

# Bill Adjustment/Void



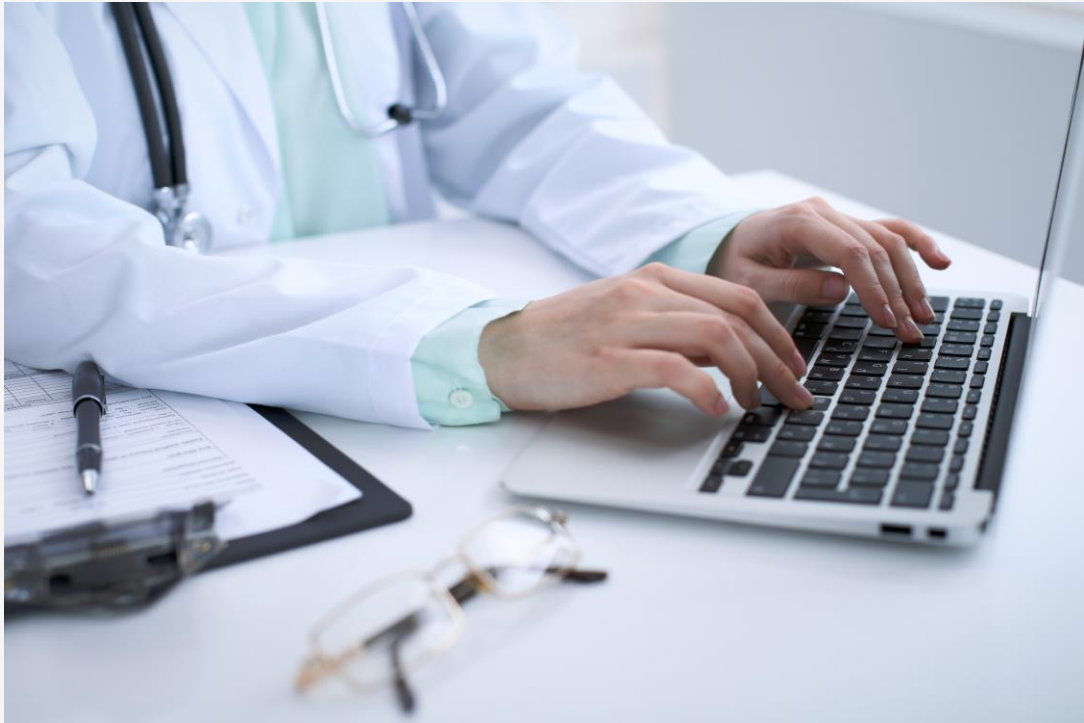
# Introduction

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.

# 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](#)

# 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.

Close Submit

### Provider Bill Adjust Void Search

Please enter available information in the following fields before clicking 'Submit'.

- Required: TCN or Claimant ID AND Bill Service Period (To date is optional)
- You may Adjust/Void bills processed within the past four years
- The Bill Service Period From and To date range cannot exceed 3 months
- Only paid bills satisfying the selection criterion will be returned

OWCP ID:

TCN:

Claimant ID:

Bill Service Period From:

Bill Service Period To:

# 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."

Close Adjust Void Bill

OWCP ID: [Redacted]

### Provider Bills Adjust Void List

<input type="checkbox"/>	TCN ▲▼	Date of Service ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Claimant Name ▲▼	Claimant ID ▲▼	Child TCN ▲▼
<input type="checkbox"/>	[Redacted]	02/21/2018	1: For more detailed information, see remittance advice.	\$1,950.00	\$362.56	[Redacted]	[Redacted]	

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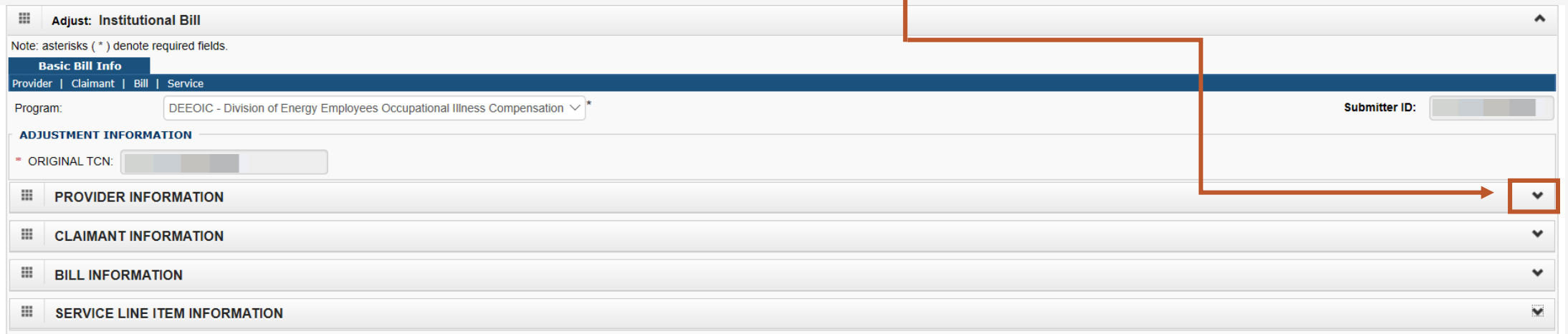
# Adjust Bill

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.

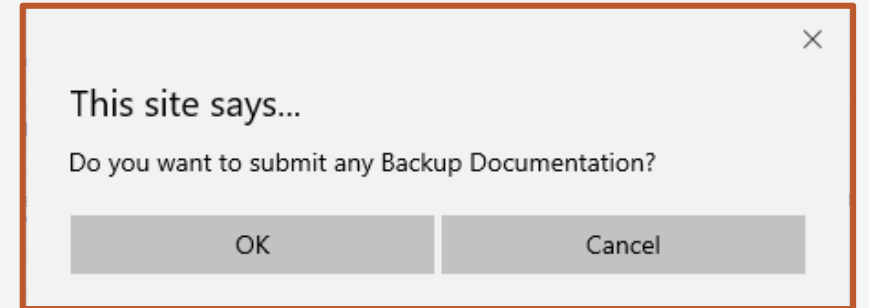
Clicking the “down arrow” will maximize the section. You are able to make corrections to the information.



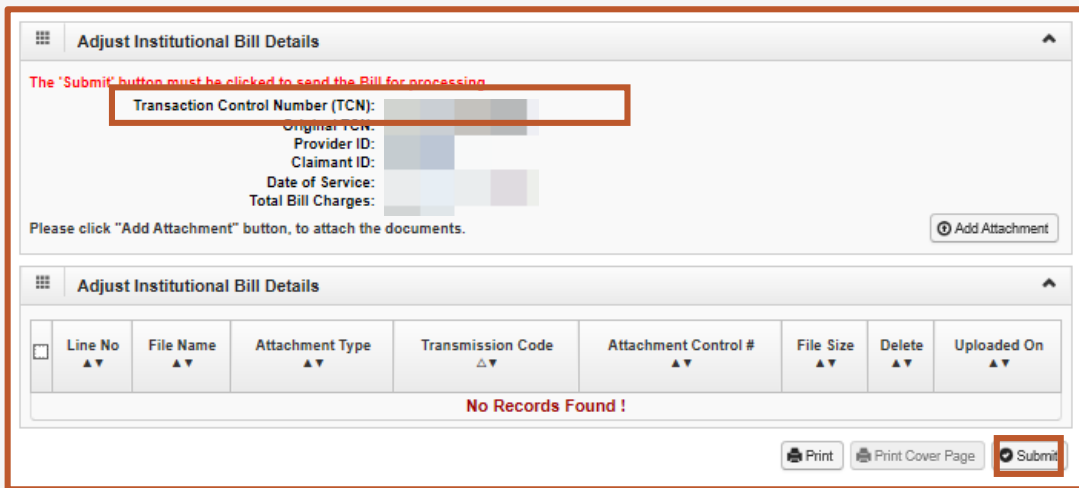
The screenshot shows a web form titled "Adjust: Institutional Bill". At the top, there is a note: "Note: asterisks ( \*) denote required fields." Below this is a section titled "Basic Bill Info" with sub-sections for "Provider", "Claimant", "Bill", and "Service". The "Program" dropdown is set to "DEEOIC - Division of Energy Employees Occupational Illness Compensation" and is marked with an asterisk. To the right is a "Submitter ID" field. Below this is the "ADJUSTMENT INFORMATION" section, which includes a field for "ORIGINAL TCN" marked with an asterisk. At the bottom, there are five collapsed sections: "PROVIDER INFORMATION", "CLAIMANT INFORMATION", "BILL INFORMATION", and "SERVICE LINE ITEM INFORMATION". A red arrow points to a small downward-pointing arrow icon on the right side of the "PROVIDER INFORMATION" section, indicating how to expand it.

# 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.



Adjust Institutional Bill Details

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

Transaction Control Number (TCN): [Redacted]

Original TCN: [Redacted]  
Provider ID: [Redacted]  
Claimant ID: [Redacted]  
Date of Service: [Redacted]  
Total Bill Charges: [Redacted]

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

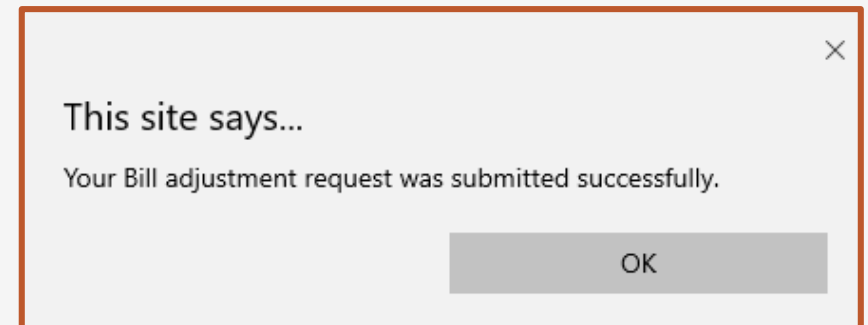
Add Attachment

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

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



# Void Bill



# Accessing Bill Adjustment/Void via the WCMBP System

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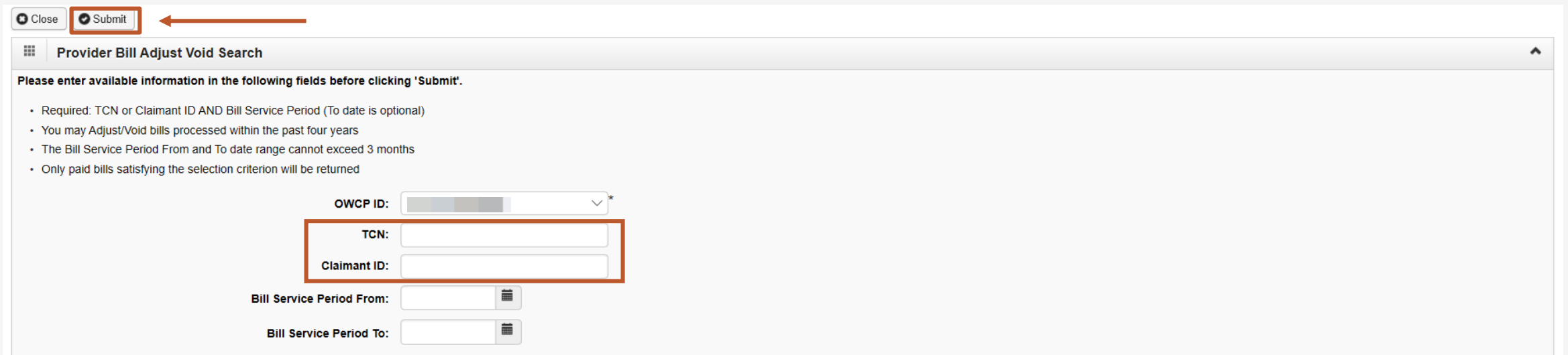
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- Click "Submit."

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



Close Submit

### Provider Bill Adjust Void Search

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OWCP ID:

TCN:

Claimant ID:

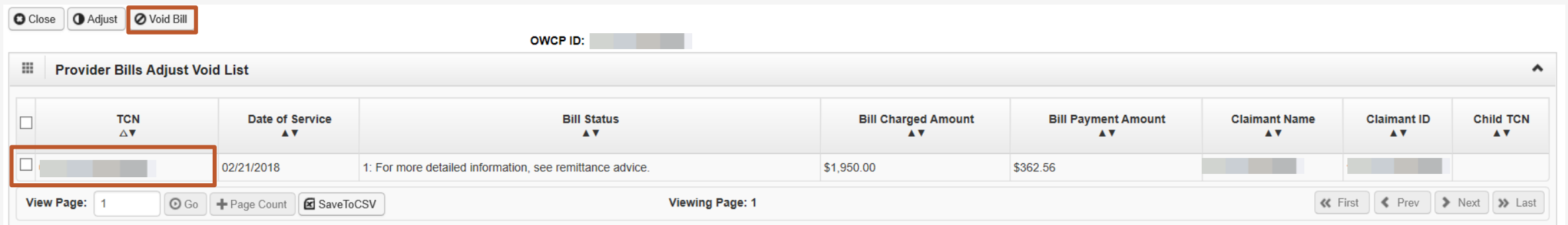
Bill Service Period From:

Bill Service Period To:

# 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.”



Close Adjust **Void Bill**

OWCP ID: [REDACTED]

### Provider Bills Adjust Void List

<input type="checkbox"/>	TCN ▲▼	Date of Service ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Claimant Name ▲▼	Claimant ID ▲▼	Child TCN ▲▼
<input type="checkbox"/>	[REDACTED]	02/21/2018	1: For more detailed information, see remittance advice.	\$1,950.00	\$362.56	[REDACTED]	[REDACTED]	

View Page: 1 Go Page Count SaveToCSV Viewing Page: 1 First Prev Next Last

# 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.

Void: Institutional Bill

Note: asterisks ( \* ) denote required fields.

**Basic Bill Info**

Provider | Claimant | Bill | Service

Program: DFEC - Division of Federal Employees' Compensation

Submitter ID:

VOID INFORMATION

\* ORIGINAL TCN:

PROVIDER INFORMATION

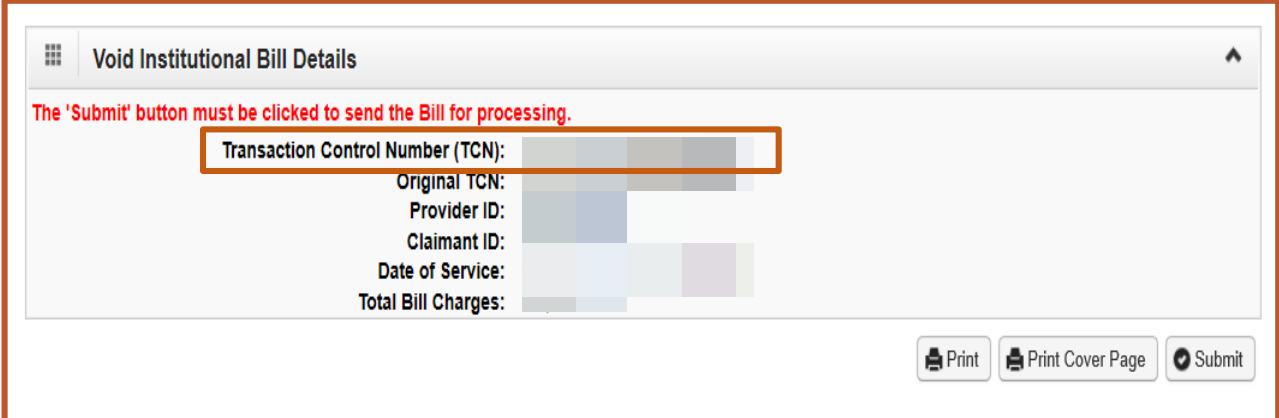
CLAIMANT INFORMATION

BILL INFORMATION

SERVICE LINE ITEM INFORMATION

# 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.



THANK YOU!

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