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

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.
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.
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.
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.”
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.

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

3. A Dialogue box will be displayed confirming your adjustment was submitted successfully.
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.
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 void.
   - Click “Void Bill.”
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.

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.
THANK YOU!