# Bill Templates, Bill Adjustments and Voids

# Overview

In this webinar, we will cover the following tasks

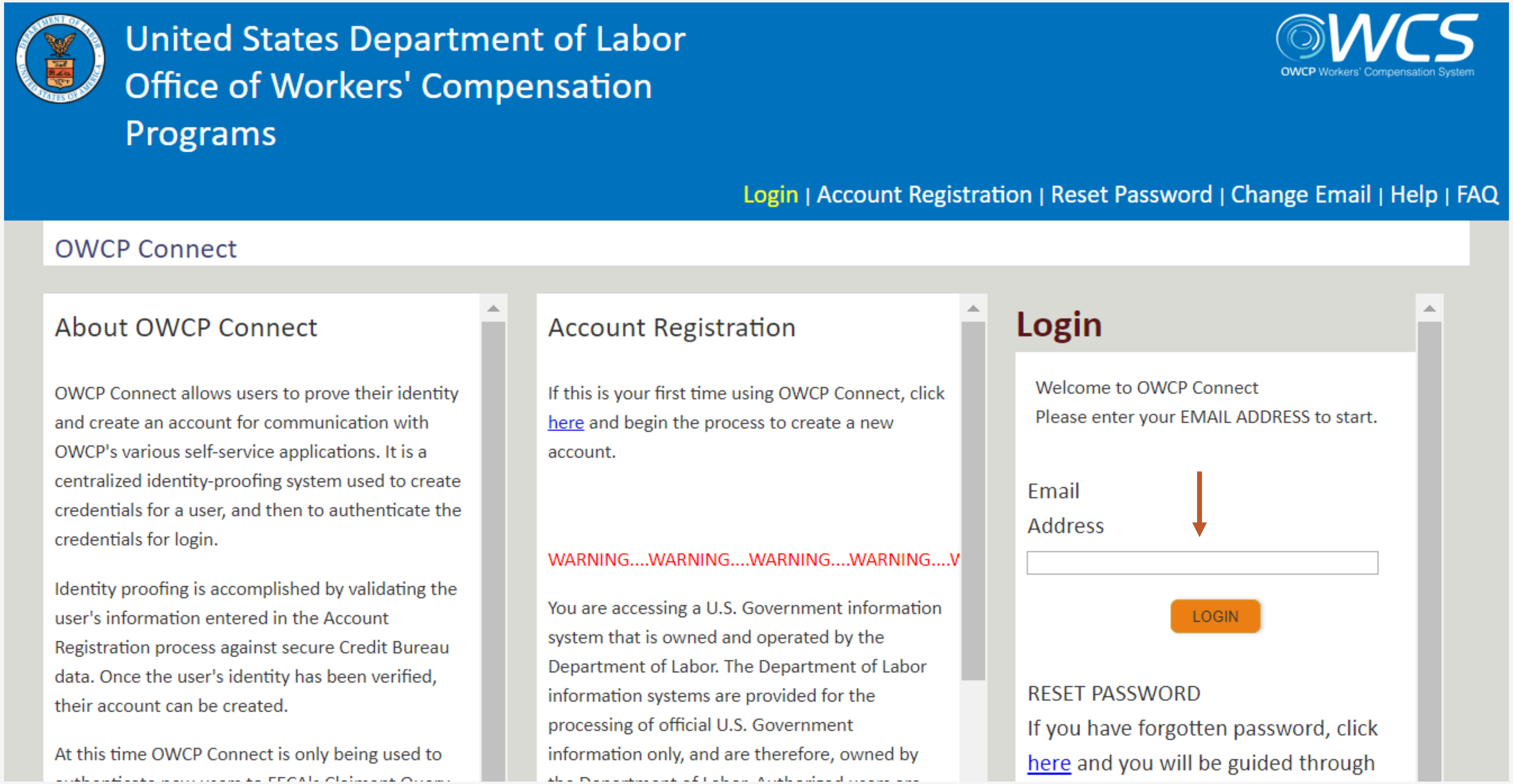
- Logging Into the System
- Online Bill Templates
- Adjusting Paid Bills
- Voiding Paid Bills
- OWCP Portal Tour
- Questions

# Logging In

...Just a quick review of log in procedures.

# OWCP Connect ID = Email Address

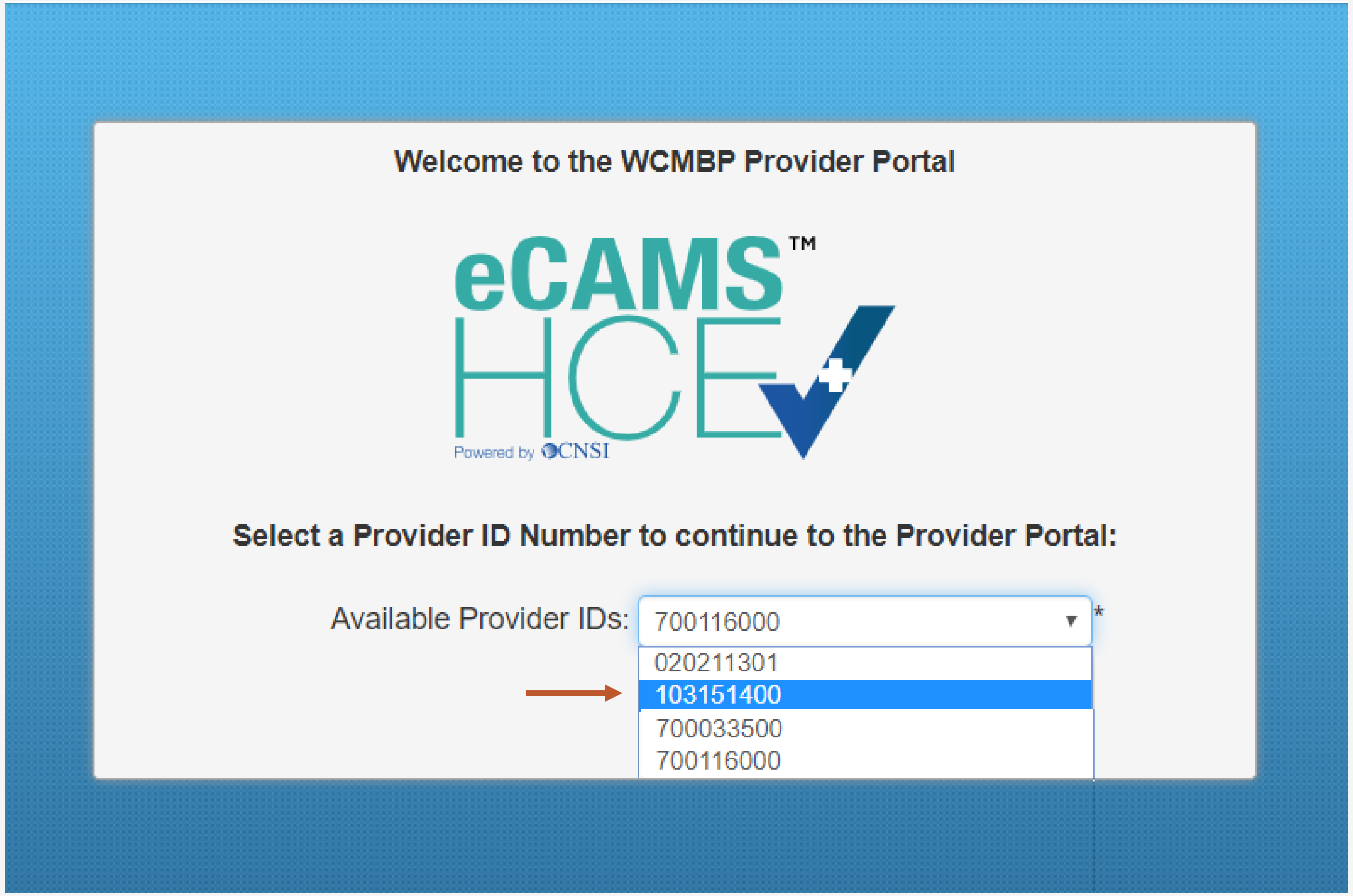
Remember that your OWCP Connect ID is the email address you used to register with OWCP connect



# Select the Provider ID

You may have access to more than one provider

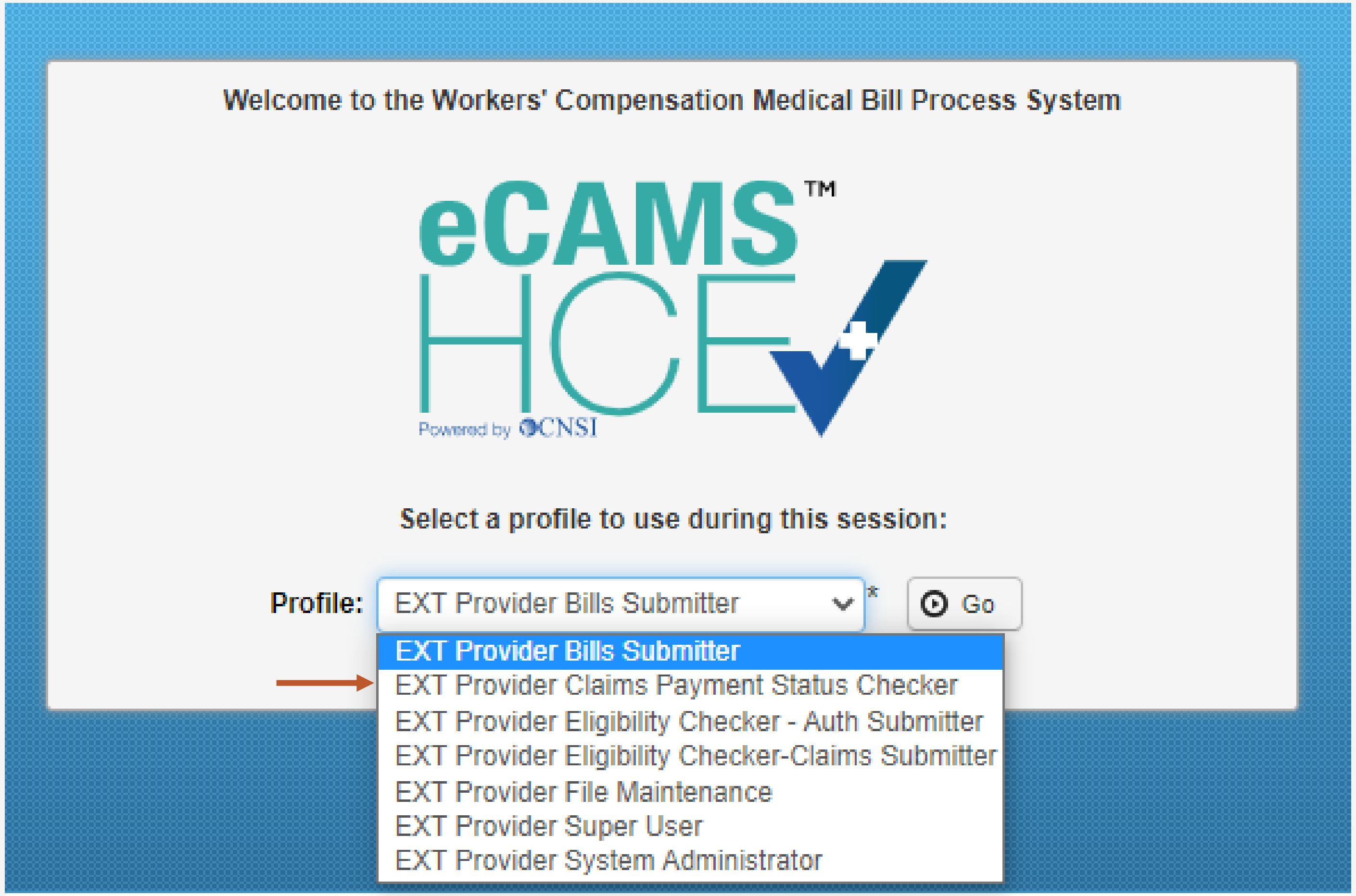
Choose the one you wish to review bills and payments for



# Select Profile – Bill Processing

Choose the applicable profile.

**Note:** A list of profiles and the functions they can perform in the Provider Portal are listed on the next slide.



# Provider Portal Profiles

| Name of Provider Profile | Functions that the Provider can perform |
|---|---|
| **EXT Provider Bills Submitter** | • Bill inquiry<br>• View Payment<br>• Bill Adjustment/Void<br>• On-line Bills Entry<br>• Resubmit Denied/Voided Bills<br>• Retrieve Saved Bills<br>• Manage Templates<br>• Create Bills from Saved Templates<br>• Eligibility Inquiry<br>• On-line Authorization Submission<br>• Submit HIPAA Batch Transactions (837)<br>• Retrieve HIPAA Batch Responses (835)<br>• SFTP User Details<br>• Correspondences |
| **EXT Provider Eligibility Checker-Claims Submitter** | • Bill inquiry<br>• View Payment<br>• Bill Adjustment/Void<br>• On-line Bills Entry<br>• Resubmit Denied/Voided Bills<br>• Retrieve Saved Bills<br>• Manage Templates<br>• Create Bills from Saved Templates<br>• Eligibility Inquiry<br>• On-line Authorization Submission<br>• Maintain Provider Information<br>• Submit HIPAA Batch Transactions (837)<br>• Retrieve HIPAA Batch Responses (835)<br>• SFTP User Details<br>• Correspondences |

| Name of Provider Profile | Functions that the Provider can perform |
|---|---|
| **EXT Provider Claims Payment Status Checker** | • Bill inquiry<br>• View Payment<br>• Bill Adjustment/Void<br>• Resubmit Denied/Voided Bills<br>• Correspondences |
| **EXT Provider Eligibility Checker – Auth Submitter** | • Eligibility Inquiry<br>• On-line Authorization Submission |
| **EXT Provider File Maintenance** | • Maintain Provider Information<br>• Correspondences |
| **EXT Provider Super User** | • Bill inquiry<br>• View Payment<br>• Bill Adjustment/Void<br>• On-line Bills Entry<br>• Resubmit Denied/Voided Bills<br>• Retrieve Saved Bills<br>• Manage Templates<br>• Create Bills from Saved Templates<br>• Eligibility Inquiry<br>• On-line Authorization Submission<br>• Maintain Provider Information<br>• Submit HIPAA Batch Transactions (837)<br>• Retrieve HIPAA Batch Responses (835)<br>• SFTP User Details<br>• Correspondences |
| **EXT Provider System Administrator** | • Eligibility Inquiry<br>• Retrieve HIPAA Batch Responses (835)<br>• Maintain Users<br>• Correspondences |

# Online Bill Templates

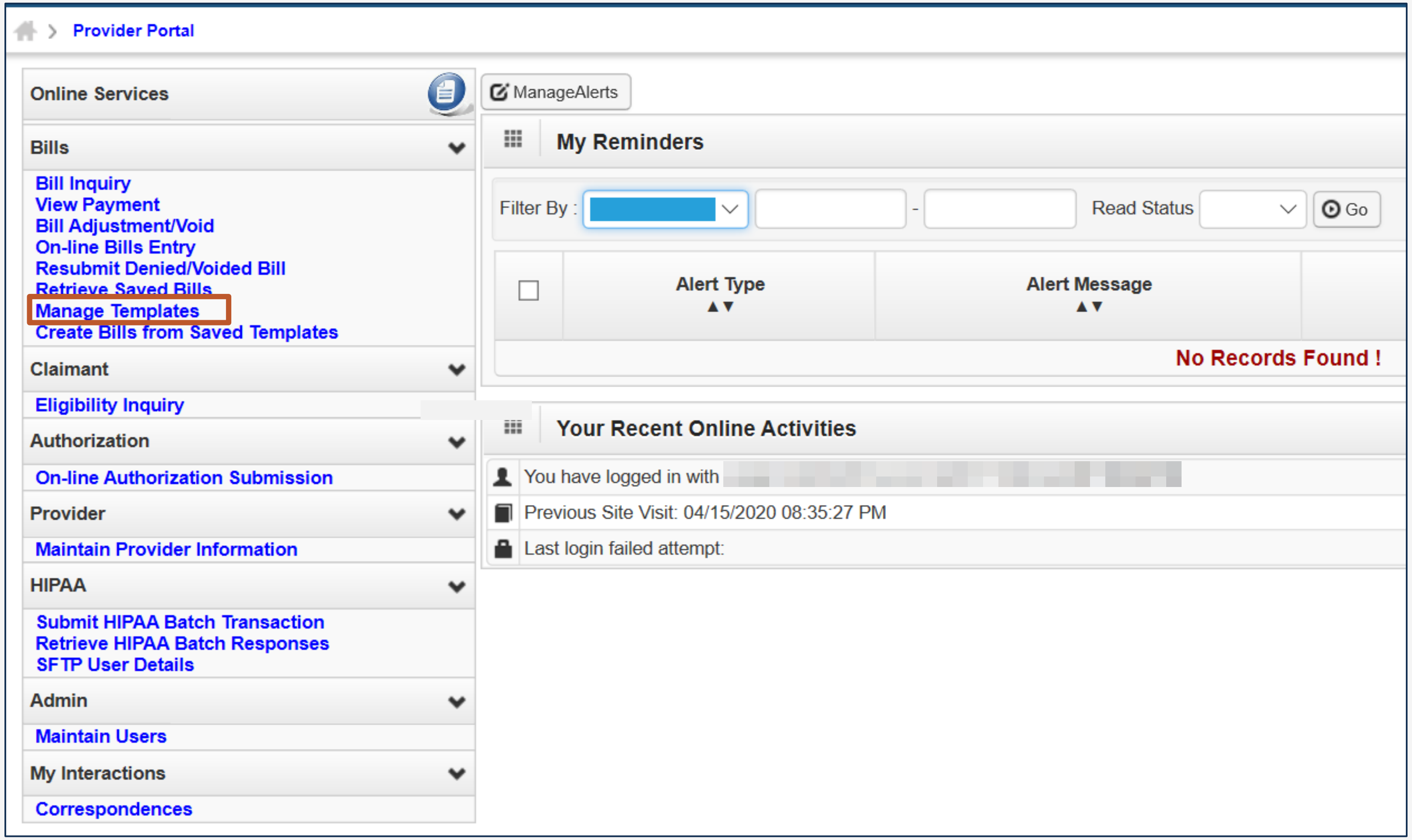
Providers can create preset formats for billing OWCP, reducing the need to recreate new bills from scratch every time.

Previously created templates can be quickly used as-is, updated as needed, or deleted when no longer needed.

Templates are especially useful when entering a series of bills that share the same information.

# Select Manage Templates

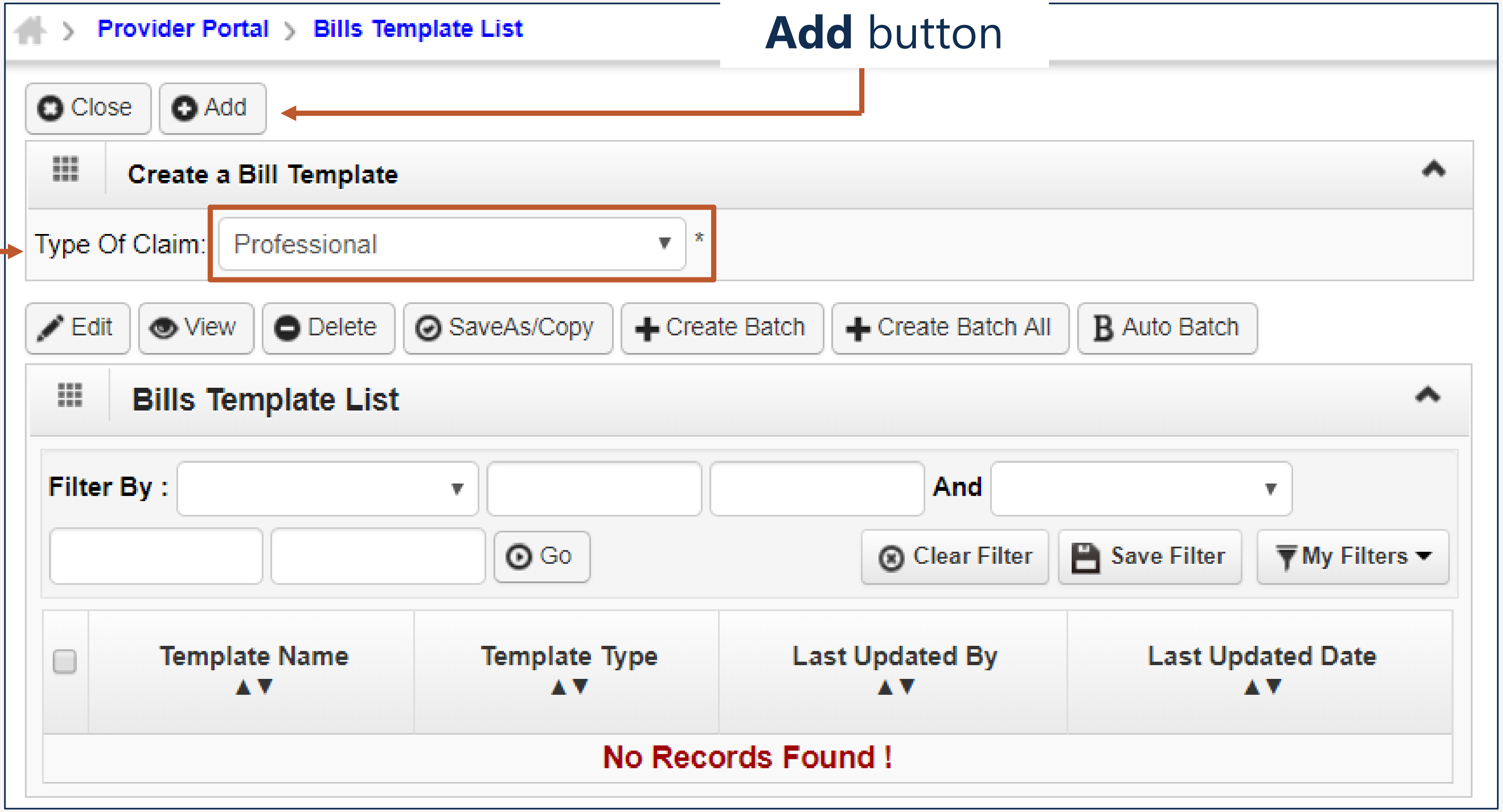
Select **Manage Templates**



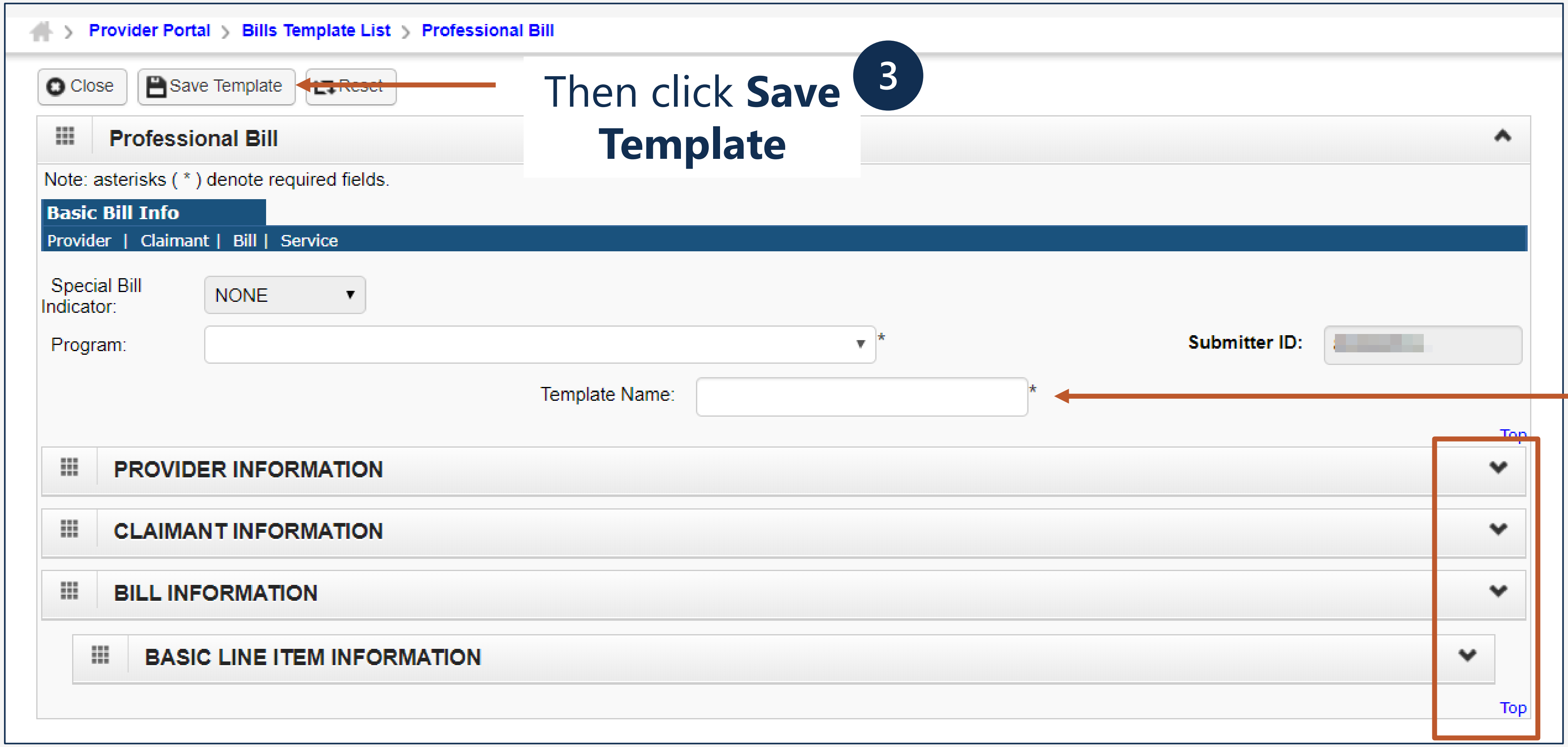
# Create a New Template

Select the type of claim for this template

Then click the **Add** button



# Fill in the New Template




3 Then click **Save Template**

1 Name the Template

2 Expand the bill areas and fill in common data fields



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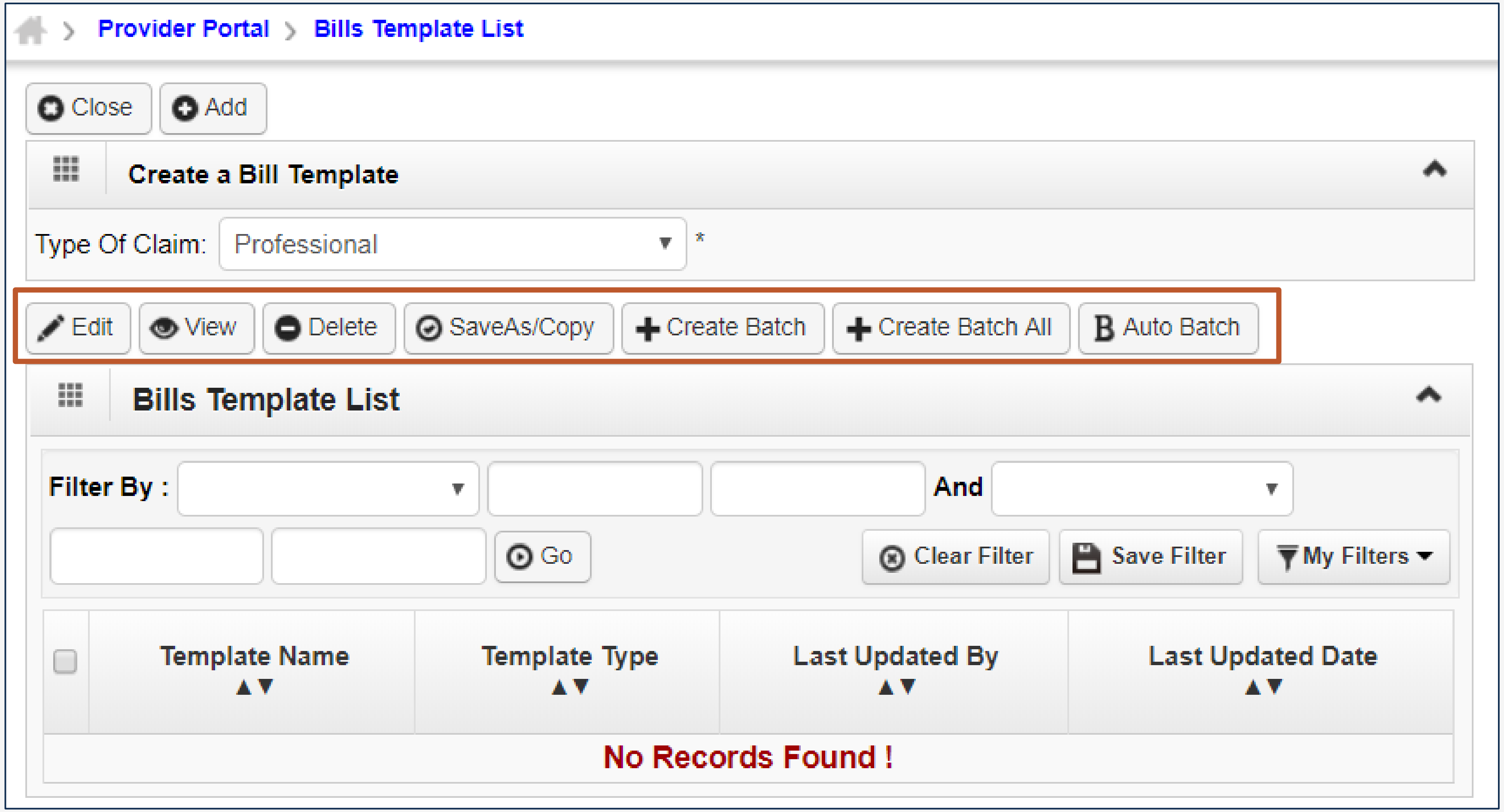
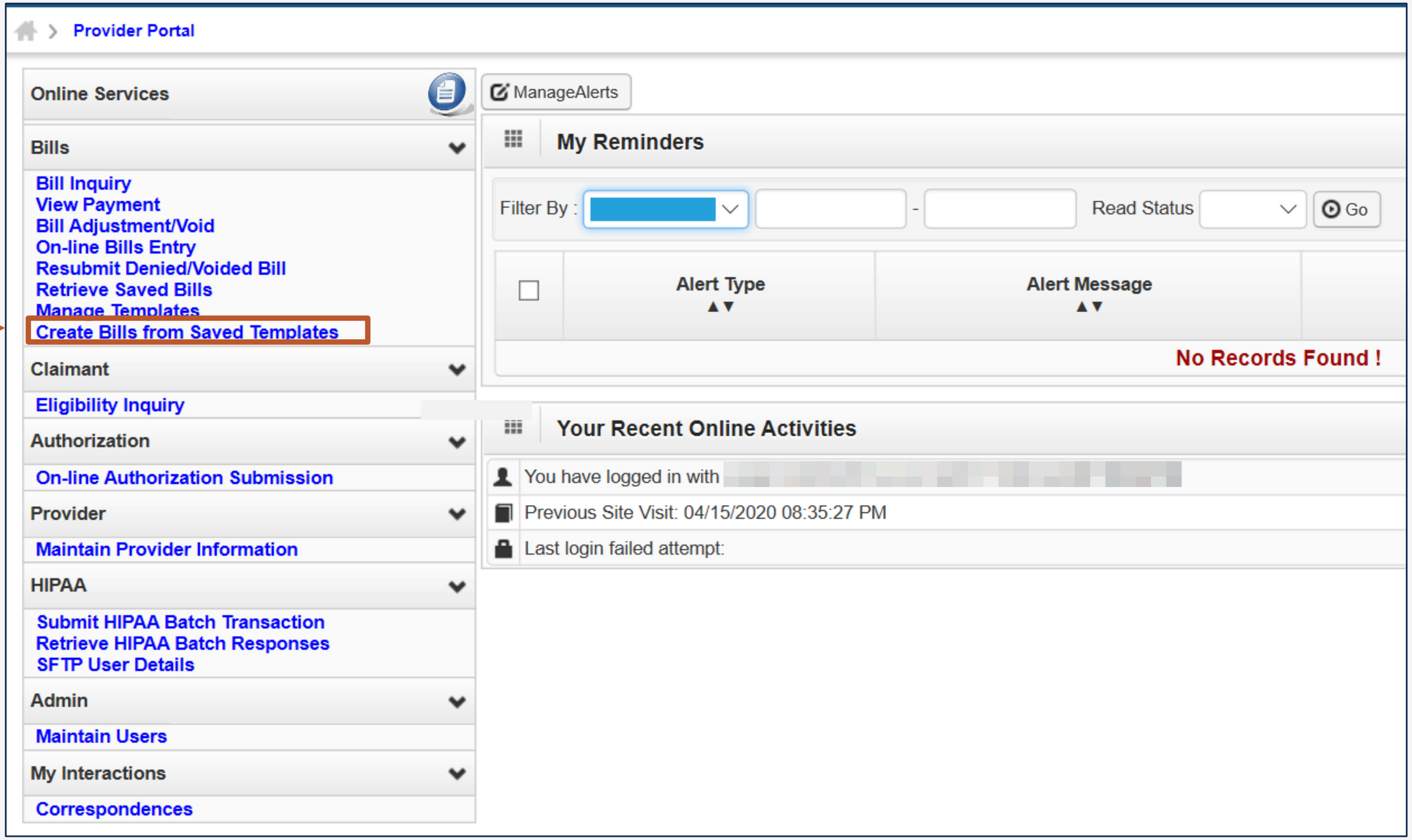
# Manage Templates

Edit, View, Delete, Copy, and more



# Create Bill from Saved Templates

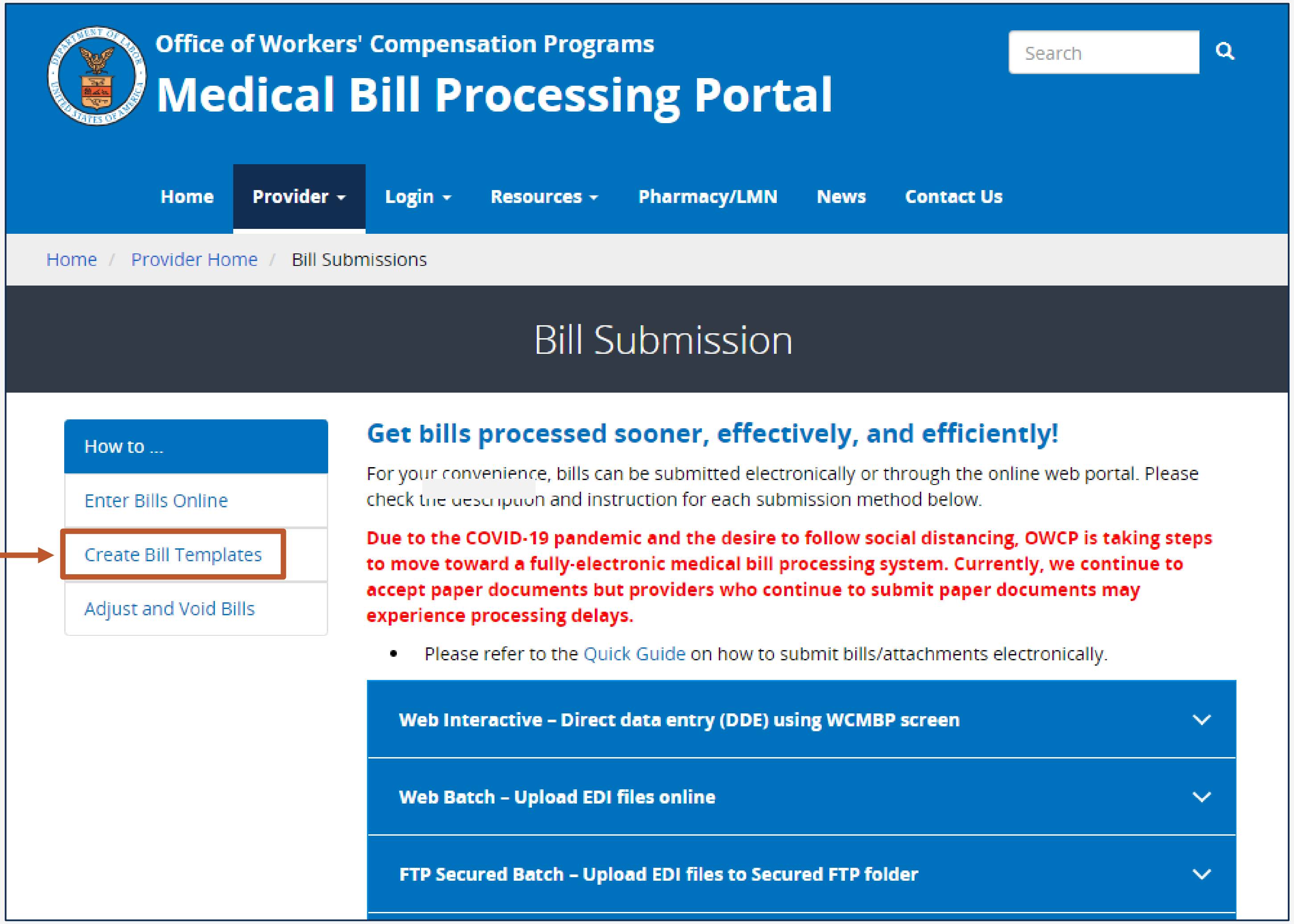
Select **Create Bills from Saved Templates**



# More Information

On the **Provider** tab, click **Bill Submission**

**Create Bill Templates**



# Adjusting Paid Bills

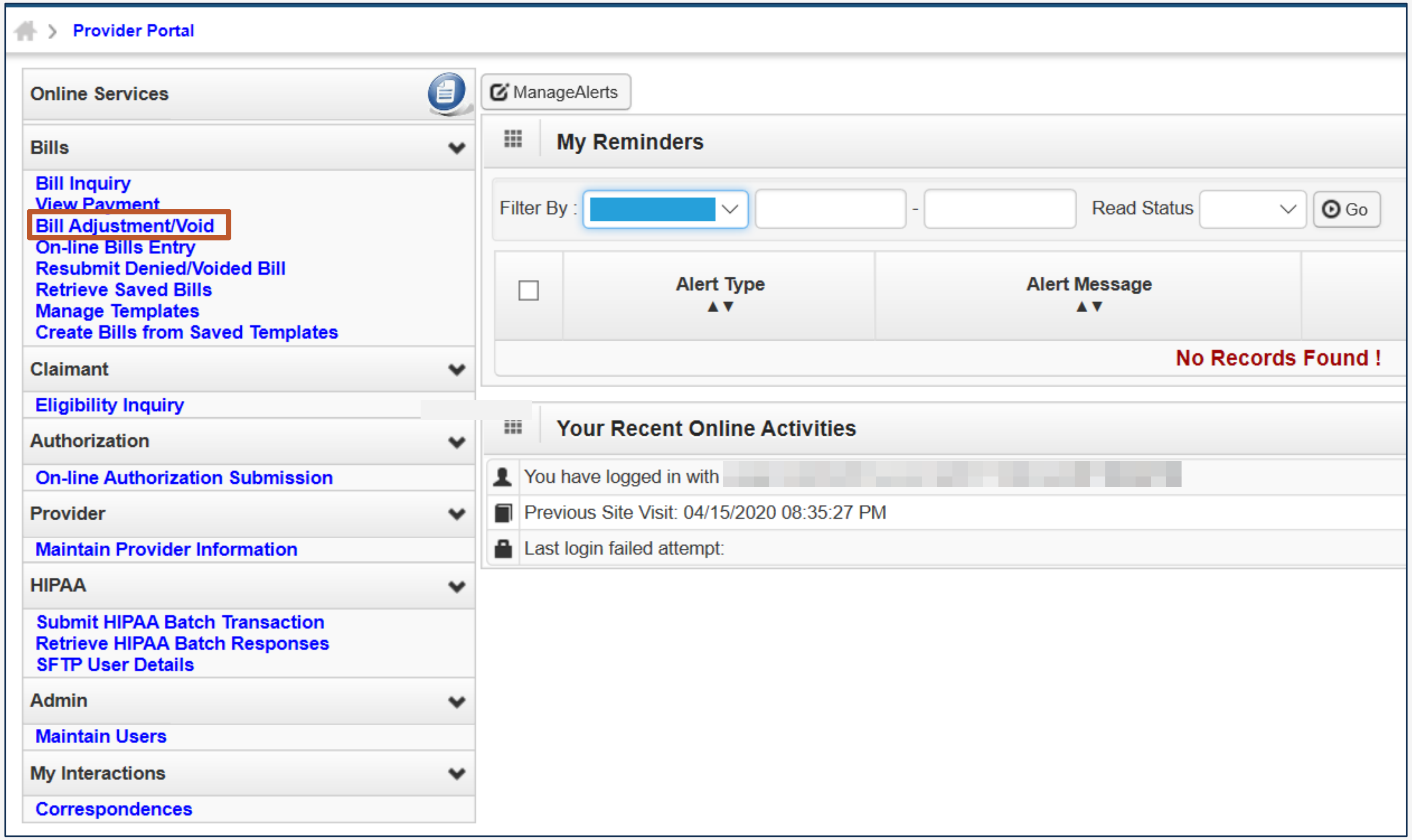
Providers can adjust a bill that has been submitted and paid.

This allows the provider to make corrections and submit additional documentation, then have the bill re-evaluated for appropriate payment.

Providers can adjust previously paid bills that have been submitted via paper or online within the last seven years for **DFEC** and **DEEOIC**.

# Select Bill Adjustment / Void

Select **Bill Adjustment / Void**



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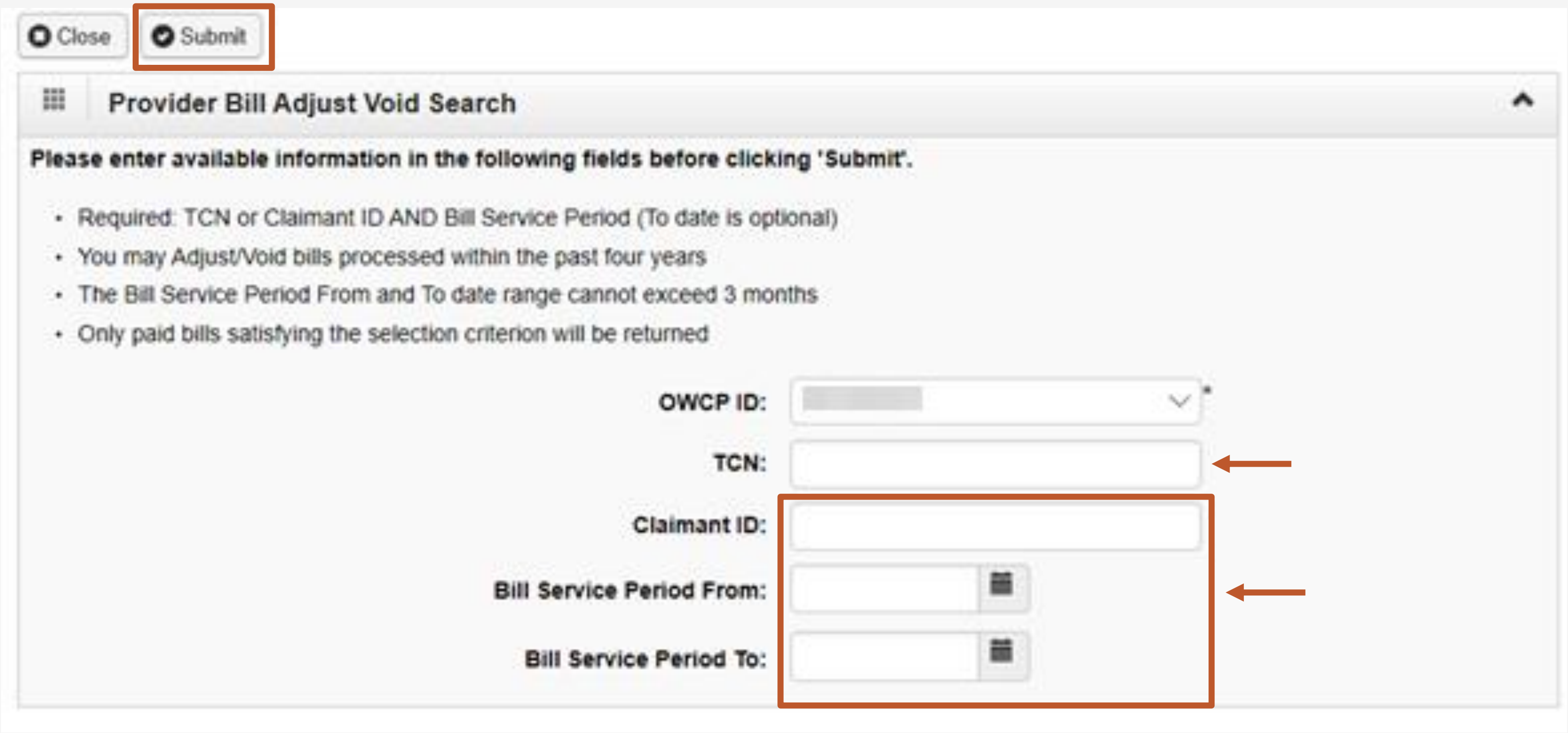
# Bill Inquiry Search

On the "Provider Bill Adjust Void Search" screen, the provider can search for a bill using these options:




1. Enter the **Transaction Control Number** (TCN), if available

-OR-

2. Enter the **Claimant ID** or SSN *-and-*
   Enter the "from and to" **service dates**

   **Note:** Date span cannot exceed 3 months

Click the **Submit** button



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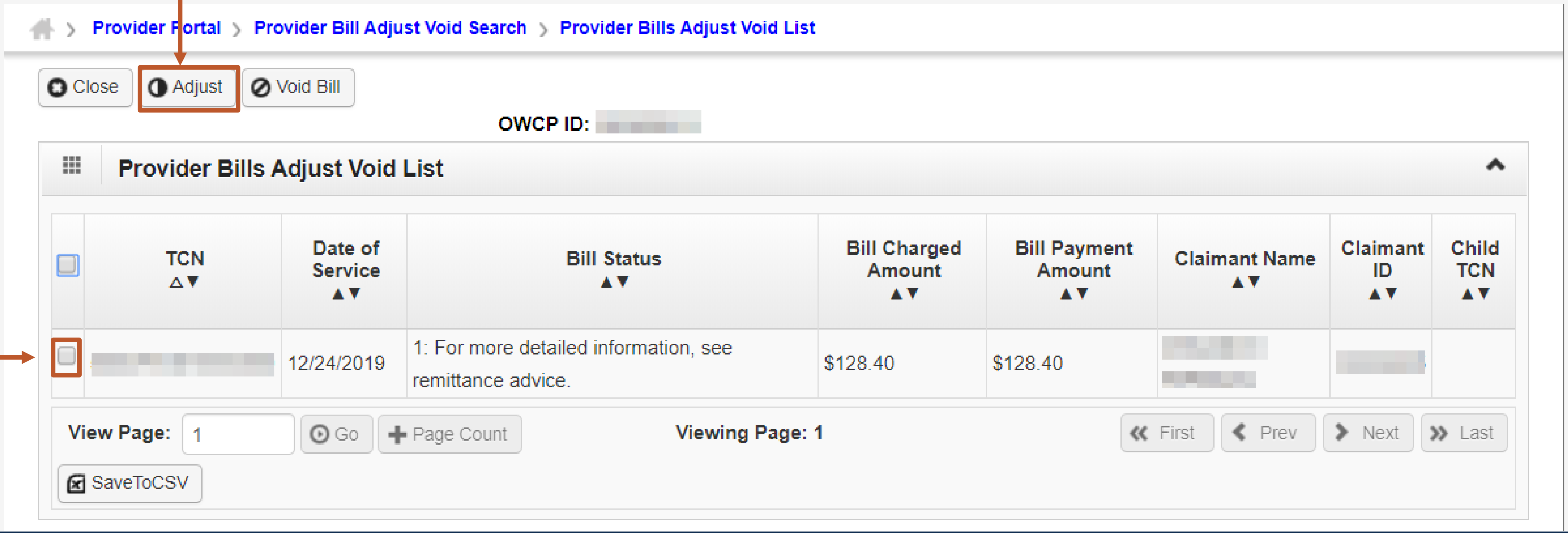
# Select a Bill to Adjust

The system displays the bill or bills that match the search criteria

Click on checkbox next to the **TCN** to select the bill to adjust

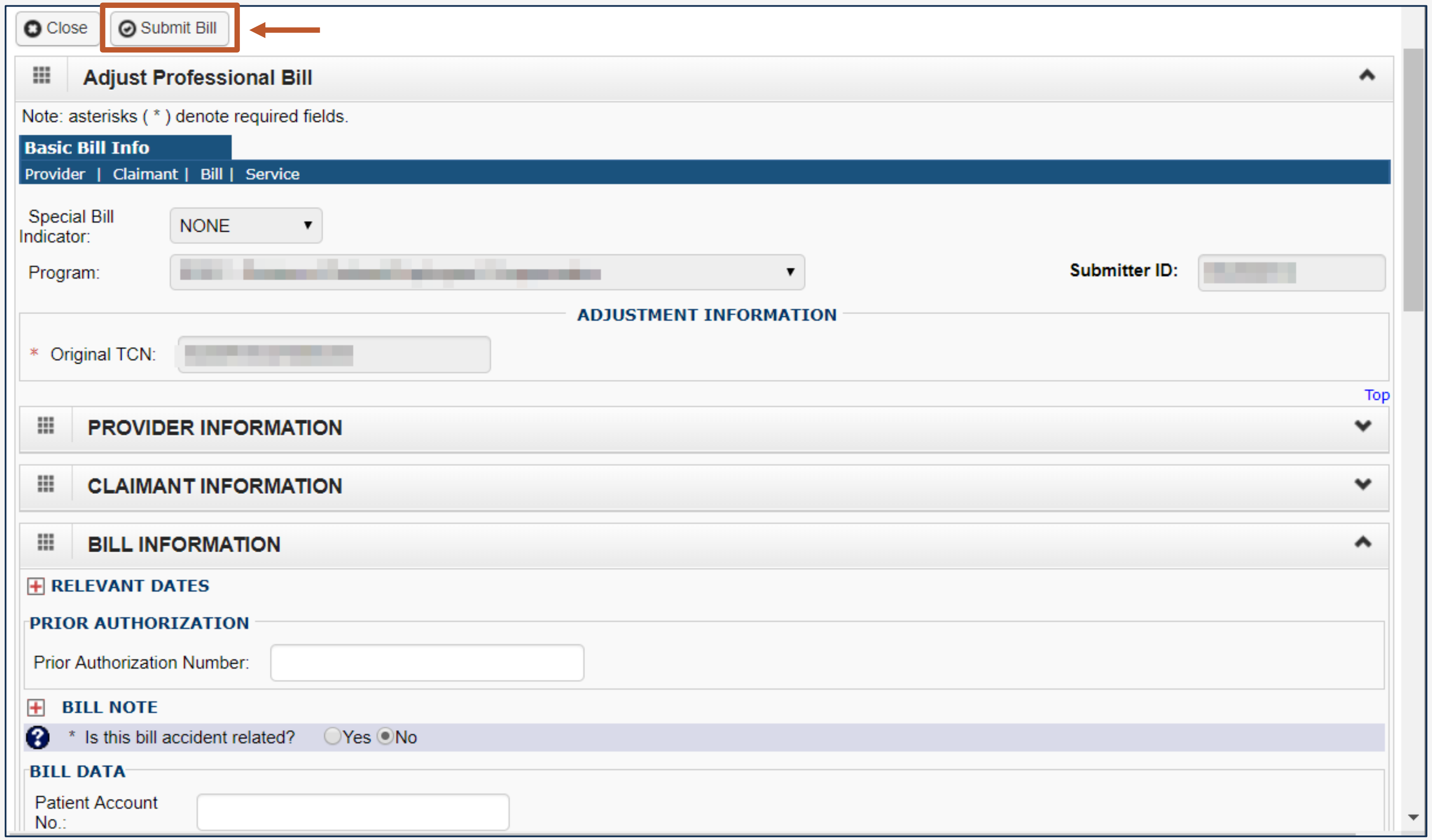
Click the **Adjust** button



# Adjust Bill Sections

The system displays the TCN and bill sections. Expand the section you need to adjust and make the necessary changes.

Click the **Submit Bill** button

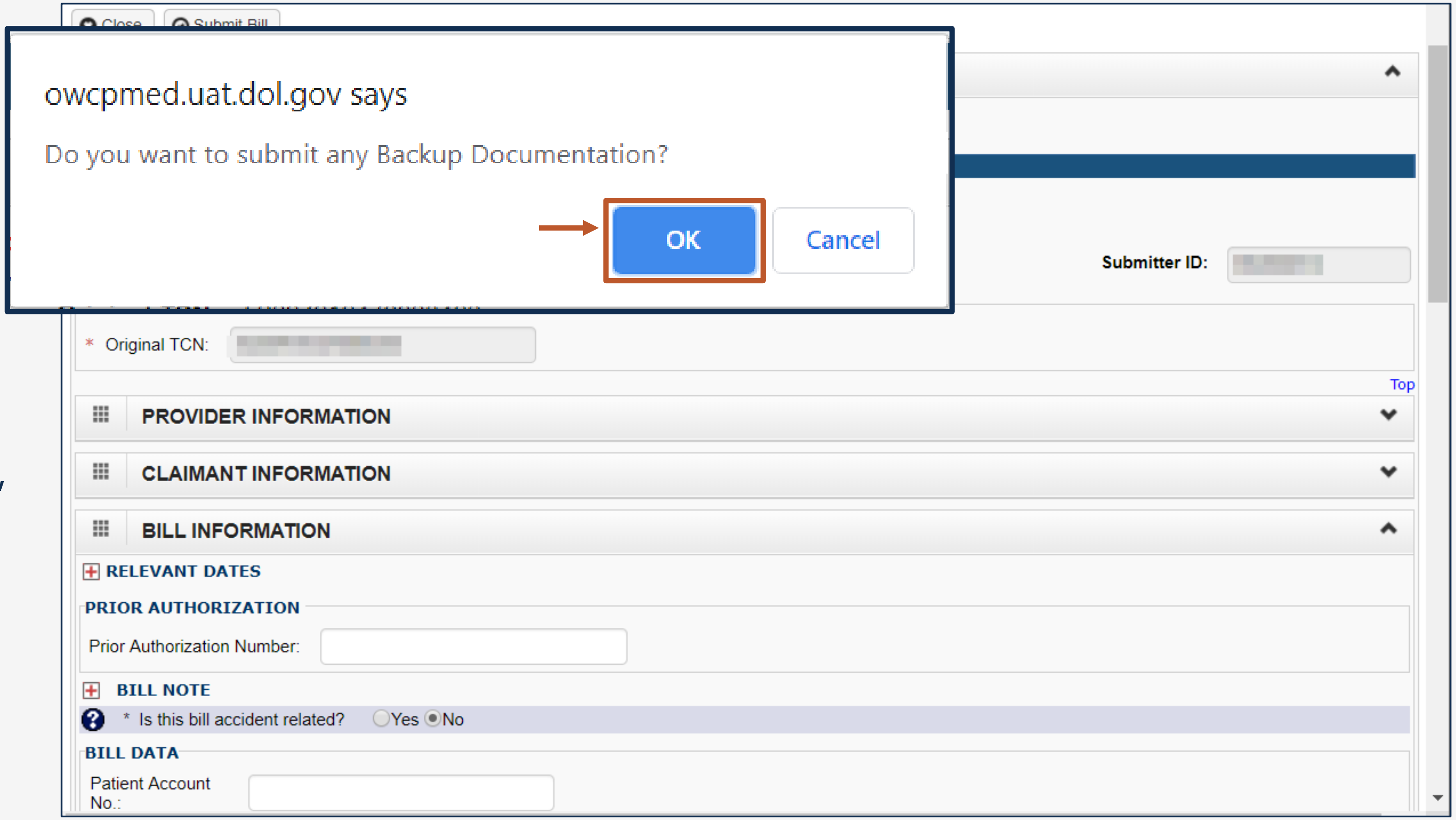


# Backup Documentation

The system displays a pop-up window to ask if you want to submit any Backup Documentation

If you want to upload files, click **OK**

If no files need to be uploaded, click **Cancel**



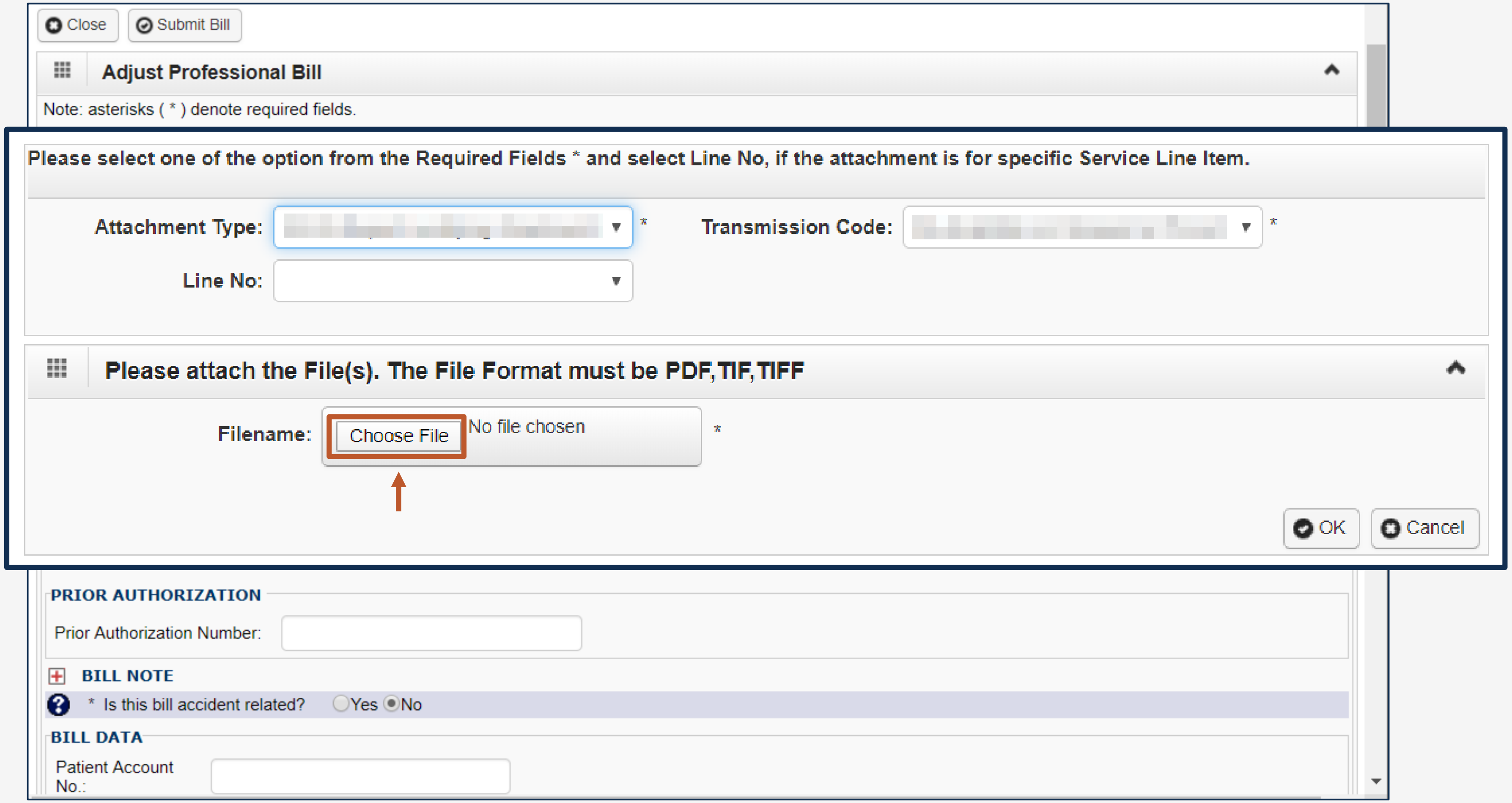
# Select Files

A new pop-up window will ask about what type of attachment, the transmission code, and the line number

Click the **Choose File** button to select the file to upload

After selecting the file, click **OK**

The system will show that you file was attached

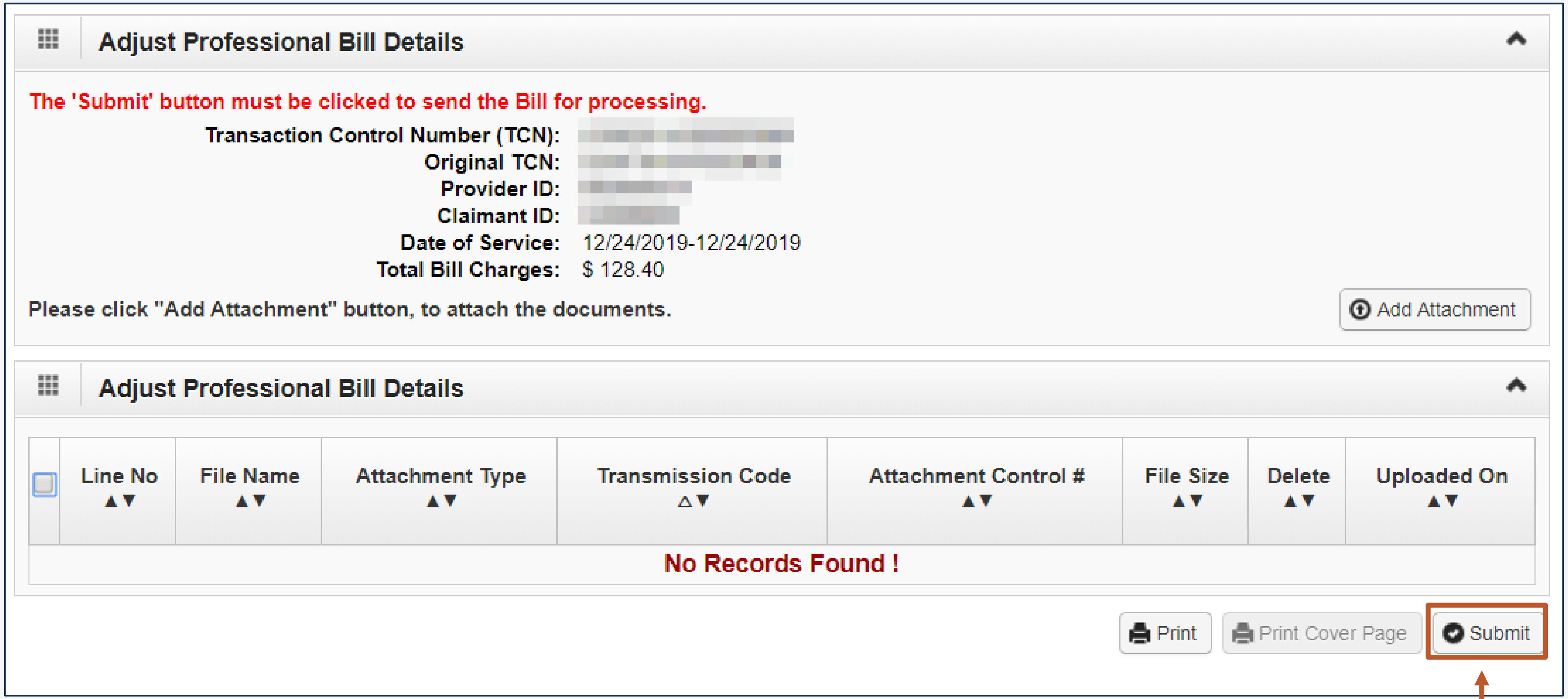


# Adjustment Summary

This is the summary screen for the adjustment – it will not take effect unless the Submit button is clicked

The system assigns a new TCN number and shows the Original TCN

Any new attachments are shown with their information



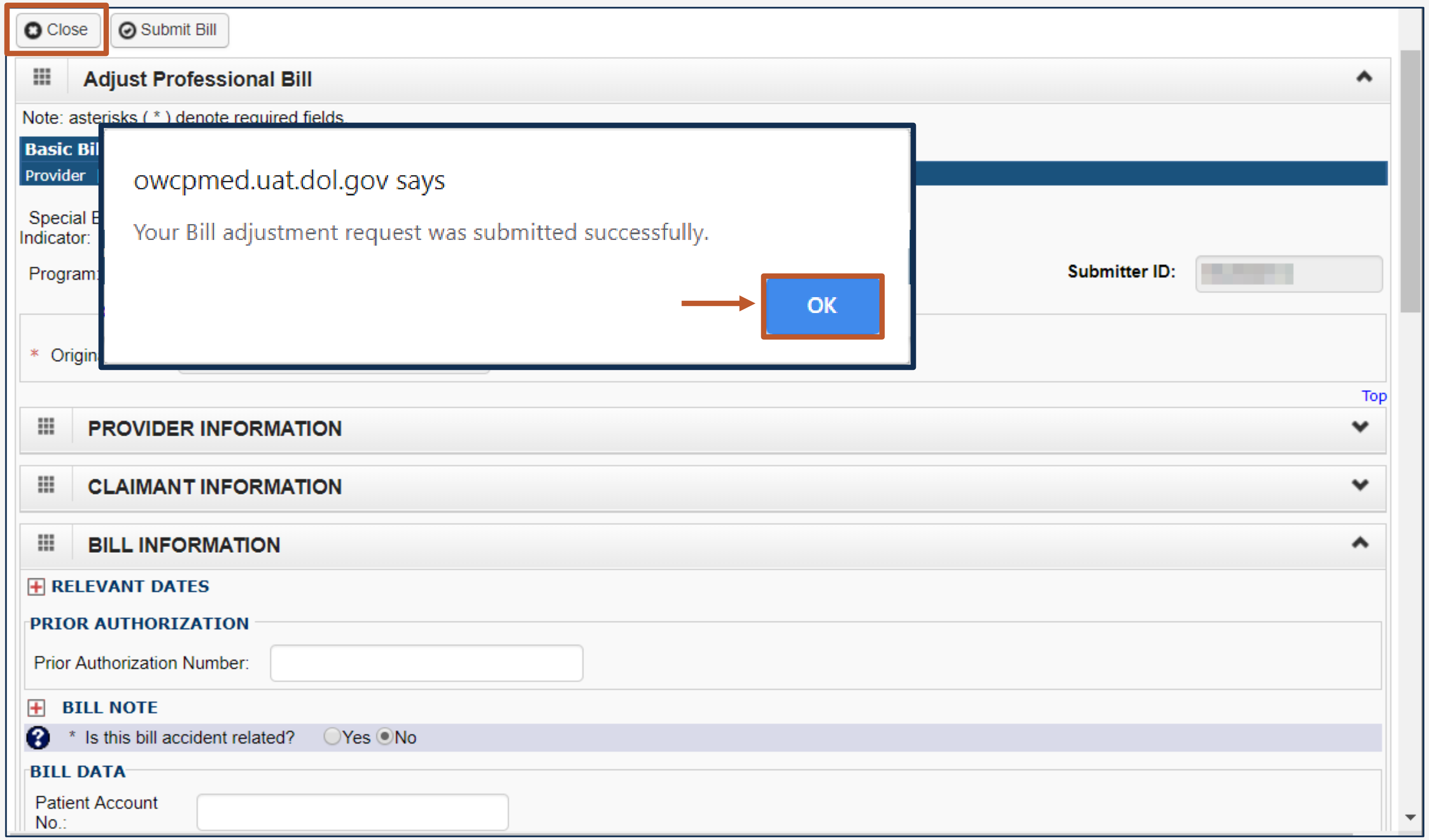

Click the **Submit** button

# Adjustment Confirmation

The adjustment is submitted for processing

Click the
**OK** button,

then click the
**Close** button



# Void Paid Bills

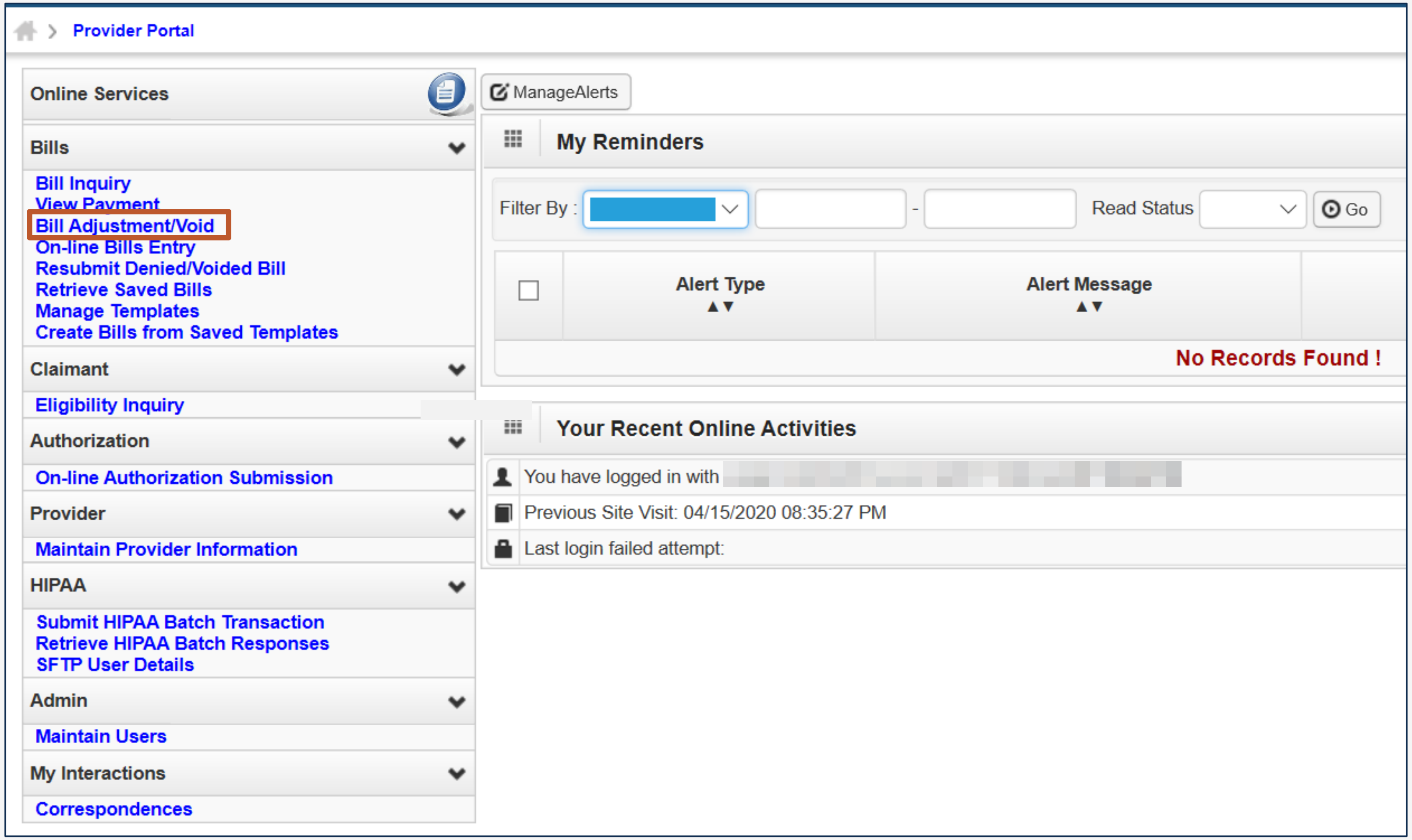
Providers can void previously paid bills that have been submitted via paper or online within the last seven years for **DFEC**.

**DEEOIC** and **DCMWC** providers are not able to void bills in the WCMBP system.

Voided bills create an overpayment that will be automatically withheld from future payments.

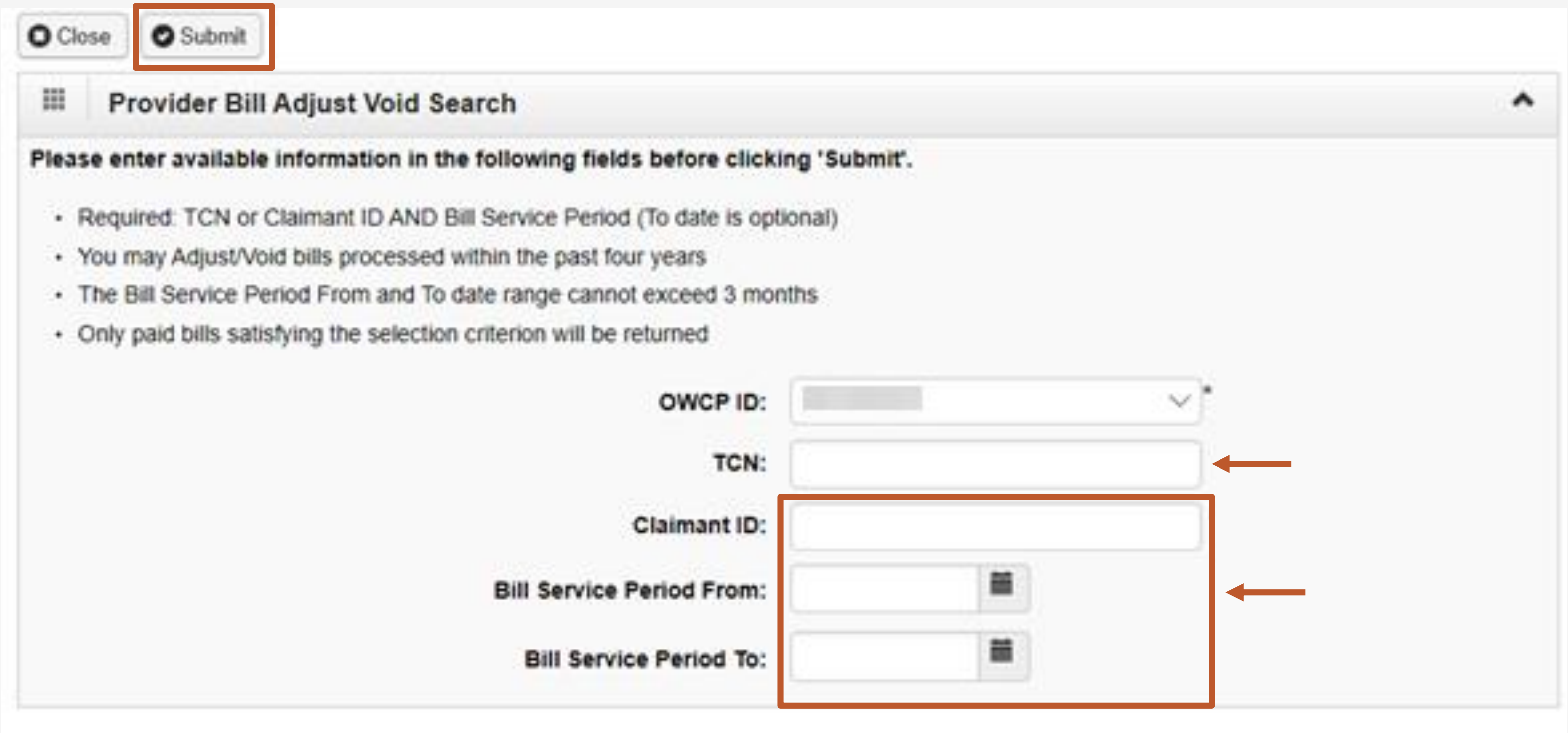
# Select Bill Adjustment / Void

Select **Bill Adjustment / Void**



# Bill Adjust Void Search

On the "Provider Bill Adjust Void Search" screen, the provider can search for a bill using these options:




1. Enter the **Transaction Control Number** (TCN), if available

-OR-

2. Enter the **Claimant ID** or SSN *-and-*
   Enter the "from and to" **service dates**

   **Note:** Date span cannot exceed 3 months

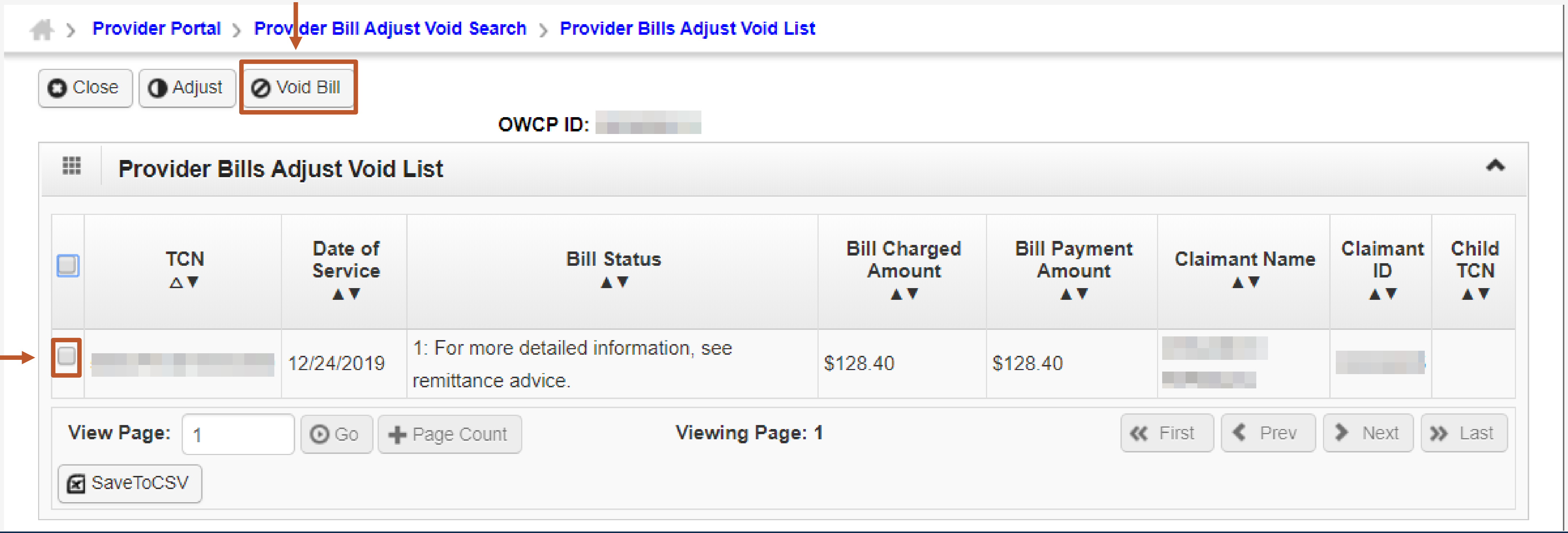
Click the **Submit** button

# Select a Bill to Void

The system displays the bill or bills that match the search criteria

Click on checkbox next to the **TCN** to select the bill to void

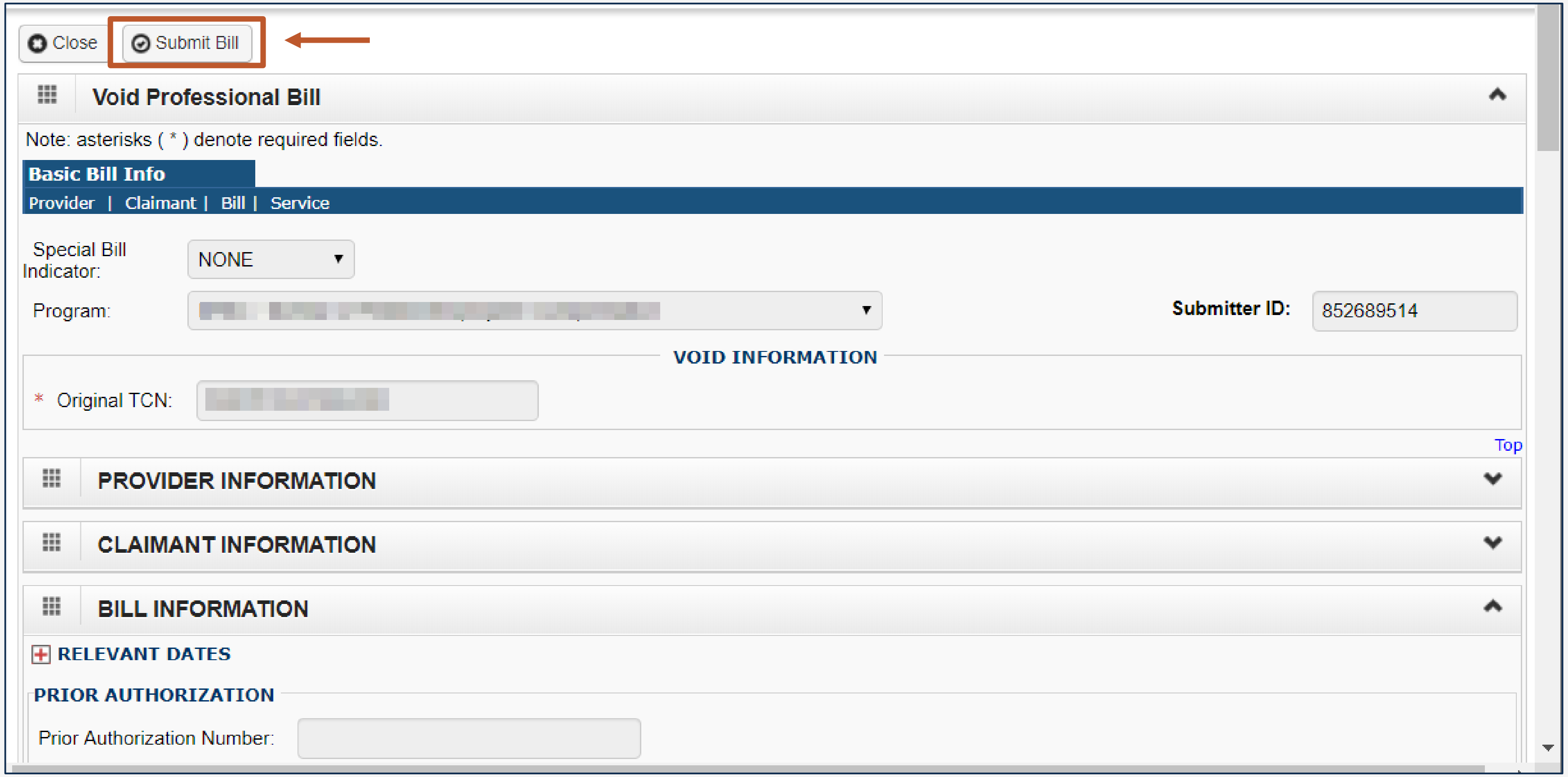
Click the **Void Bill** button



# Voiding the Bill

No changes can be made to the bill as it is voided – but you can review all bill information to make sure this is the right one to void.

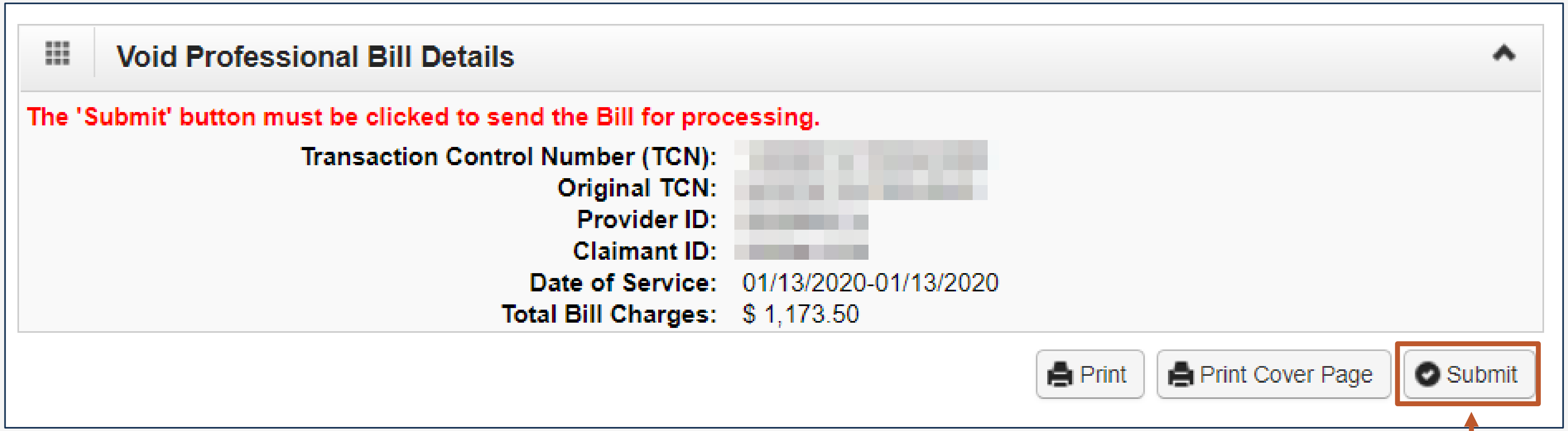
When you are sure this bill should be voided, click **Submit Bill**



# Void Summary

This is the summary screen for voiding the bill – it will not take effect unless the **Submit** button is clicked

The system assigns a new TCN number and shows the Original TCN




Click the **Submit** button to continue



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# Thank you!

CNSI looks forward to being the new medical bill processing agent for the OWCP programs and working with each of you!

Email: CNSIOWCPOutreach@cns-inc.com

Call Center:

Division of Federal Employees’ Compensation (DFEC) 1-844-493-1966

Division of Energy Employees Occupational Illness Compensation (DEEOIC) 1-866-272-2682

Division of Coal Mine Workers’ Compensation (DCMWC) 1-800-638-7072

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