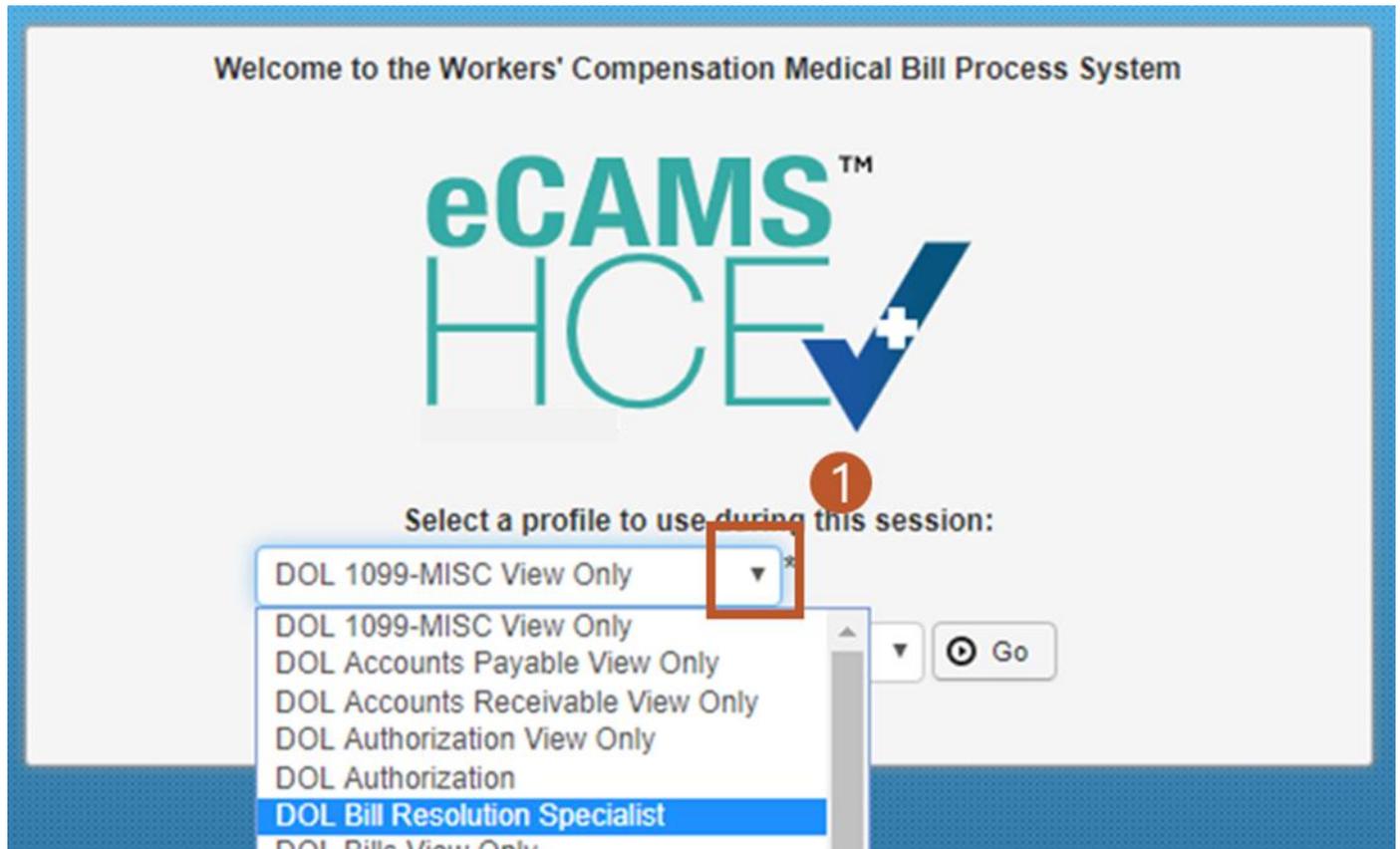




Navigating to the Resolve Bill Page

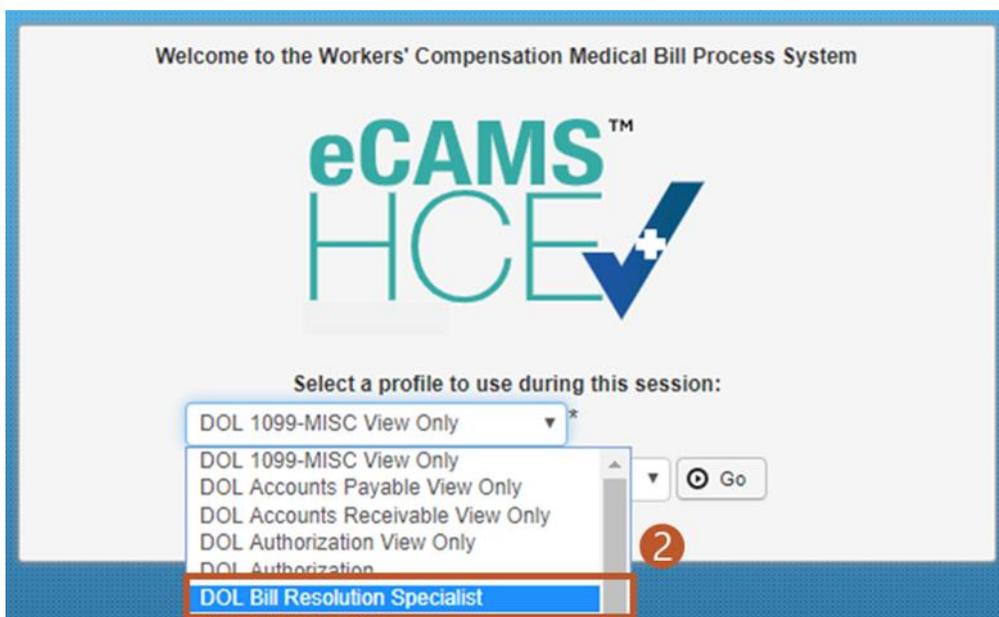
1. First, select the drop-down arrow to view additional profiles.



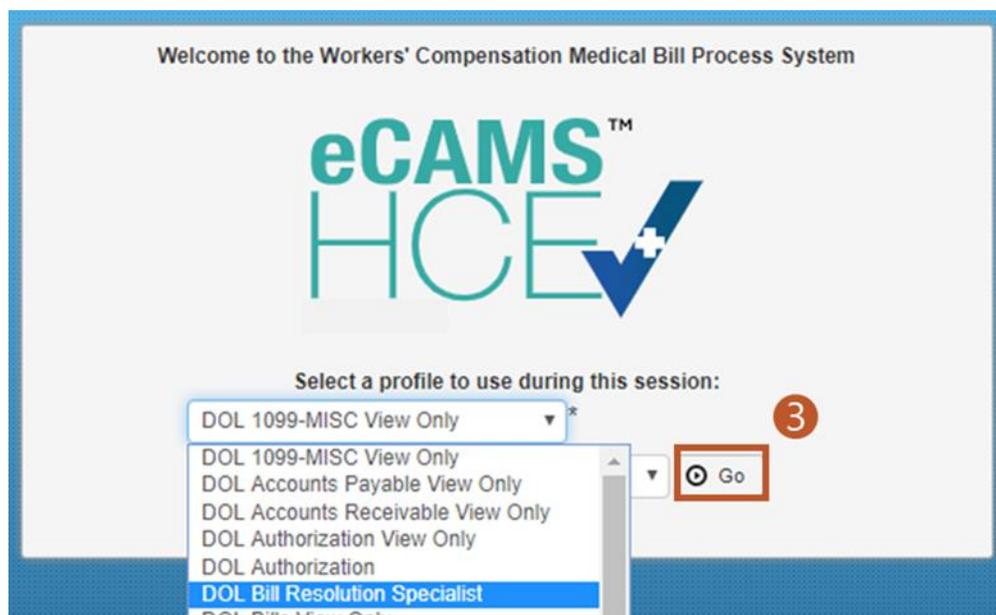


Navigating to the Resolve Bill Page

2. Select the **DOL Bill Resolution Specialist** Profile



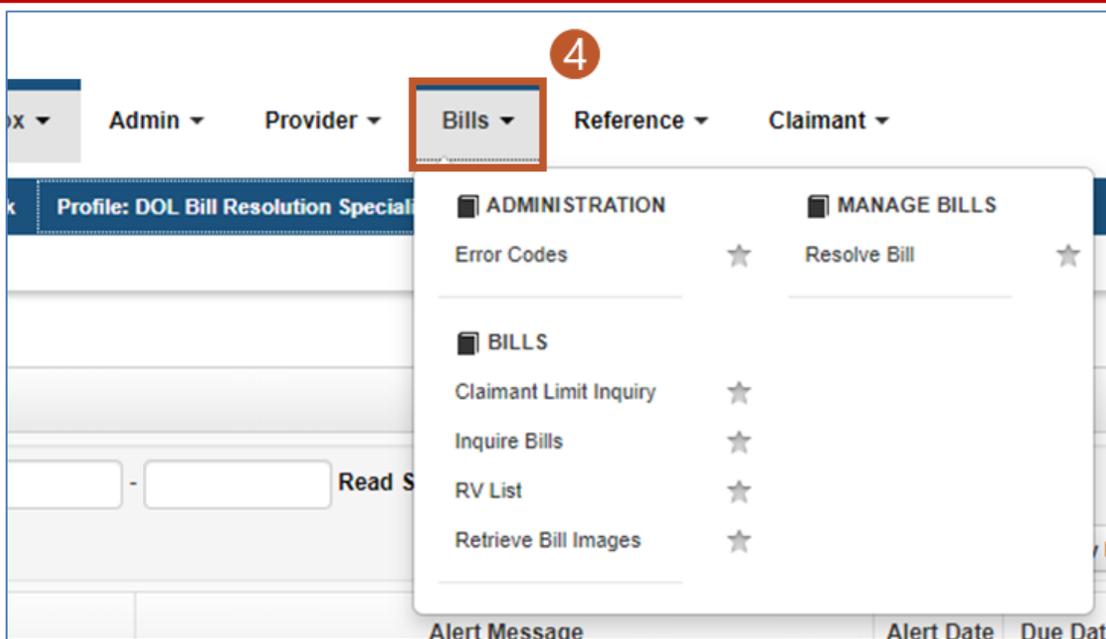
3. Select the **Go** button.



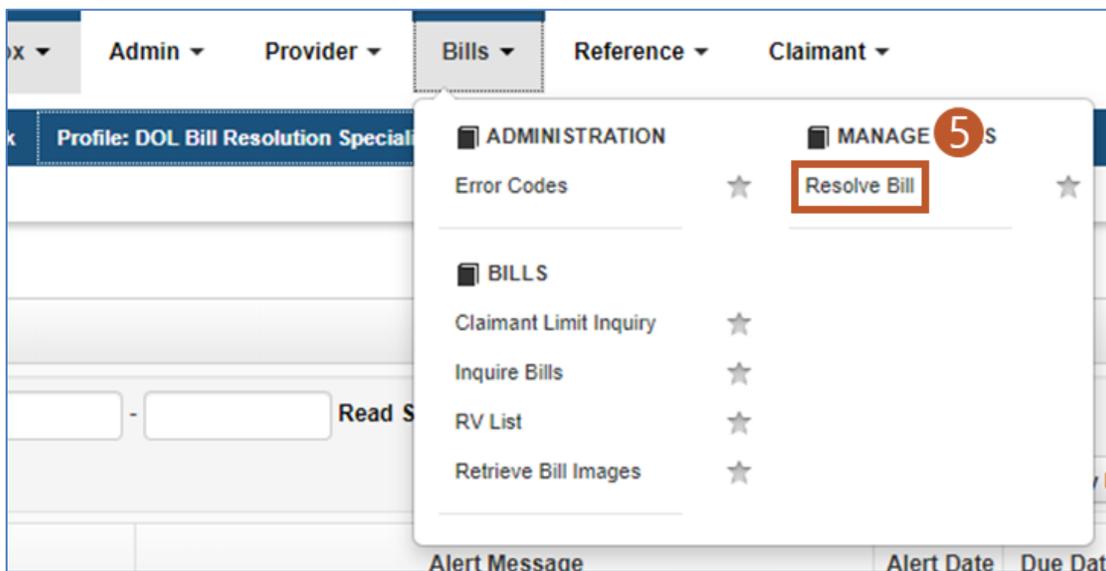


Navigating to the Resolve Bill Page

4. Select the **Bills** Tab.



5. Select the **Resolve Bill** menu item.





Navigating to the Resolve Bill Page

6. Select the **Filter By** drop-down to select filter criteria option.

The screenshot shows the 'Resolve Bills List' page in the eCAMS HCE system. The 'Filter By' dropdown menu is highlighted with a red box and a red circle containing the number 6. The page includes a navigation bar with 'Bills' selected, a user profile for 'Thompson, Patrick', and various action buttons like 'Close', 'Release', 'Refer', 'Deny', 'Force', and 'Reassign'. Below the filters, a table header is visible with columns for TCN, Claimant ID, Billing Provider NPI, Claim Type, Program, From Date, To Date, Billed Amount, Adjudication Date, Billing OWCP ID, and Location. The table currently displays 'No Records Found!'.

7. Enter the filter criteria. You can enter multiple criteria in your search by using additional fields.

The screenshot shows the 'Resolve Bills List' page in the eCAMS HCE system. The input field for the filter criteria is highlighted with a red box and a red circle containing the number 7. The page shows the same navigation bar and action buttons as the previous screenshot. The filter criteria input field is now populated with text. The table header and 'No Records Found!' message are still visible.



Navigating to the Resolve Bill Page

8. Select the **Go** button to perform the search.

Note: You may use the additional fields on this page to narrow your search further using multiple filter criteria.

The screenshot shows the eCAMS HCE interface. At the top, there is a navigation bar with tabs for My Inbox, Admin, Provider, Bills, Reference, and Claimant. Below this is a user profile bar for Thompson, Patrick, Profile: DOL Bill Resolution Specialist. The main content area is titled 'MyInbox > Resolve Bills List'. It features a toolbar with buttons for Close, Release, Release All, Refer, Refer All, Deny, Deny All, Force, Force All, Reassign, and Reassign All. Below the toolbar is a search filter section with a 'Filter By' dropdown and several input fields. A red circle with the number '8' is placed over the 'Go' button in the filter section. Below the filter section is a table with columns: TCN, Claimant ID, Billing Provider NPI, Claim Type, Program, From Date, To Date, Billed Amount, Adjudication Date, Billing OWCP ID, and Location. The table currently displays 'No Records Found!'.



Viewing a Bill

1. From the Bill Header Detail page, the **Error Code** near the top of the page will tell you what needs to be done or where it is in the payment process.

TCN	Run Number	Error Code	Error Description	Adjustment Reason Code	Disposition	Forcible	Deniable	Suspended Date	Erroneous Data	Bill Location/Business Unit	Error Location/Business Unit	Assignment Date	Action Type	Source
	1	90937	SUSPEND IH CONTRACTOR PPA BILLS FOR REVIEW		S-Suspend	Y	Y	04/13/2020		975-NO IH PPA Review	975-NO IH PPA Review	04/13/2020		Adjudication Posted

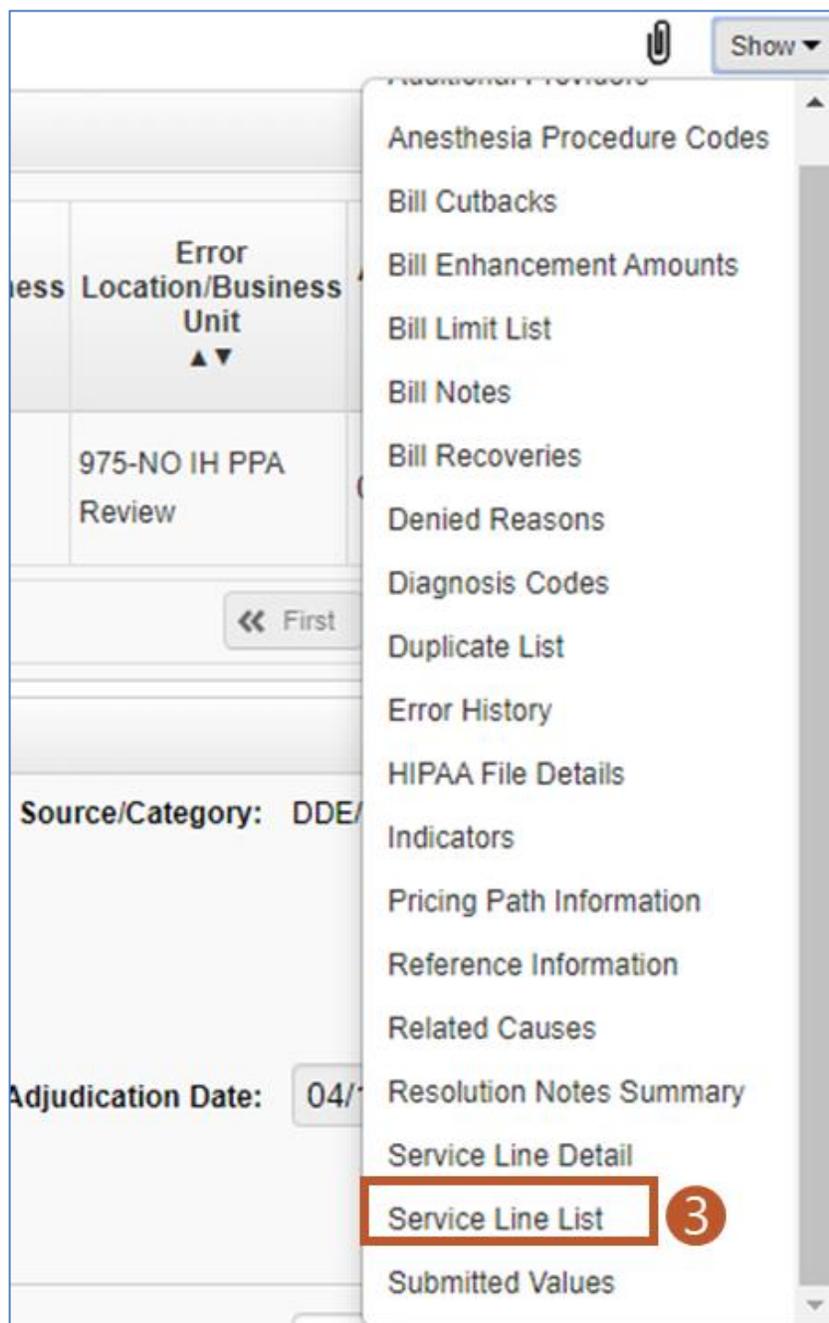
2. Select the **Show** button to navigate to the **Service Line List** page.

TCN	Run Number	Error Code	Error Description	Adjustment Reason Code	Disposition	Forcible	Deniable	Suspended Date	Erroneous Data	Bill Location/Business Unit	Error Location/Business Unit	Assignment Date	Action Type	Source
	1	90937	SUSPEND IH CONTRACTOR PPA BILLS FOR REVIEW		S-Suspend	Y	Y	04/13/2020		975-NO IH PPA Review	975-NO IH PPA Review	04/13/2020		Adjudication Posted



Viewing a Bill

3. Select the **Service Line List** menu item.





Retrieving Bill Images

1. At the top of the Bill Header page, select the **paperclip icon**.
(see alternate way to retrieve bill images in next row)

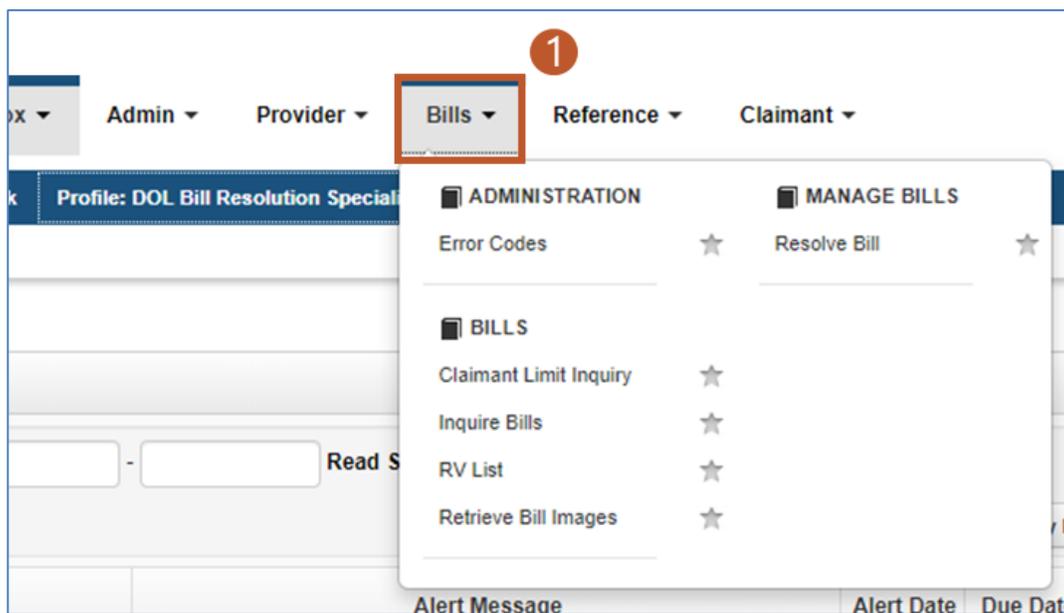
Address	Error Location/Business Unit ▲▼	Assignment Date ▲▼	Action Type ▲▼	Source ▲▼
	975-NO IH PPA Review	04/13/2020		Adjudication Posted



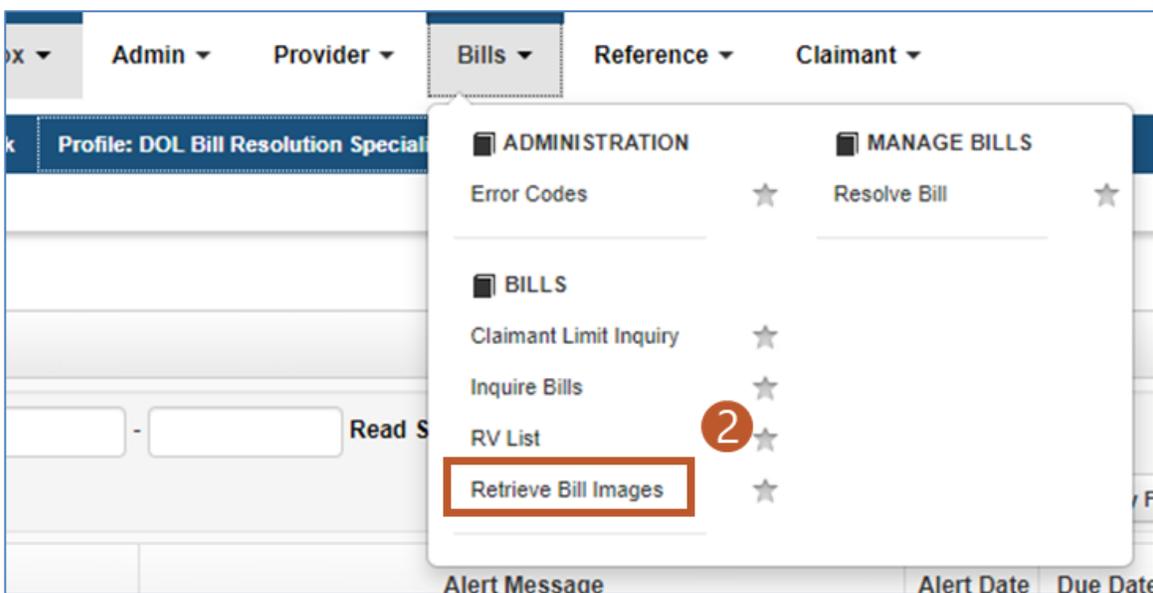
Retrieving Bill Images

(alternate way to retrieve bill images)

1. Select the **Bills** Tab.



2. Select the **Retrieve Bill Images** menu item.





Retrieving Bill Images

(alternate way to retrieve bill images continued)

3. Enter the **TCN** of the bill you need to review.

The screenshot shows a web form titled "Inquire Bill Images". It contains three input fields: "TCN:", "RX Bill Number:", and "RX Auth Number:". The "TCN:" field is highlighted with a red rectangular box, and a red circle with the number "3" is positioned to its right. Below the input fields is a "Go" button with a circular arrow icon.

4. Select the **Go** button.

The screenshot shows the same "Inquire Bill Images" form. In this step, the "Go" button is highlighted with a red rectangular box, and a red circle with the number "4" is positioned above it. The "TCN:" field is still highlighted with a blue glow from the previous step.



Viewing a Bill

Note: The Service Line will show the Billed Amount (the amount the contractor/provider is billing), the Allowed Amount (amount allowed under the contract or fee schedule), and the Paid Amount (the amount actually paid).

Service Lines

Filter By: [] And [] [Go] [Clear Filter] [Save Filter] [My Filters]

TCN	Revenue Center Code	Procedure / Service Code	From Date	To Date	Modifiers	Units	Billed Amount	Allowed Amount	Paid Amount	Line Status
		CCIH1	01/15/2020	01/15/2020		1	\$500.00	\$193.84	\$0.00	To Be Paid

View Page: 1 [Go] + Page Count [SaveToCSV] Viewing Page: 1 [First] [Prev] [Next] [Last] [Cancel]



Adding Attachments

Attachments can be added to a bill during resolution ensuring that all relevant documentation is accessible for review and decision-making throughout the adjudication process.

1. Select the **Attachments** option from the **Show** menu.

The screenshot shows a table titled "Errors to Resolve" with columns: TCN, Run Number, Error Code, Error Description, Adjustment Reason Code, Disposition, Forcible, Deniable, Suspended Date, Erroneous Data, Bill Location/Business Unit, Error Location/Business Unit, and Ass. A "Show" menu is open over the table, with "Attachments" highlighted. Below the table is a "Header Details" section with fields for TCN, Parent TCN, Adjustment Source, Special Bill Indicator, Claim Type, Original TCN, Bill Status, and Source/Category.

2. To upload the necessary document, select **Upload Images/Attachments**.

The screenshot shows two pages. The top page is "Correspondence Retrieval Page" with a filter bar and a table with columns: CORRESPONDENCE ID, CORRESPONDENCE TITLE, SENT BY, SENT DATE, JOB TYPE, and STATUS. Below the table, it says "No Records Found!". Below that is a button labeled "Upload Images/Attachments". The bottom page is "Images/Attachments Retrieval Page" with a filter bar and a table with columns: IMAGE ID, IMAGE TITLE, CREATED BY, CREATED DATE, RECEIVED DATE, and TCN. Below the table, it says "No Records Found!".

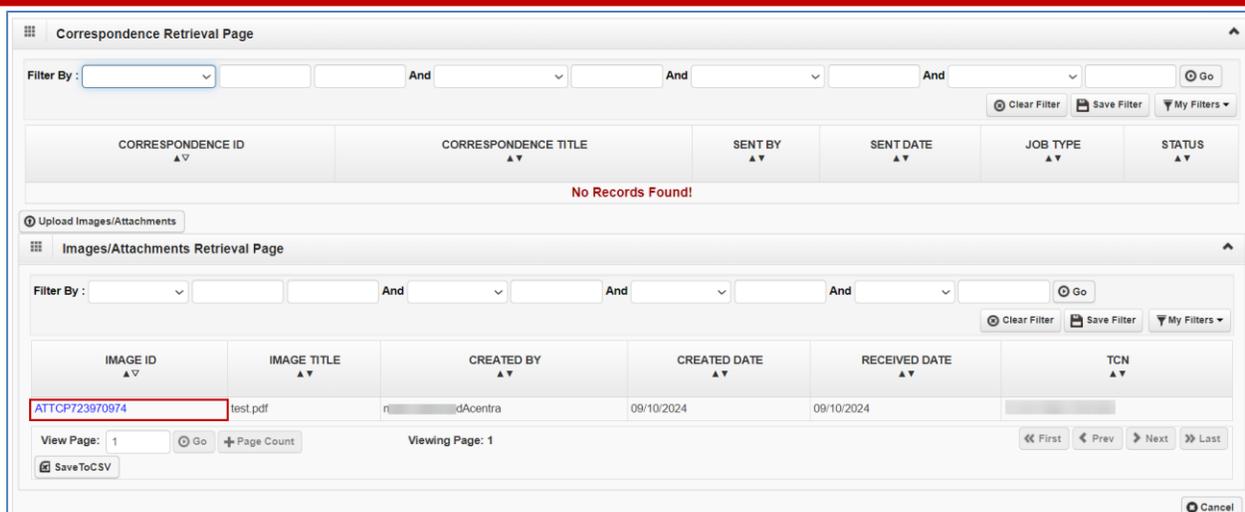


Adding Attachment

- To upload the required file as an attachment, select **Upload File**. Select **OK**.



The uploaded attachment will appear in the **Images/Attachments Retrieval Page** grid, ensuring it is linked directly to the bill for easy access.





Approving/Denying Bills

1. On the Bill Header Details page, scroll to the bottom of the screen to select the **Resolve** button at the bottom right of the page.

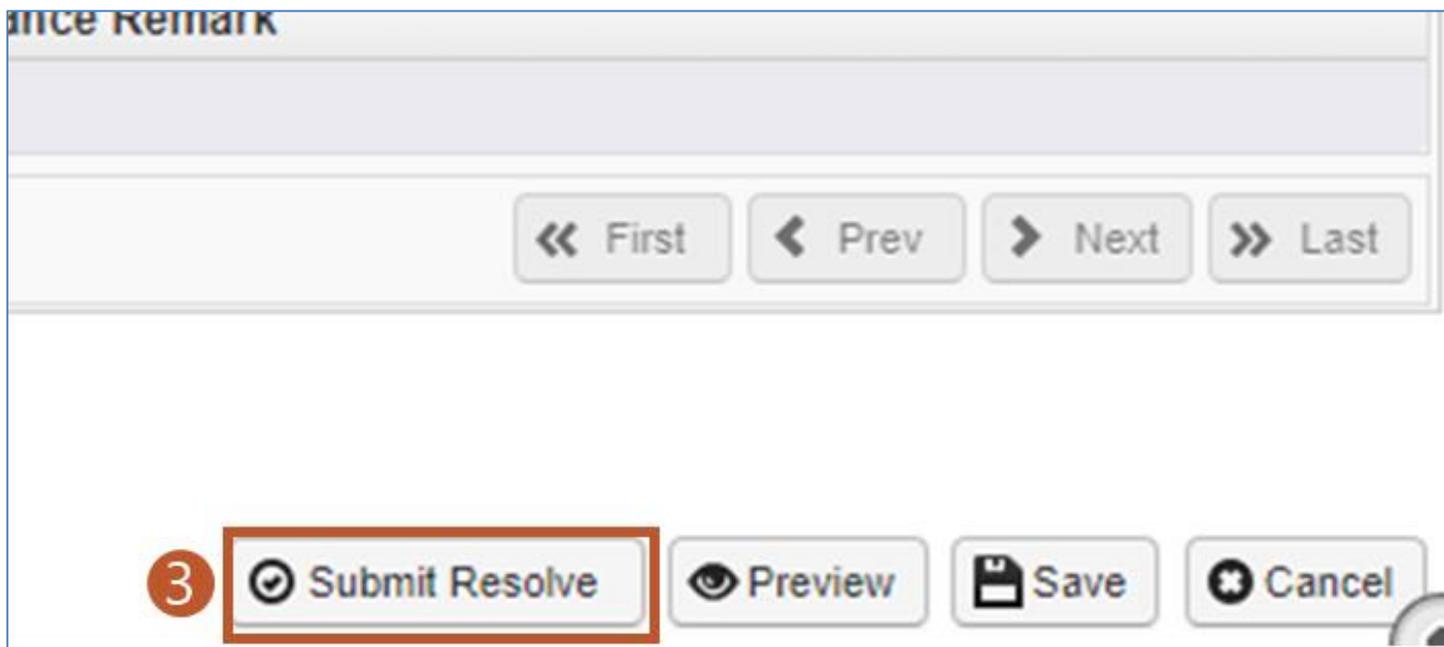
The screenshot displays a form with the following fields and buttons:

- Facility Type:** 11-Office (dropdown menu)
- TPL Amount:** (text input field)
- RV Payment Date:** (calendar icon)
- Buttons:** Resolve (highlighted with a red box and a red circle containing the number 1), Refer, Save, and Cancel.



Approving/Denying Bills

3. Scroll to the bottom of the page and then select the **Submit Resolve** button at the bottom right of the page.





Approving/Denying Bills

- From the Error Action drop-down, select the action you want to take.
The options are:
Deny – Deny the bill
Force – Approve the bill
Release – Bill goes through further processing or back through adjudication

Error Action	Error Code	Error Description	Forcible	Deniable	TCN	Ac
						16-Cl lacks has submi error(s not us for cla attach docum least c Code provid compr the NC Reasc Remitt Rema
	90937	SUSPEND IH CONTRACTOR PPA BILLS FOR REVIEW	Y	Y		