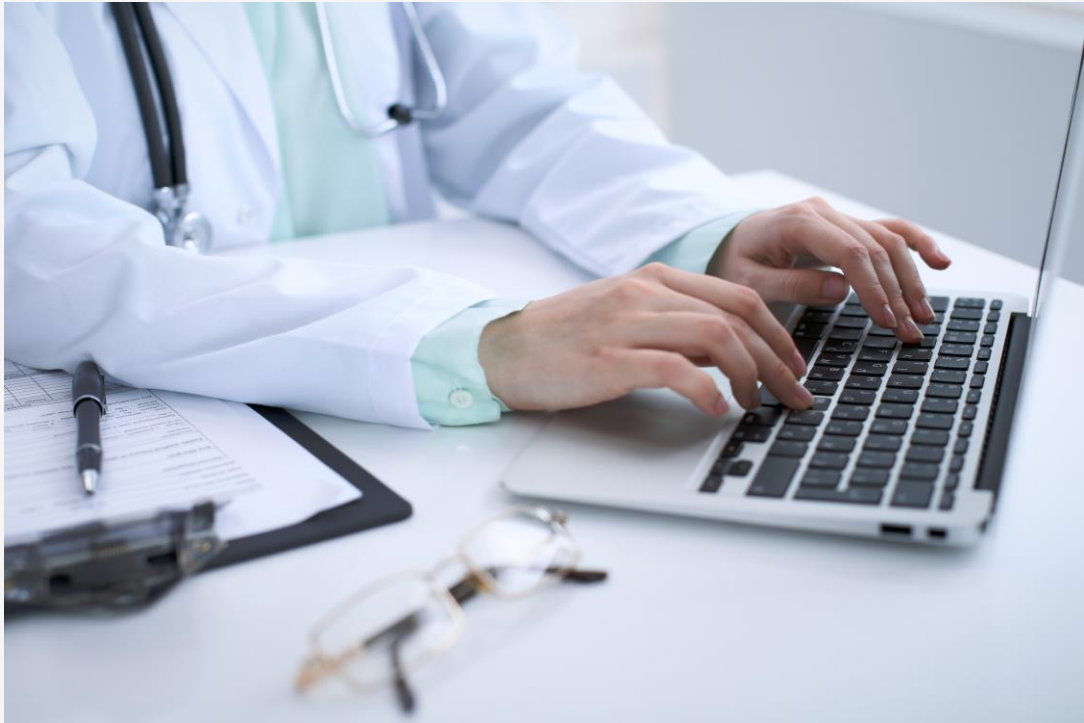# Bill Adjustment/Void

Introduction

The purpose of this tutorial is to educate providers on the Bill Adjustment/Void features via the WCMBP System.

- Understand the benefits of Bill Adjustment/Voids

- How to Search Provider Bill Adjustments/Voids

- Bill Adjustments

- Void Bills

Bill Adjustment/Void Benefits

Allows Providers to:

- Make corrections to paid bills electronically.

- Void bills that should have not been submitted and paid.

Bill Adjustment/Voids

WCMBP System

- Providers can adjust previously paid claims via paper and/or online that are processed within the last seven years for:

  - DFEC

  - DEEOIC

- Providers can void previously paid claims via paper and/or online that processed within the past seven years.

  - DFEC & DCMWC - voided bills will result in an overpayment

Note: DEEOIC Providers are unable to void in the WCMBP system.

CNSI

Bill Adjustment

Accessing Bill Adjustment/Void via the WCMBP System

1 Log in to the WCMBP System. The system will display the default "Select a Provider ID Number" page.

Select the appropriate profile "Ext Provider Bills Submitter" from the drop-down list.

2 Click on the "Bill Adjustment/Void" link under Bills.

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

Available Provider IDs: 700 *

Go

Select a profile to use during this session:

EXT Provider Bills Submitter * Go

Bills

Bill Inquiry
View Payment
Bill Adjustment/Void
On-line Bills Entry
Resubmit Denied/Voided Bill
Retrieve Saved Bills
Manage Templates
Create Bills from Saved Templates

CNSI

How to Search Provider Bill Adjustments/Voids?

1 To search for a bill to adjust/void:

- Enter a "TCN" or "Claimant ID" and "Date of Service (DOS)."

- Click "Submit."

Note: You can only search for paid bills within the past 4 years.

How to Search Provider Bills Adjustments/Voids?

1 The system will display the bill(s) that match the search criteria you entered:

- Click the "checkbox" to the left of the TCN that you want to adjust.
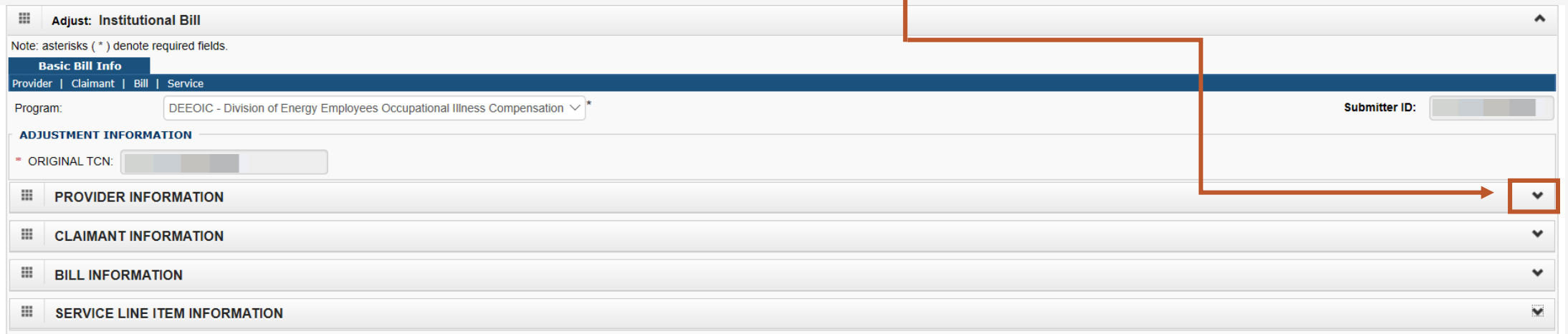
- Click "Adjust."

Adjust Bill

The system will display the Basic Bill Information:

- Original TCN (TCN # you are adjusting).
- Provider Information.
- Claimant Information.
- Bill Information.
- Service Line Item Information.

Note: The full page will populate showing all the Bill Header Information. This screen has the sections minimized.
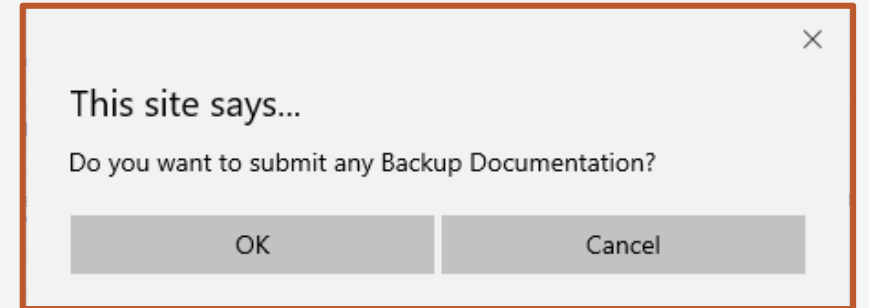
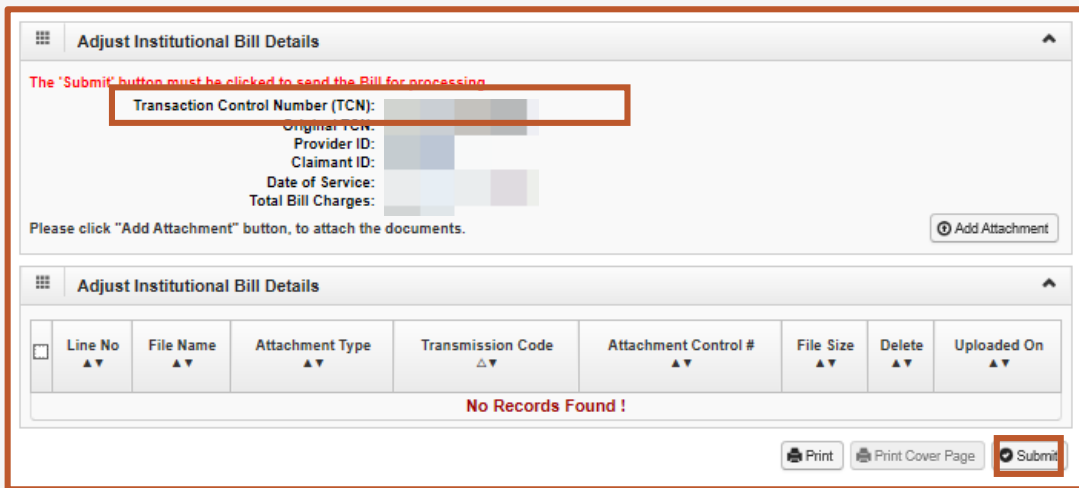Clicking the "down arrow" will maximize the section. You are able to make corrections to the information.

How To Submit Bill Adjustments?

1 A dialogue Box will populate asking if you want to submit any backup documentation. Click "OK" to add attachments. Click "Cancel," if no attachment needed.

This site says... ✕

Do you want to submit any Backup Documentation?

| OK | Cancel |

Adjust Institutional Bill Details ⌃

The "Submit" button must be clicked to send the Bill for processing.

Transaction Control Number (TCN):
Original TCN:
Provider ID:
Claimant ID:
Date of Service:
Total Bill Charges:

Please click "Add Attachment" button, to attach the documents.　　ⓘ Add Attachment

Adjust Institutional Bill Details ⌃

☐	Line No ▲▼	File Name ▲▼	Attachment Type ▲▼	Transmission Code △▼	Attachment Control # ▲▼	File Size ▲▼	Delete ▲▼	Uploaded On ▲▼
				No Records Found !				

🖨 Print 　🖨 Print Cover Page 　🛡 Submit

2 A dialogue box will be displayed with your new TCN number. Click "Submit" to submit your adjustment.

This site says... ✕

Your Bill adjustment request was submitted successfully.

| OK |

3 A Dialogue box will be displayed confirming your adjustment was submitted successfully.

⊙CNSI
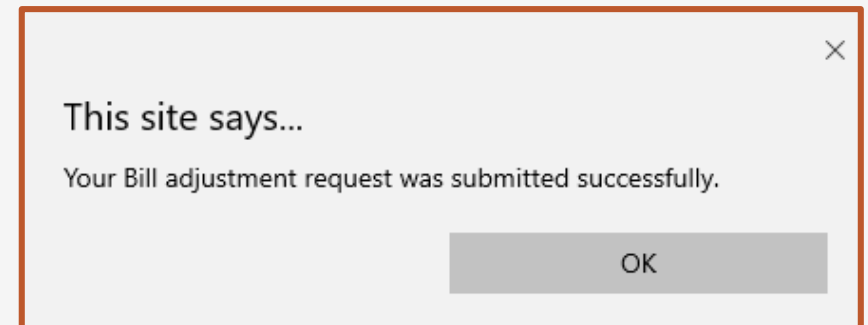
Void Bill

Accessing Bill Adjustment/Void via the WCMBP System

1 Log in to the WCMBP System. The system will display the default "Select a Provider ID Number" page.

Select the appropriate profile "Ext Provider Bills Submitter" from the drop-down list.

2 Click on the "Bill Adjustment/Void" link under Bills.

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

Available Provider IDs: 700 *

⊙ Go

Select a profile to use during this session:

EXT Provider Bills Submitter * ⊙ Go

Bills

Bill Inquiry
View Payment
Bill Adjustment/Void
On-line Bills Entry
Resubmit Denied/Voided Bill
Retrieve Saved Bills
Manage Templates
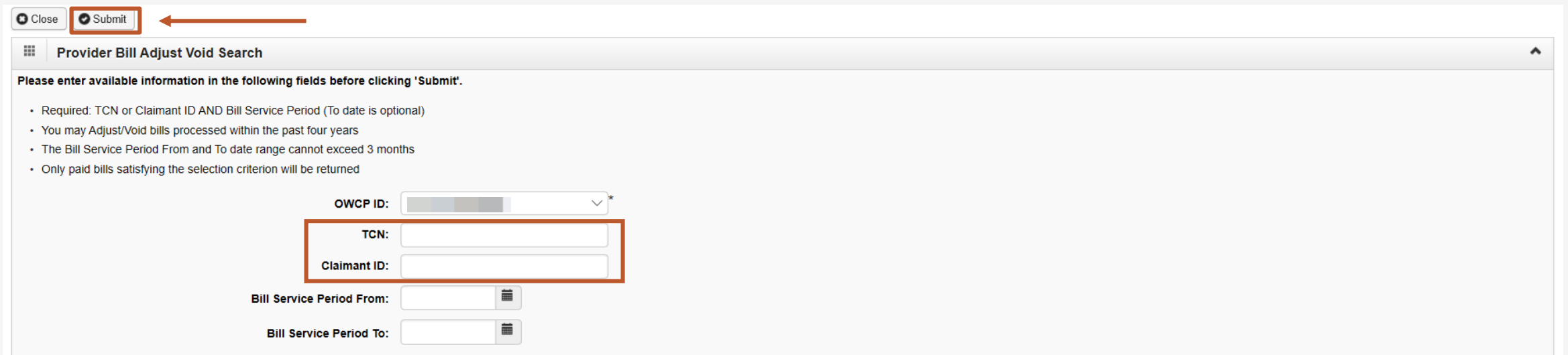**Create Bills from Saved Templates**

⊙CNSI

How to Search Provider Bill Adjustments/Voids?

1 To search for a bill to adjust/void:

- Enter a "TCN" or "Claimant ID" and "Date of Service (DOS)."

- Click "Submit."

Note: You can only search for paid bills within the past 4 years.

1 The system will display the bill(s) that match the search criteria you entered:

- Click the "checkbox" to the left of the TCN that you want to void.

- Click "Void Bill."

OWCP ID:

Close Adjust Void Bill

Provider Bills Adjust Void List

☐	TCN △▼	Date of Service ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Claimant Name ▲▼	Claimant ID ▲▼	Child TCN ▲▼
☐		02/21/2018	1: For more detailed information, see remittance advice.	$1,950.00	$362.56			

View Page: 1 ⊙ Go ＋ Page Count SaveToCSV   **Viewing Page: 1**   First ◁ Prev ▷ Next Last

CNSI

Void Bill

The system will display the Basic Bill Information:

- Original TCN (TCN # you are voiding).

- Provider Information.

- Claimant Information.

- Bill Information.

- Basic Line Item Information.

Note: If you are voiding a bill, no corrections can be made to the bill. Click "Submit Bill" to void the bill.

The full page will populate showing all the Bill Header Information.
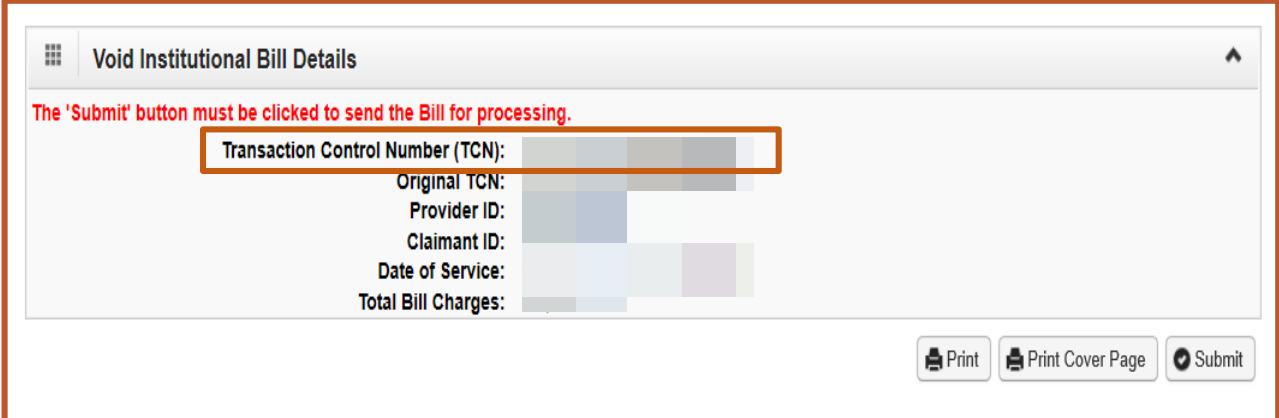
This screen has the sections minimized. Clicking the "down arrow" will maximize the section.

How To Submit Void?

1 A dialogue box will populate with TCN number. Click "Submit" to Void.

Void Institutional Bill Details

The 'Submit' button must be clicked to send the Bill for processing.

Transaction Control Number (TCN):
Original TCN:
Provider ID:
Claimant ID:
Date of Service:
Total Bill Charges:

🖨 Print 🖨 Print Cover Page ⊘ Submit

Your Bill void request was submitted successfully.

OK

2 A Dialogue box will be displayed confirming your void was submitted successfully.

Note: A void will negate a payment. Monies will need to be recovered or recouped.

⊙CNSI

THANK YOU!

CNSI