

#### Introduction

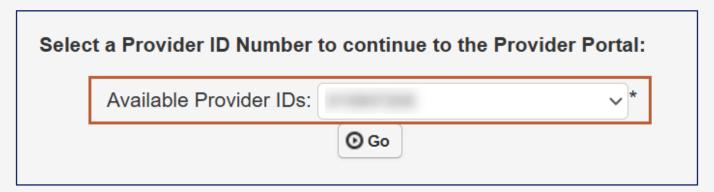
This tutorial is designed to educate providers on how to perform bill adjustments for both <a href="Professional">Professional</a> and <a href="Institutional">Institutional</a> claim types using Direct Data Entry (DDE) within the WCMBP system.

- Accessing Bill Adjustments on the Provider Portal
- Locating Paid Bills to Adjust
- Initiating Bills for Adjustment
- Submitting Bills for Adjustment

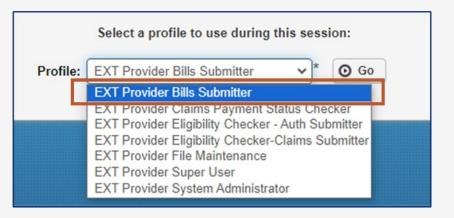


#### Accessing Bill Adjustments on the Provider Portal (10f2)

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



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



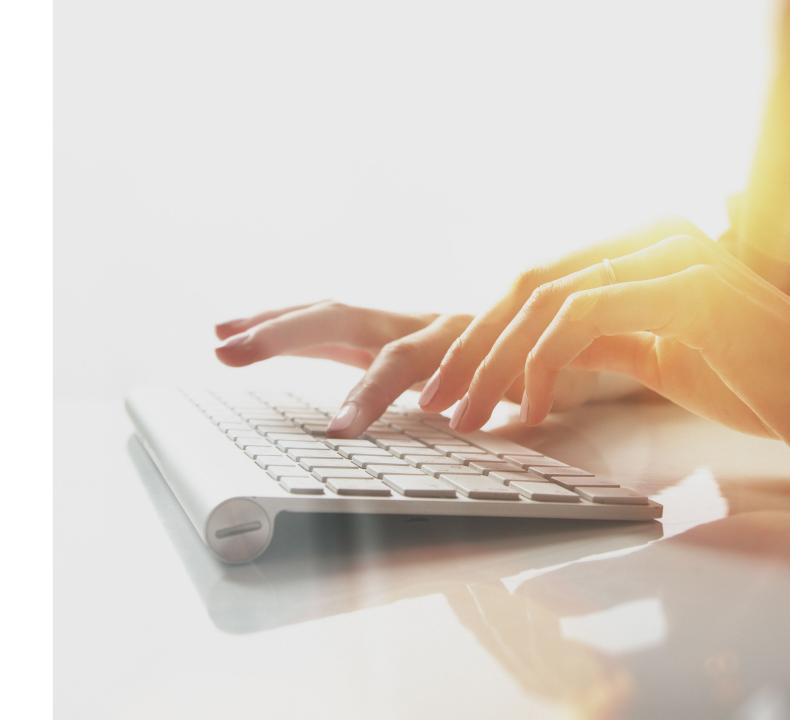
## Accessing Bill Adjustments on the Provider Portal (2 of 2)

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

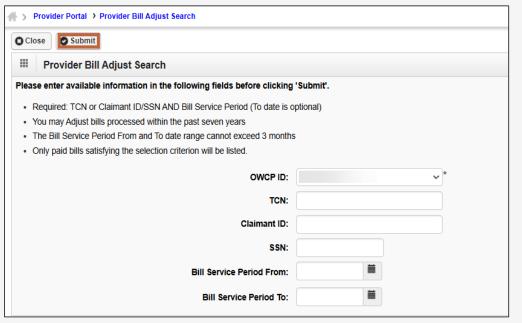
Adjusting a Professional Bill in the WCMBP System



## Locating Paid Bills to Adjust - Professional (10f2)

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.



#### Locating Paid Bills to Adjust - Professional (2 of 2)

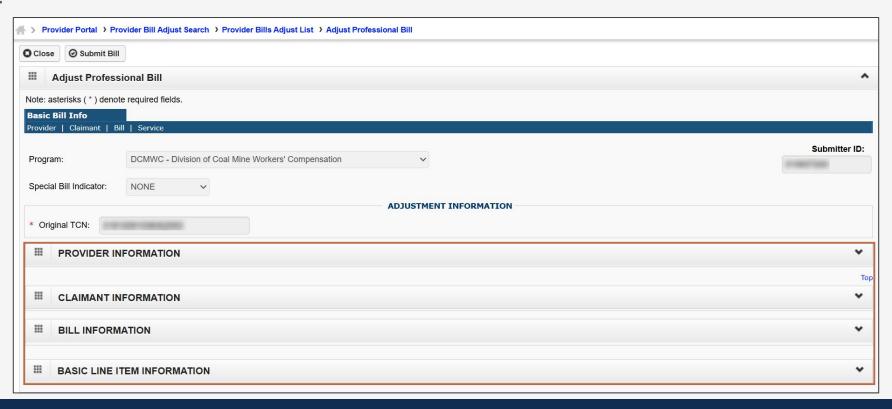
The system displays the bills that match the search criteria you entered.

- 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.



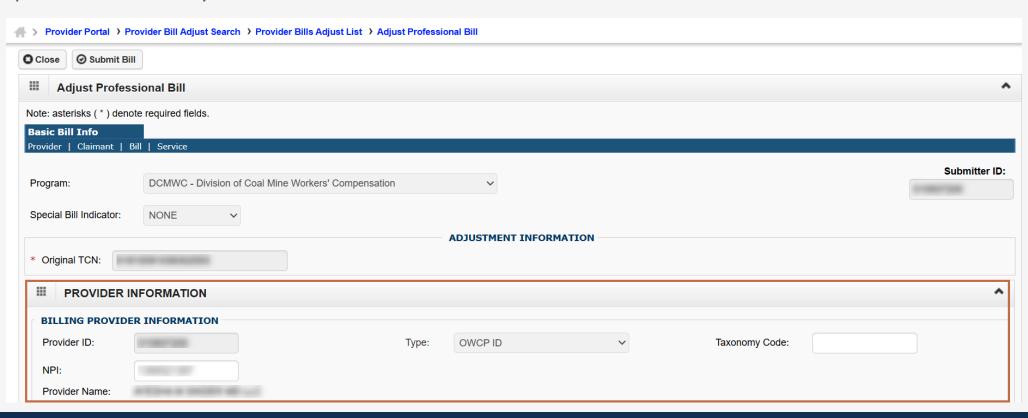
## Initiating Bills for Adjustment - Professional (10f5)

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.



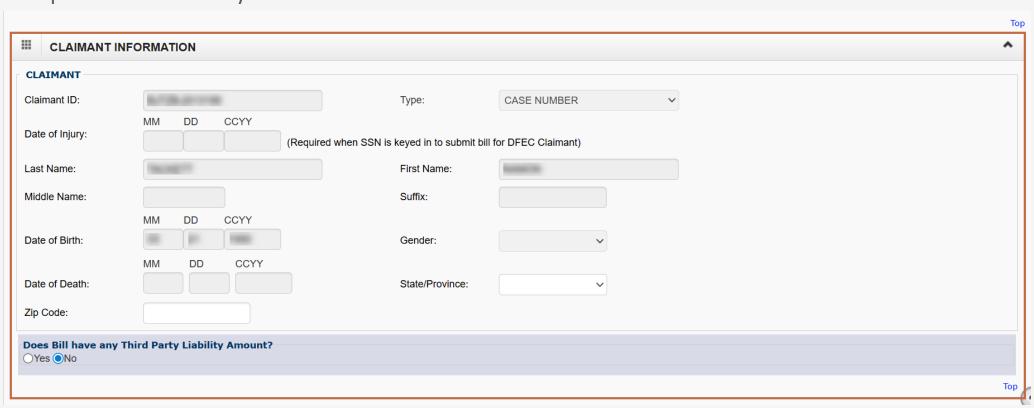
#### Initiating Bills for Adjustment - Professional (2 of 5)

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.



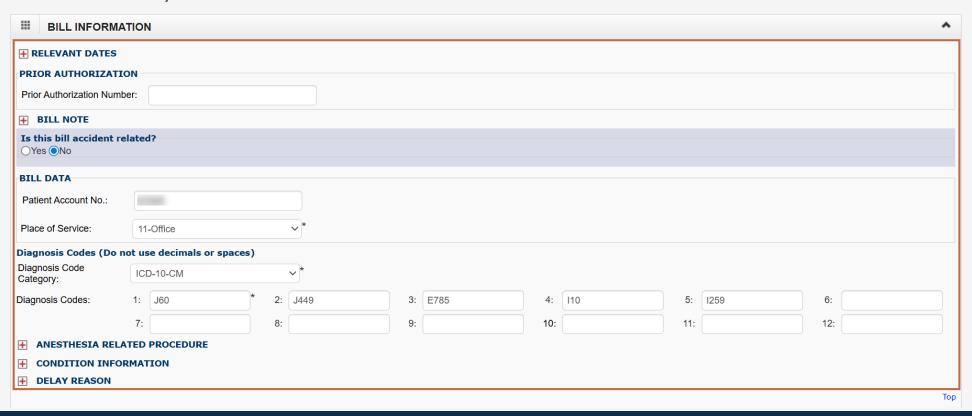
## Initiating Bills for Adjustment - Professional (3 of 5)

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.



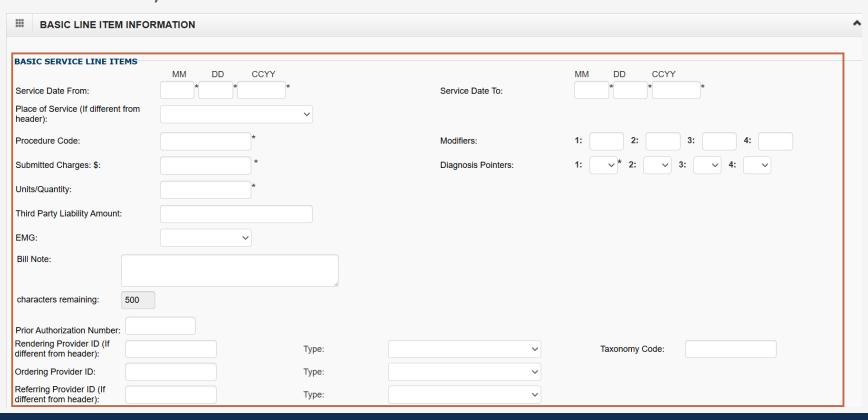
## Initiating Bills for Adjustment - Professional (4 of 5)

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.



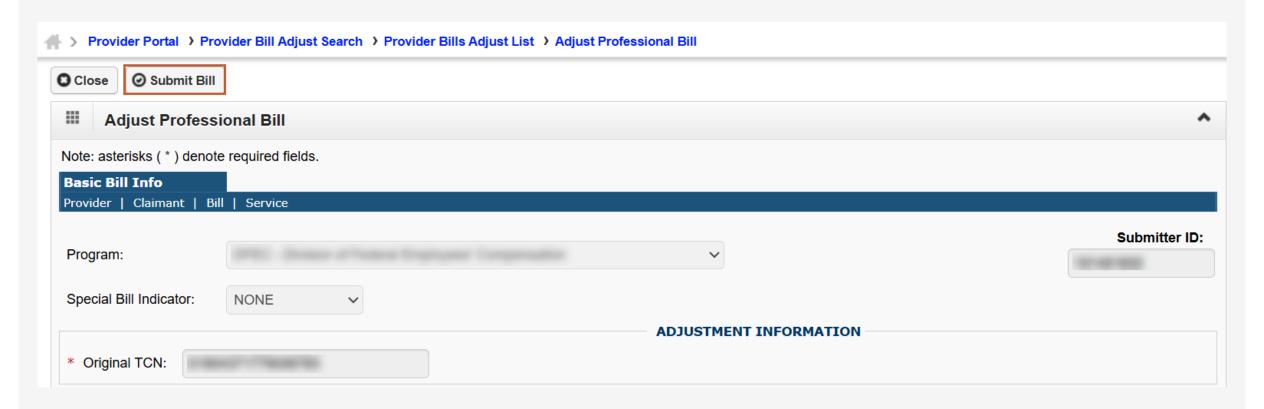
## Initiating Bills for Adjustment - Professional (5 of 5)

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.



# Submitting Bills for Adjustment - Professional (10f5)

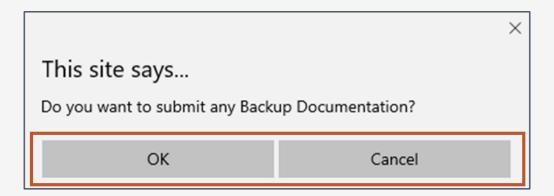
1. To submit the bill for adjustment, scroll to the top of the page, and select **Submit Bill**.



# Submitting Bills for Adjustment - Professional (2 of 5)

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 <a href="here">here</a> to skip to bill adjustment submission.

#### Submitting Bills for Adjustment - Professional (3 of 5)

AA-Available on Request at Provid

BM-By Mail

EM-E-Mail

FX-By-Fax

**EL-Electronically Only** 

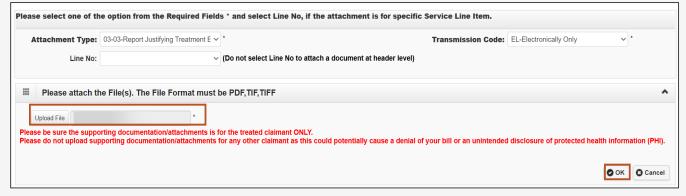
FT-FT-File Transfer

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.

Please select one of the option from the Required Fields * and select Line No, if the attachment is for specific Service Line Item.									
	Attachment Type:	03-03-Report Justifying Treatment E 🗸	<u> *                                    </u>	Transmission Code:	EL-Electronically Only	<b>~</b> ]*			
	Line No:	~	(Do not select Line No to attach a document at header level)						
	Please attach the File(s). The File Format must be PDF,TIF,TIFF								
	Upload File	*							
Please be sure the supporting documentation/attachments is for the treated claimant ONLY. Please do not upload supporting documentation/attachments for any other claimant as this could potentially cause a denial of your bill or an unintended disclosure of protected health information (PHI).									
						OK Cancel			

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

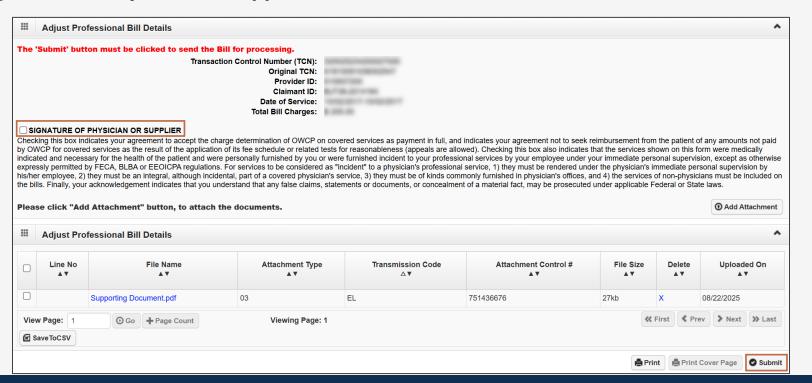


5. Select OK.

#### Submitting Bills for Adjustment - Professional (4 of 5)

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

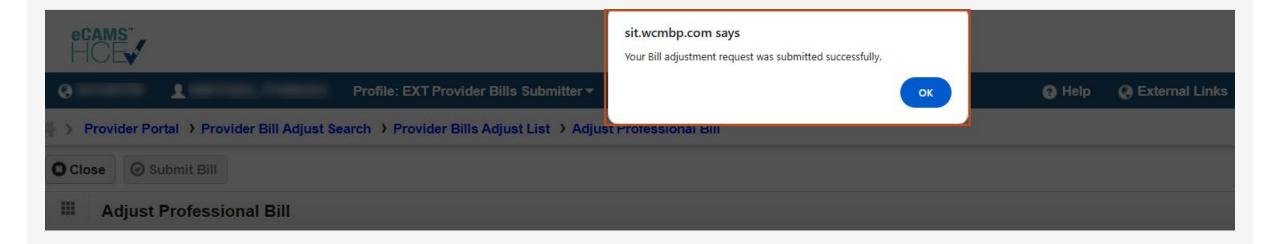
6. Select the **Signature of Physician or Supplier** checkbox and then select **Submit**.



# Submitting Bills for Adjustment - Professional (5 of 5)

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

7. Select OK.



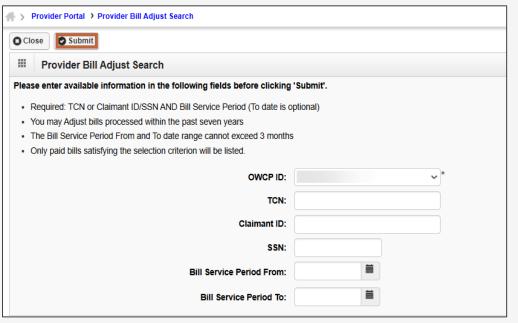
Adjusting an Institutional Bill in the WCMBP System



#### Locating Paid Bills to Adjust - Institutional (10f2)

To search for a specific bill to adjust:

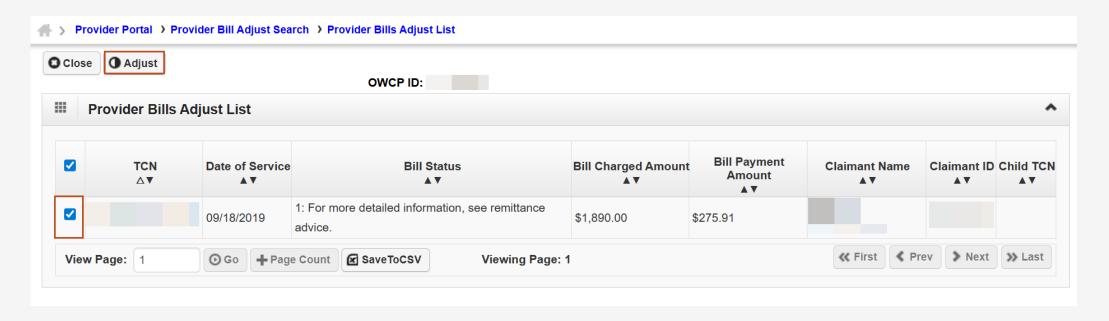
- 1. Enter a Transaction Control Number (TCN), or Claimant ID or social security number (SSN) along with the Date of Service (DOS).
- 2. Select Submit.



## Locating Paid Bills to Adjust - Institutional (2 of 2)

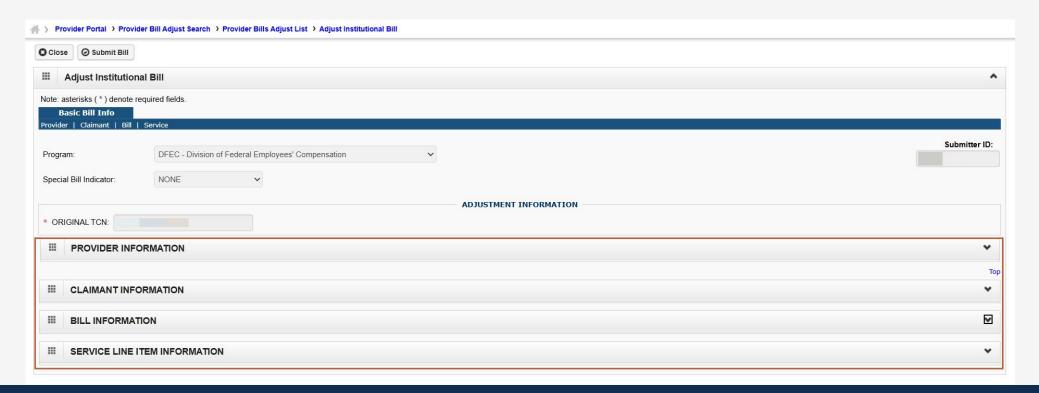
The system displays the bills that match the search criteria you entered.

- 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.



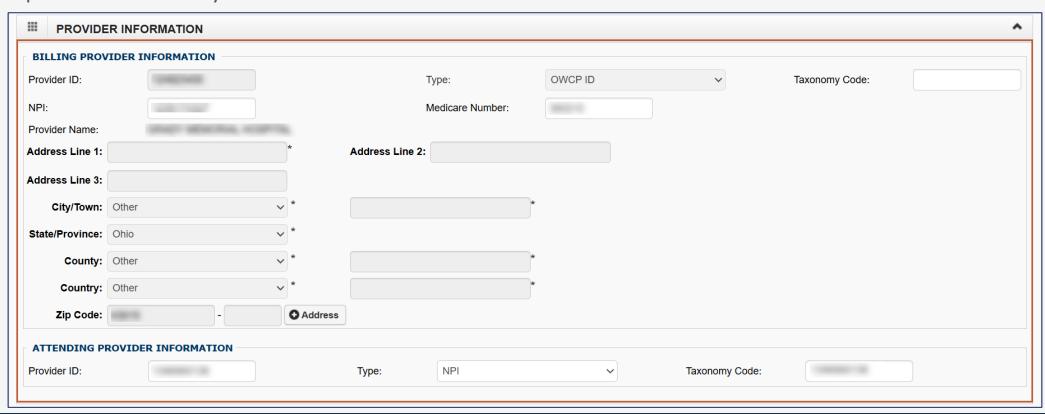
#### Initiating Bills for Adjustment - Institutional (10f5)

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.



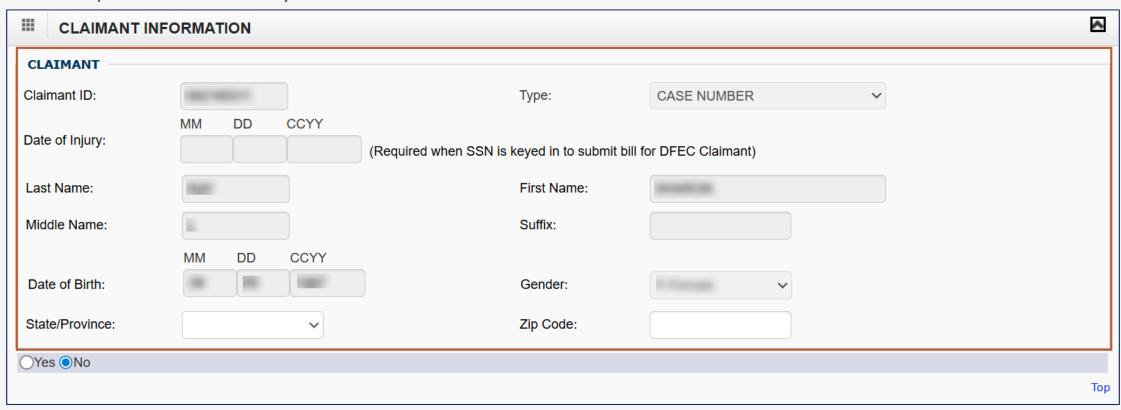
#### Initiating Bills for Adjustment - Institutional (2 of 5)

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.



#### Initiating Bills for Adjustment - Institutional (3 of 5)

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.



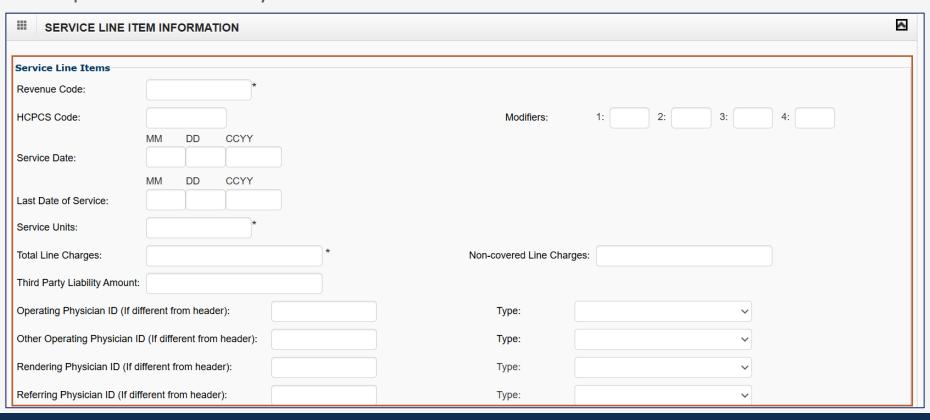
#### Initiating Bills for Adjustment - Institutional (4 of 5)

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.

■ BILL INFORMATION						
BILL DATA						
Patient Account No.:						
Medical Record Number:						
Type Of Facility:	1-Hospital *					
Bill Classification:	3E-Outpatient *					
Statement Dates: From:	MM DD CCYY  06 * 01 * 2016 * To: 06 * 01 * 2016 *  MM DD CCYY HH MM					
Admission Date/Hour:						
Admission Type:	3-Elective V					
Admission Source:	2-Clinic *					
Discharge Hour:	HH HH 12 : 06					
Patient Status:	01-Discharged to home or self care $\checkmark$					

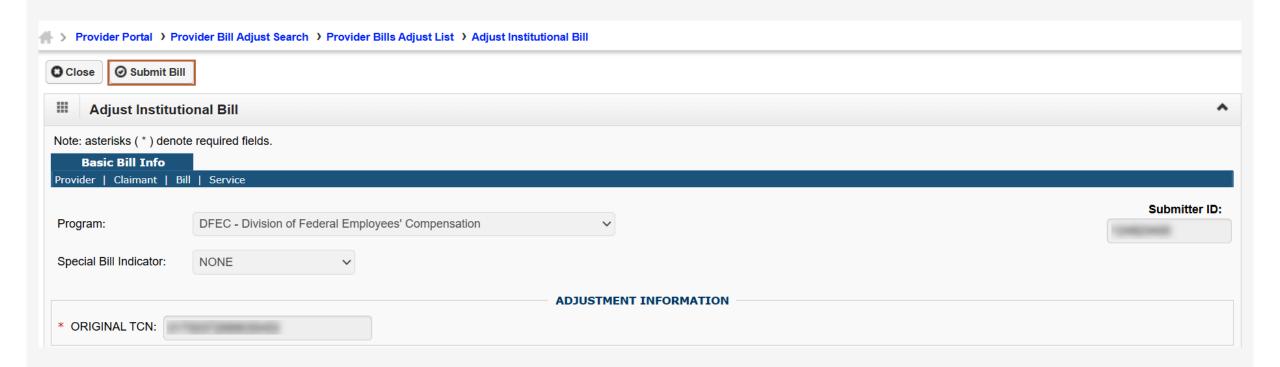
#### Initiating Bills for Adjustment - Institutional (5 of 5)

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.



#### Submitting Bills for Adjustment - Institutional (10f5)

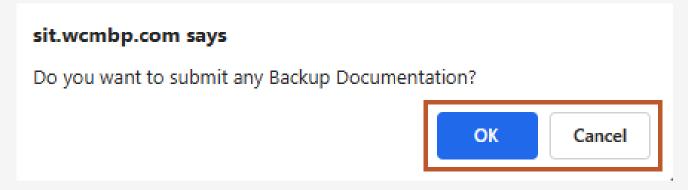
1. To submit the bill for adjustment, scroll to the top of the page, and select **Submit Bill**.



## Submitting Bills for Adjustment - Institutional (2 of 5)

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 <a href="here">here</a> to skip to bill adjustment submission.

#### Submitting Bills for Adjustment - Institutional (3 of 5)

AA-Available on Request at Provid

BM-By Mail

EM-E-Mail

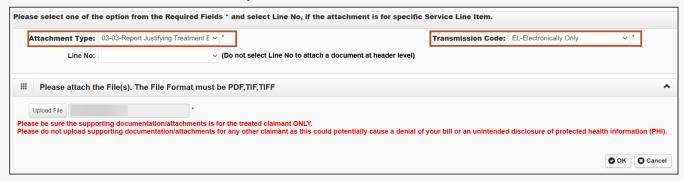
FX-By-Fax

**EL-Electronically Only** 

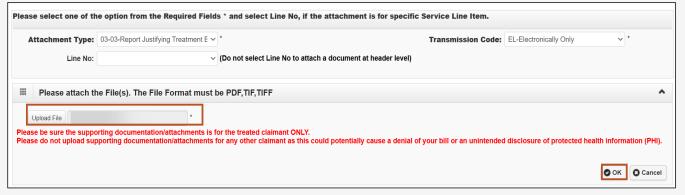
FT-FT-File Transfer

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**.

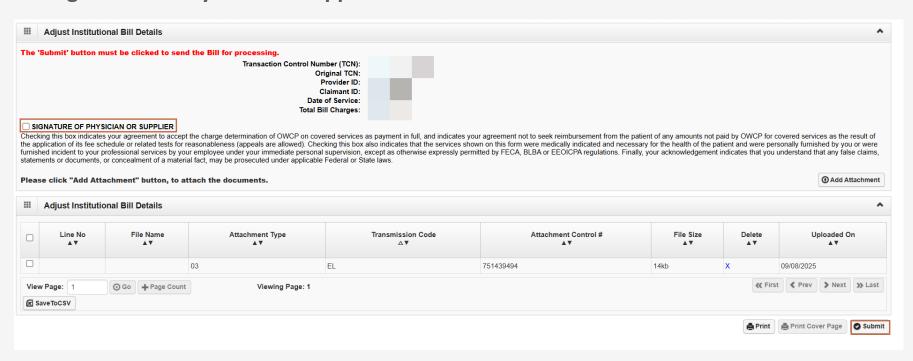


5. Select OK.

#### Submitting Bills for Adjustment - Institutional (4 of 5)

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

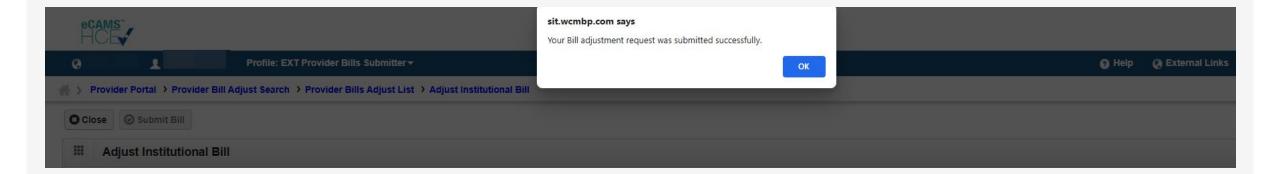
6. Select the Signature of Physician or Supplier checkbox and then select Submit.



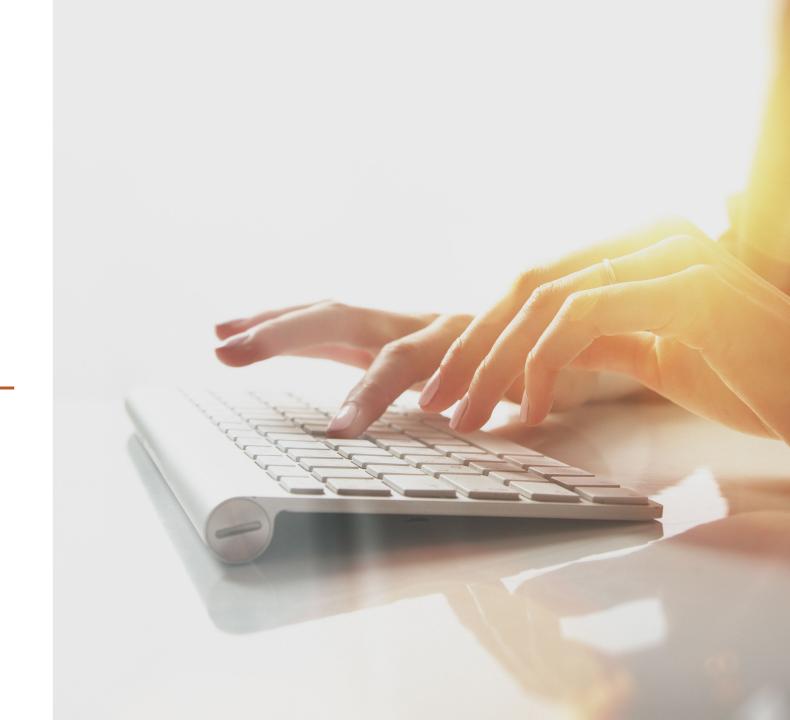
# Submitting Bills for Adjustment - Institutional (5 of 5)

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.