forcible	Erroneous Data	Resolved By	Resolved Date/Time	Error Status
1	L1	70861	T/S: SVC NOT CVRD FOR DOS	Y	Claimant Id: [redacted]			O



DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Updating Authorization Requests in the Authorization Request Page

If an authorization in an “In Review” status needs to have information updated, complete the following steps:

Note: Updates are not allowed once an authorization reaches the “Processed Awaiting Decision” status.

1. Select the **Line #** link to update the information in an authorization.

2. Update any field information as applicable for the authorization.
3. Select **OK** for the system to reflect your updates to the authorization.

Note: Fields denoted with an asterisk (*) are required. Any field that is not grayed out can be updated.

On the next page, you will see how to access and generate a scheduled report in the WCMBP System.

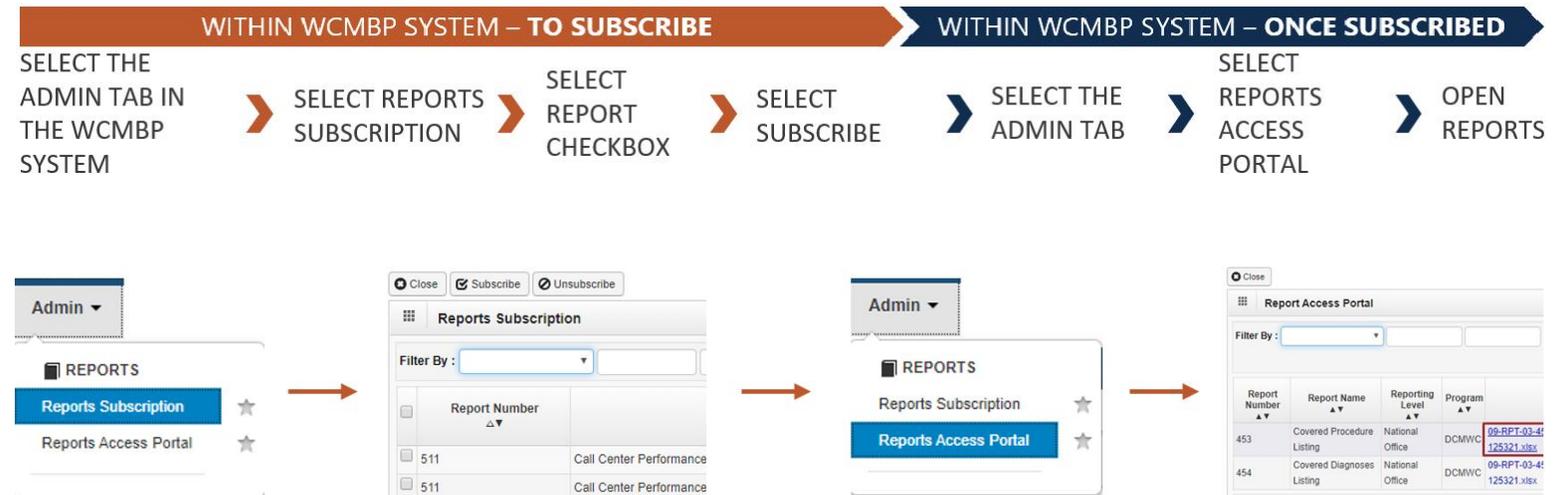


DEEOIC Authorization for Medical Benefits Examiners (MBE)

Job Aid

Accessing and Generating Scheduled Reports

How to Generate Scheduled Reports



After subscribing to reports and accessing the **Reports Access Portal** page, select the link for the report you want to view. The selected report opens as an Excel file.

Scheduled Reports

Be sure to subscribe to the following scheduled reports.

Report Name	Subsystem	Frequency
Authorizations Suspending More Than 3 Days	Authorizations	Weekly
Authorizations in "F" (Further Review) Status	Authorizations	Weekly
Prior Authorizations Processed Statistical Report Card	Authorizations	Monthly
Case Statistical Details Report	Third Party Eligibility	Weekly
Case Statistical Summary Report	Third Party Eligibility	Weekly