Bill Adjustment Tutorial

Introduction

This tutorial is designed to educate providers on how to perform bill adjustments for both Professional and Institutional claim types using Direct Data Entry (DDE) within the WCMBP system.

- Accessing Bill Adjustments on the Provider Portal

- Locating Paid Bills to Adjust

- Initiating Bills for Adjustment

- Submitting Bills for Adjustment

1. Log in to the WCMBP System. Select a **Provider ID Number** to continue to the Provider Portal. Then select **Go**.

Select a Provider ID Number to continue to the Provider Portal:

Available Provider IDs: [_____] ⌄ *

⊙ Go

2. From the Profile drop down list, select **Ext Provider Bills Submitter**, then select **Go**.

Select a profile to use during this session:

Profile: | EXT Provider Bills Submitter ⌄ | * | ⊙ Go

EXT Provider Bills Submitter
EXT Provider Claims Payment Status Checker
EXT Provider Eligibility Checker - Auth Submitter
EXT Provider Eligibility Checker-Claims Submitter
EXT Provider File Maintenance
EXT Provider Super User
EXT Provider System Administrator

The provider portal main screen displays a list under **Bills**.

3. Select the **Bill Adjustment** to link to the **Provider Bill Adjustment Search** page with the applicable instructions for adjustment of either a professional bill or institutional bill.

Bills
Bill Inquiry
View Payment
Bill Adjustment
On-line Bills Entry
Resubmit Denied Bill
Retrieve Saved Bills
Manage Templates
Create Bills from Saved Templates
View Accounts Receivable
Fee Schedule Calculator

Adjusting a Professional Bill in the WCMBP System

To search for a specific bill to adjust:

1. Enter a Transaction Control Number (TCN), or Claimant ID or social

   security number (SSN) along with the Date of Service (DOS).

2. Select **Submit**.

The system displays the bills that match the search criteria you entered.

3. On the Provider Bills Adjust List page, under the TCN column, select the **checkbox** to the left of the TCN corresponding to the bill you wish to adjust.
4. Select **Adjust** at the top of the page to view the bill.

The WCMBP System displays the bill details under the Basic Bill Info section. To expand or collapse the bill sections select the arrow on the right-hand side of the screen. Update the necessary fields within each section as needed.

1. On the **Adjust Professional Bill** page, select the down arrow to expand the **Provider Information** section. Update the necessary fields within this section as needed.

2. On the **Adjust Professional Bill** page, select the down arrow to expand the **Claimant Information** section and update the necessary fields within this section as needed.

3. On the **Adjust Professional Bill** page, select the down arrow to expand the **Bill Information** section and update the necessary fields within this section as needed.

4. On the **Adjust Professional Bill** page, select the down arrow to expand the **Basic Line Item Information** section and update the necessary fields within this section as needed.

1. To submit the bill for adjustment, scroll to the top of the page, and select **Submit Bill**.

After selecting **Submit Bill**, a dialogue box will automatically open asking if you want to submit supporting documentation.

2. To add attachments, select **OK**, or if no attachment is needed, select **Cancel**.

Note: If not uploading attachments select here to skip to bill adjustment submission.

3. Select the **Attachment Type** being submitted for the services rendered and the **Transmission Code**.
Note: Attachments can only be attached if EL or FT is selected.

4. To locate and add the attachment, select **Upload File**.

5. Select **OK**.

If attachments have been uploaded, the file will appear under the **File Name** column on the **Adjust Professional Bill Details** page.

6. Select the **Signature of Physician or Supplier** checkbox and then select **Submit**.

A dialogue box opens confirming the bill adjustment request was submitted successfully.

7. Select **OK.**

Adjusting an Institutional Bill in the WCMBP System

To search for a specific bill to adjust:

1. Enter a Transaction Control Number (TCN), or Claimant ID or social security number (SSN) along with the Date of Service (DOS).

2. Select **Submit**.

The system displays the bills that match the search criteria you entered.

3. On the Provider Bills Adjust List page, under the TCN column, select the **checkbox** to the left of the TCN corresponding to the bill you wish to adjust.
4. Select **Adjust** at the top of the page to view the bill.

The WCMBP System displays the bill details under the Basic Bill Info section. To expand or collapse the bill sections select the arrow on the right-hand side of the screen. Update the necessary fields within each section as needed.

1. On the **Adjust Institutional Bill** page, select the down arrow to expand the **Provider Information** section. Update the necessary fields within this section as needed.

2. On the **Adjust Institutional Bill** page, select the down arrow to expand the **Claimant Information** section and update the necessary fields within this section as needed.

3. On the **Adjust Institutional Bill** page, select the down arrow to expand the **Bill Information** section and update the necessary fields within this section as needed.

4. On the **Adjust Institutional Bill** page, select the down arrow to expand the **Service Line Item Information** section and update the necessary fields within this section as needed.

1. To submit the bill for adjustment, scroll to the top of the page, and select **Submit Bill**.

After selecting **Submit Bill**, a dialogue box will automatically open asking if you want to submit supporting documentation.

2. To add attachments, select **OK**, or if no attachment is needed, select **Cancel**.

sit.wcmbp.com says

Do you want to submit any Backup Documentation?

OK   Cancel

Note: If not uploading attachments select here to skip to bill adjustment submission.

3. Select the **Attachment Type** being submitted for the services rendered and the **Transmission Code**.
Note: Attachments can only be attached if EL or FT is selected.

4. To locate and add the attachment, select **Upload File**.

5. Select **OK**.

If attachments have been uploaded, the file will appear under the **File Name** column on the **Adjust Institutional Bill Details** page.

6.   Select the **Signature of Physician or Supplier** checkbox and then select **Submit**.

A dialogue box opens confirming the bill adjustment request was submitted successfully.

7. Select **OK.**

THANK YOU!

Version History Table

Production Version #	Production Date	CR/JIRA Ticket #	Change Summary
0.1		**33091**	**System walkthrough, screenshots updated.**