

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

The screenshot shows the OWCP Connect website interface. At the top, there is a blue header with the United States Department of Labor Office of Workers' Compensation Programs logo on the left and the WCS (OWCP Workers' Compensation System) logo on the right. Below the header, there is a navigation bar with links for Login, Account Registration, Reset Password, Change Email, Help, and FAQ. The main content area is divided into three columns: 'About OWCP Connect', 'Account Registration', and 'Login'. The 'About OWCP Connect' section explains that OWCP Connect allows users to prove their identity and create an account for communication with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the credentials for login. Identity proofing is accomplished by validating the user's information entered in the Account Registration process against secure Credit Bureau data. Once the user's identity has been verified, their account can be created. At this time OWCP Connect is only being used to authenticate new users to EEOA's Claimant Query. The 'Account Registration' section states that if this is the user's first time using OWCP Connect, they should click [here](#) and begin the process to create a new account. A red warning message reads: 'WARNING....WARNING....WARNING....WARNING....V'. Below this, it states that the user is accessing a U.S. Government information system that is owned and operated by the Department of Labor. The Department of Labor information systems are provided for the processing of official U.S. Government information only, and are therefore, owned by the Department of Labor. Authorized users are. The 'Login' section has a heading 'Login' and a sub-heading 'Welcome to OWCP Connect'. It asks the user to please enter their EMAIL ADDRESS to start. There is a text input field labeled 'Email Address' with a red arrow pointing down to it. Below the input field is an orange 'LOGIN' button. At the bottom of the 'Login' section, there is a 'RESET PASSWORD' link that says 'If you have forgotten password, click [here](#) and you will be guided through'.

Select the Provider ID

You may have access to more than one provider

Choose the one you wish to review bills and payments for

Welcome to the WCMBP Provider Portal

eCAMSTM
HCE ✓
Powered by CNSI

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

Available Provider IDs: *

- 700116000
- 020211301
- 103151400**
- 700033500
- 700116000

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.

Welcome to the Workers' Compensation Medical Bill Process System

eCAMS™
HCE ✓
Powered by CNSI

Select a profile to use during this session:

Profile: *

- EXT Provider Bills Submitter
- EXT Provider Claims Payment Status Checker
- EXT Provider Eligibility Checker - Auth Submitter
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider File Maintenance
- EXT Provider Super User
- EXT Provider System Administrator

Provider Portal Profiles

Name of Provider Profile	Functions that the Provider can perform
EXT Provider Bills Submitter	<ul style="list-style-type: none"> • Bill inquiry • View Payment • Bill Adjustment/Void • On-line Bills Entry • Resubmit Denied/Voided Bills • Retrieve Saved Bills • Manage Templates • Create Bills from Saved Templates • Eligibility Inquiry • On-line Authorization Submission • Submit HIPAA Batch Transactions (837) • Retrieve HIPAA Batch Responses (835) • SFTP User Details • Correspondences
EXT Provider Eligibility Checker-Claims Submitter	<ul style="list-style-type: none"> • Bill inquiry • View Payment • Bill Adjustment/Void • On-line Bills Entry • Resubmit Denied/Voided Bills • Retrieve Saved Bills • Manage Templates • Create Bills from Saved Templates • Eligibility Inquiry • On-line Authorization Submission • Maintain Provider Information • Submit HIPAA Batch Transactions (837) • Retrieve HIPAA Batch Responses (835) • SFTP User Details • Correspondences

Name of Provider Profile	Functions that the Provider can perform
EXT Provider Claims Payment Status Checker	<ul style="list-style-type: none"> • Bill inquiry • View Payment • Bill Adjustment/Void • Resubmit Denied/Voided Bills • Correspondences
EXT Provider Eligibility Checker – Auth Submitter	<ul style="list-style-type: none"> • Eligibility Inquiry • On-line Authorization Submission
EXT Provider File Maintenance	<ul style="list-style-type: none"> • Maintain Provider Information • Correspondences
EXT Provider Super User	<ul style="list-style-type: none"> • Bill inquiry • View Payment • Bill Adjustment/Void • On-line Bills Entry • Resubmit Denied/Voided Bills • Retrieve Saved Bills • Manage Templates • Create Bills from Saved Templates • Eligibility Inquiry • On-line Authorization Submission • Maintain Provider Information • Submit HIPAA Batch Transactions (837) • Retrieve HIPAA Batch Responses (835) • SFTP User Details • Correspondences
EXT Provider System Administrator	<ul style="list-style-type: none"> • Eligibility Inquiry • Retrieve HIPAA Batch Responses (835) • Maintain Users • Correspondences

Online Bill Templates

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

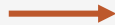
Previously created templates can be quickly used as-is, updated as needed, or deleted when no longer needed.

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



Select Manage Templates

Select **Manage Templates**



Provider Portal

Online Services

- Bills
 - Bill Inquiry
 - View Payment
 - Bill Adjustment/Void
 - On-line Bills Entry
 - Resubmit Denied/Voided Bill
 - Retrieve Saved Bills
 - Manage Alerts**
 - Create Bills from Saved Templates
- Claimant
 - Eligibility Inquiry
- Authorization
 - On-line Authorization Submission
- Provider
 - Maintain Provider Information
- HIPAA
 - Submit HIPAA Batch Transaction
 - Retrieve HIPAA Batch Responses
 - SFTP User Details
- Admin
 - Maintain Users
- My Interactions
 - Correspondences

Manage Alerts

My Reminders

Filter By : [dropdown] [input] - [input] Read Status [dropdown] [Go]

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼
No Records Found !		

Your Recent Online Activities

- You have logged in with [blurred]
- Previous Site Visit: 04/15/2020 08:35:27 PM
- Last login failed attempt:

Create a New Template

Then click the **Add** button

Select the type of claim for this template

Provider Portal > Bills Template List

Close Add

Create a Bill Template

Type Of Claim: Professional *

Edit View Delete SaveAs/Copy Create Batch Create Batch All Auto Batch

Bills Template List

Filter By : [] And []

[] [] Go Clear Filter Save Filter My Filters

	Template Name ▲▼	Template Type ▲▼	Last Updated By ▲▼	Last Updated Date ▲▼
No Records Found !				

Fill in the New Template

Provider Portal > Bills Template List > Professional Bill

Close Save Template Reset

Professional Bill

Note: asterisks (*) denote required fields.

Basic Bill Info

Provider | Claimant | Bill | Service

Special Bill Indicator: NONE

Program: *

Submitter ID:

Template Name: *

PROVIDER INFORMATION

CLAIMANT INFORMATION

BILL INFORMATION

BASIC LINE ITEM INFORMATION

Top

Then click **Save Template** **3**

1 Name the Template

2 Expand the bill areas and fill in common data fields

Manage Templates

Edit, View, Delete,
Copy, and more

Provider Portal > Bills Template List

Close Add

Create a Bill Template

Type Of Claim: Professional *

Edit View Delete SaveAs/Copy + Create Batch + Create Batch All B Auto Batch

Bills Template List

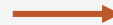
Filter By : [] And []

[] [] Go Clear Filter Save Filter My Filters

	Template Name ▲▼	Template Type ▲▼	Last Updated By ▲▼	Last Updated Date ▲▼
No Records Found !				

Create Bill from Saved Templates

Select **Create Bills from Saved Templates**



Provider Portal

Online Services

- 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**
- Claimant
 - Eligibility Inquiry
- Authorization
 - On-line Authorization Submission
- Provider
 - Maintain Provider Information
- HIPAA
 - Submit HIPAA Batch Transaction
 - Retrieve HIPAA Batch Responses
 - SFTP User Details
- Admin
 - Maintain Users
- My Interactions
 - Correspondences

ManageAlerts

My Reminders

Filter By : [] - [] Read Status [] Go

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼
No Records Found !		

Your Recent Online Activities

- You have logged in with []
- Previous Site Visit: 04/15/2020 08:35:27 PM
- Last login failed attempt:

More Information

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

Create Bill Templates



Office of Workers' Compensation Programs
Medical Bill Processing Portal

Search

Home Provider Login Resources Pharmacy/LMN News Contact Us

Home / Provider Home / Bill Submissions

Bill Submission

How to ...

- Enter Bills Online
- Create Bill Templates**
- Adjust and Void Bills

Get bills processed sooner, effectively, and efficiently!

For your convenience, bills can be submitted electronically or through the online web portal. Please check the description and instruction for each submission method below.

Due to the COVID-19 pandemic and the desire to follow social distancing, OWCP is taking steps to move toward a fully-electronic medical bill processing system. Currently, we continue to accept paper documents but providers who continue to submit paper documents may experience processing delays.

- Please refer to the [Quick Guide](#) on how to submit bills/attachments electronically.

- Web Interactive - Direct data entry (DDE) using WCMBP screen
- Web Batch - Upload EDI files online
- FTP Secured Batch - Upload EDI files to Secured FTP folder

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**

The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu is visible with several categories: 'Online Services', 'Bills', 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. The 'Bills' category is expanded, showing a list of options: 'Bill Inquiry', 'View Payment', 'Bill Adjustment/Void', 'On-line Bills Entry', 'Resubmit Denied/Voiced Bill', 'Retrieve Saved Bills', 'Manage Templates', and 'Create Bills from Saved Templates'. The 'Bill Adjustment/Void' option is highlighted with a red rectangular box. An orange arrow points from the text 'Select Bill Adjustment / Void' to this highlighted option. To the right of the navigation menu, there are sections for 'ManageAlerts', 'My Reminders', and 'Your Recent Online Activities'. The 'My Reminders' section includes a filter by dropdown, a search field, and a 'Read Status' dropdown, with a 'Go' button. Below this, there is a table header with columns for 'Alert Type' and 'Alert Message', and a red message stating 'No Records Found!'. The 'Your Recent Online Activities' section shows a list of activities, including 'You have logged in with', 'Previous Site Visit: 04/15/2020 08:35:27 PM', and 'Last login failed attempt:'.

Bill Inquiry Search

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

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:

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 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

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]	12/24/2019	1: For more detailed information, see remittance advice.	\$128.40	\$128.40	[REDACTED]	[REDACTED]	

View Page: 1 Go + Page Count Viewing Page: 1

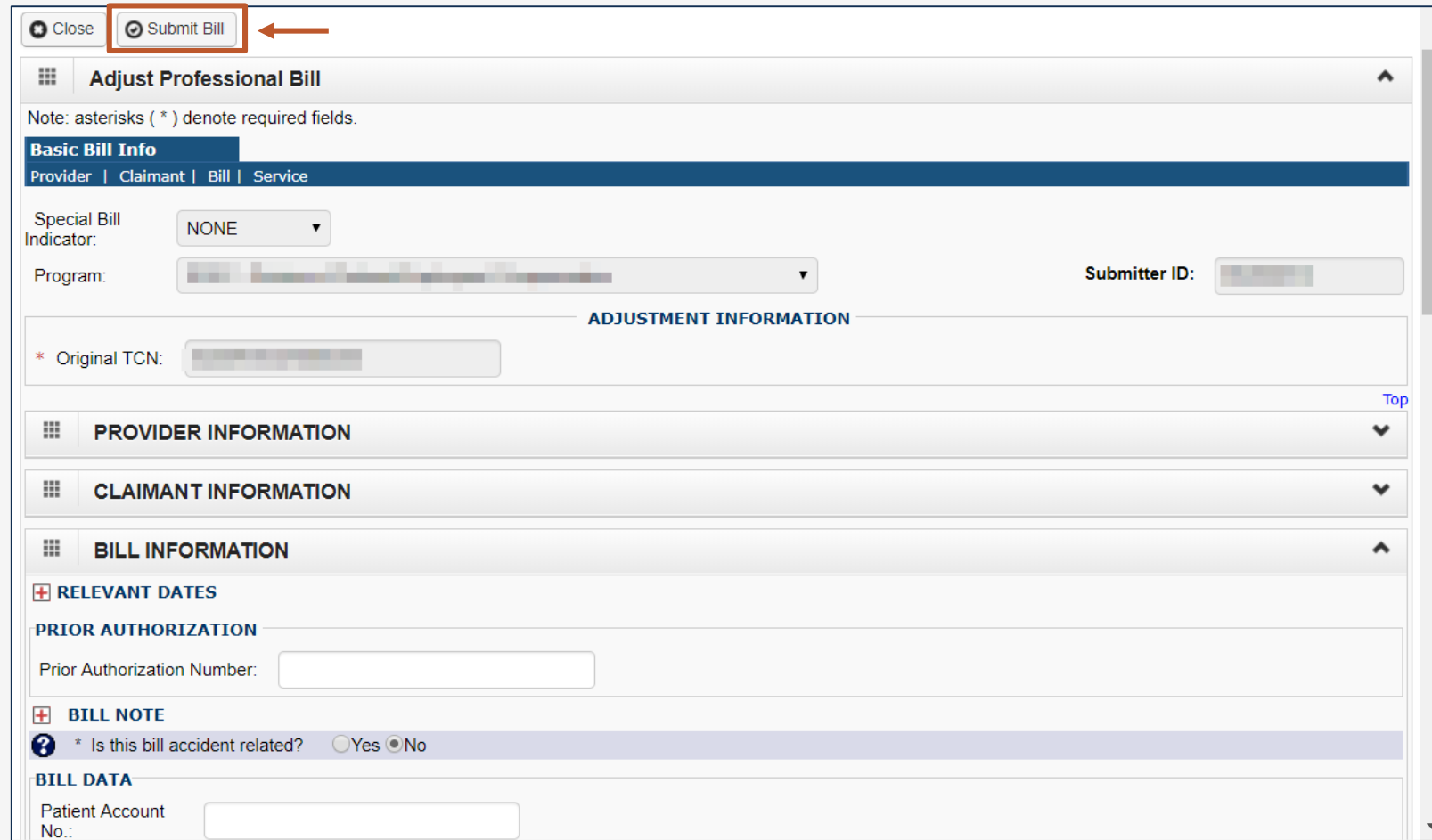
SaveToCSV

« First < Prev > Next » Last

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



The screenshot shows a web interface for adjusting a professional bill. At the top left, there are two buttons: 'Close' and 'Submit Bill'. The 'Submit Bill' button is highlighted with a red box and an orange arrow pointing to it from the left. Below the buttons is a section titled 'Adjust Professional Bill' with a grid icon and an upward arrow. A note states: 'Note: asterisks (*) denote required fields.' Underneath is a 'Basic Bill Info' section with tabs for 'Provider', 'Claimant', 'Bill', and 'Service'. The 'Bill' tab is active. Fields include 'Special Bill Indicator' (set to NONE), 'Program' (a dropdown menu), and 'Submitter ID' (a text field). Below this is an 'ADJUSTMENT INFORMATION' section with a field for '* Original TCN:'. Further down are sections for 'PROVIDER INFORMATION', 'CLAIMANT INFORMATION', and 'BILL INFORMATION'. Under 'BILL INFORMATION', there is a 'RELEVANT DATES' section, a 'PRIOR AUTHORIZATION' section with a 'Prior Authorization Number' field, a 'BILL NOTE' section with a question '* Is this bill accident related?' and radio buttons for 'Yes' and 'No' (where 'No' is selected), and a 'BILL DATA' section with a 'Patient Account No.:' field.

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**

owcpmed.uat.dol.gov says
Do you want to submit any Backup Documentation?

OK Cancel

Submitter ID:

* Original TCN:

PROVIDER INFORMATION

CLAIMANT INFORMATION

BILL INFORMATION

RELEVANT DATES

PRIOR AUTHORIZATION

Prior Authorization Number:

BILL NOTE

* Is this bill accident related? Yes No

BILL DATA

Patient Account No.:

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

Adjust Professional 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: 12/24/2019-12/24/2019
Total Bill Charges: \$ 128.40

Please click "Add Attachment" button, to attach the documents. [Add Attachment](#)

Adjust Professional 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](#)

Adjustment Confirmation

The adjustment is submitted for processing

Click the **OK** button,
then click the **Close** button

The screenshot shows a web form titled "Adjust Professional Bill". At the top, there are two buttons: "Close" and "Submit Bill". The "Close" button is highlighted with a red box and an orange arrow. Below the title, there is a note: "Note: asterisks (*) denote required fields". The form is divided into sections: "Basic Bill", "PROVIDER INFORMATION", "CLAIMANT INFORMATION", and "BILL INFORMATION". The "Basic Bill" section is expanded, showing fields for "Provider" (owcpmed.uat.dol.gov says), "Special Bill Indicator", "Program", and "Original". A success message is displayed: "Your Bill adjustment request was submitted successfully." Below the message is a blue "OK" button, which is also highlighted with a red box and an orange arrow. To the right of the message, there is a "Submitter ID" field. The "BILL INFORMATION" section is collapsed, showing "RELEVANT DATES", "PRIOR AUTHORIZATION" (with a "Prior Authorization Number" field), "BILL NOTE" (with a question "Is this bill accident related?" and radio buttons for "Yes" and "No"), and "BILL DATA" (with a "Patient Account No." field).

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**

The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu is visible with several categories: 'Online Services', 'Bills', 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. The 'Bills' category is expanded, showing a list of options: 'Bill Inquiry', 'View Payment', 'Bill Adjustment/Void', 'On-line Bills Entry', 'Resubmit Denied/Voiced Bill', 'Retrieve Saved Bills', 'Manage Templates', and 'Create Bills from Saved Templates'. The 'Bill Adjustment/Void' option is highlighted with a red rectangular box. An orange arrow points from the text 'Select Bill Adjustment / Void' to this highlighted option. To the right of the navigation menu, there are sections for 'ManageAlerts', 'My Reminders', and 'Your Recent Online Activities'. The 'My Reminders' section includes a filter by dropdown, a search field, and a 'Read Status' dropdown, with a 'Go' button. Below this, there is a table header with columns for 'Alert Type' and 'Alert Message', and a message stating 'No Records Found!'. The 'Your Recent Online Activities' section shows a list of recent actions, including 'You have logged in with', 'Previous Site Visit: 04/15/2020 08:35:27 PM', and 'Last login failed attempt:'.

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

The screenshot shows a web form titled "Provider Bill Adjust Void Search". At the top left, there are "Close" and "Submit" buttons. The "Submit" button is highlighted with a red box. Below the title, there is a message: "Please enter available information in the following fields before clicking 'Submit'." followed by a list of instructions: "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", and "Only paid bills satisfying the selection criterion will be returned". The form contains several input fields: "OWCP ID:" (a dropdown menu), "TCN:" (a text input field with a red arrow pointing to it), "Claimant ID:" (a text input field with a red box around it), "Bill Service Period From:" (a date input field with a calendar icon and a red box around it), and "Bill Service Period To:" (a date input field with a calendar icon and a red box around it). A red box also surrounds the "Claimant ID" and both date fields. A red arrow points to the "Bill Service Period To:" field.

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

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 checked="" type="checkbox"/>	[REDACTED]	12/24/2019	1: For more detailed information, see remittance advice.	\$128.40	\$128.40	[REDACTED]	[REDACTED]	

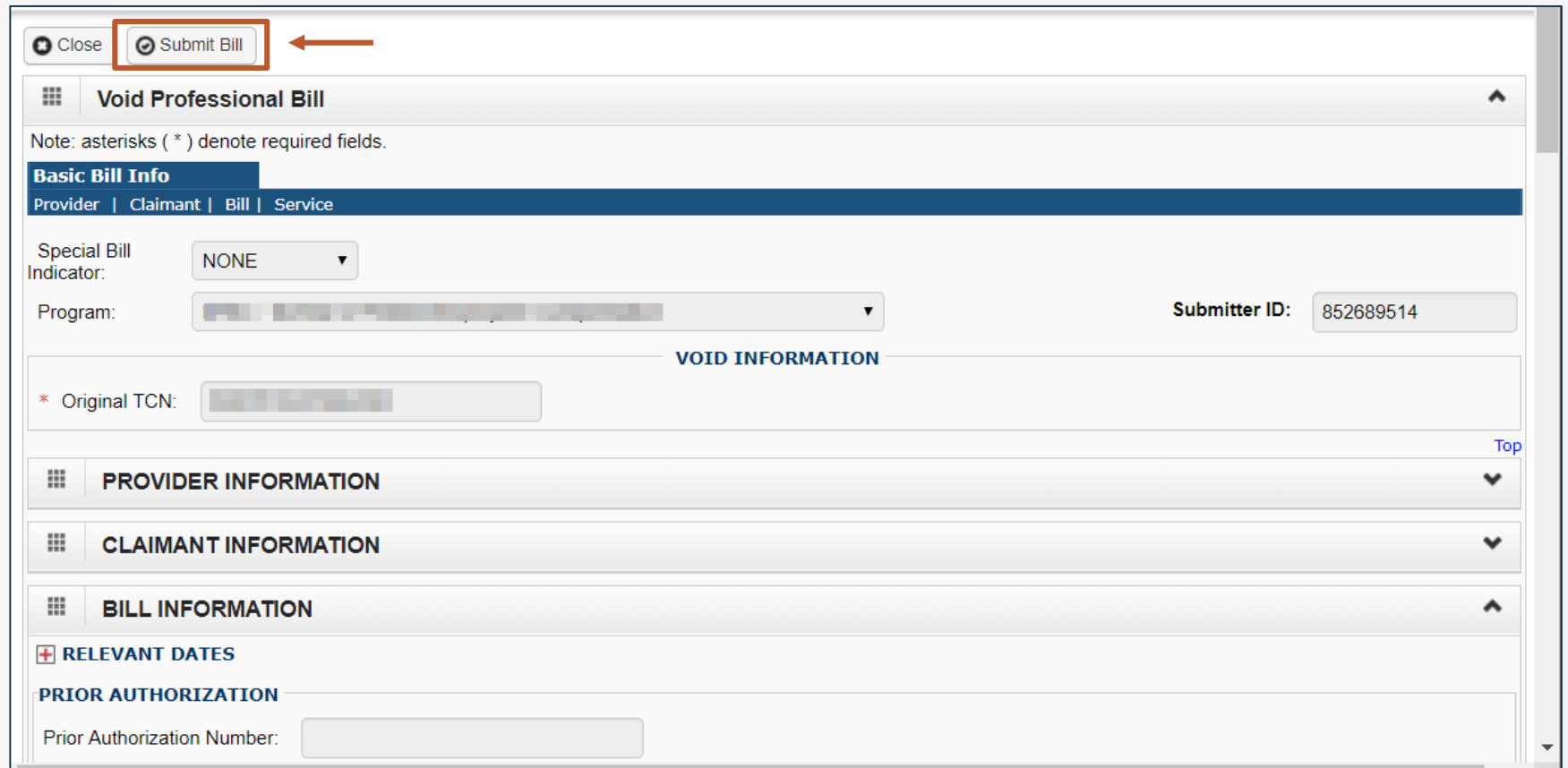
View Page: 1 Go + Page Count Viewing Page: 1 << First < Prev > Next >> Last

SaveToCSV

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**





The screenshot shows a web interface for voiding a professional bill. At the top left, there are two buttons: 'Close' and 'Submit Bill'. The 'Submit Bill' button is highlighted with a red rectangle and an orange arrow pointing to it from the right. Below the buttons is a header section titled 'Void Professional Bill' with a grid icon and an upward arrow. A note states: 'Note: asterisks (*) denote required fields.' The main form area is divided into sections: 'Basic Bill Info' (with sub-sections for Provider, Claimant, Bill, and Service), 'VOID INFORMATION', 'PROVIDER INFORMATION', 'CLAIMANT INFORMATION', 'BILL INFORMATION', and 'RELEVANT DATES'. The 'Basic Bill Info' section includes a 'Special Bill Indicator' dropdown set to 'NONE', a 'Program' dropdown, and a 'Submitter ID' field containing '852689514'. The 'VOID INFORMATION' section has a required field for 'Original TCN'. The 'PROVIDER INFORMATION', 'CLAIMANT INFORMATION', and 'BILL INFORMATION' sections are currently collapsed. The 'RELEVANT DATES' section is expanded to show a 'PRIOR AUTHORIZATION' section with a 'Prior Authorization Number' field.


Void Summary


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

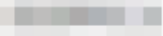
The system assigns a new TCN number and shows the Original TCN


 **Void Professional Bill Details** 

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

Transaction Control Number (TCN): 



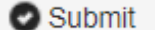
Original TCN: 

Provider ID: 

Claimant ID: 

Date of Service: 01/13/2020-01/13/2020

Total Bill Charges: \$ 1,173.50

 Print  Print Cover Page  **Submit**

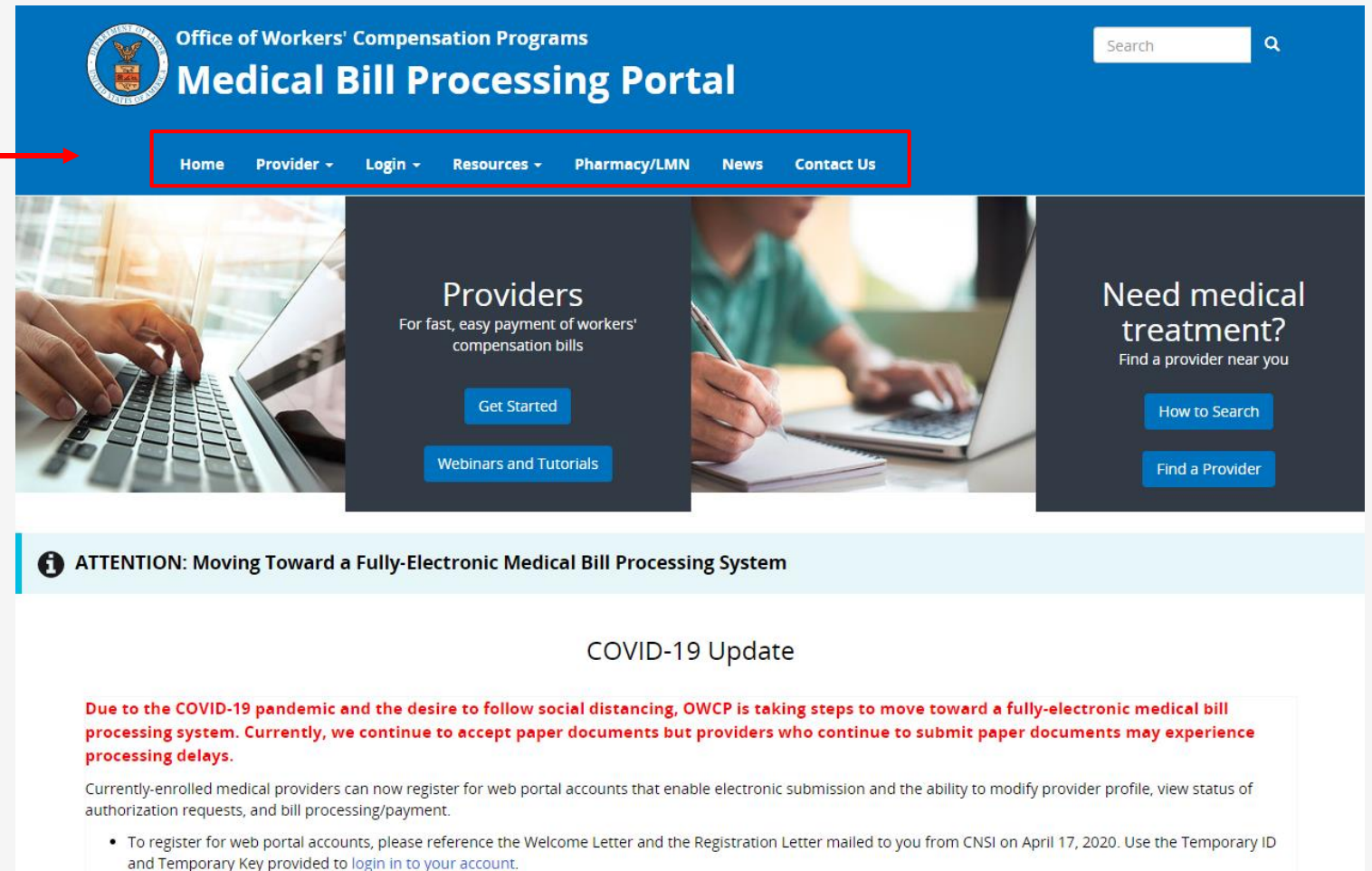
Click the **Submit** button to continue

More Information

Medical Bill Processing Portal

- Interactive Tour -

- FAQs
- Tutorials
- Webinars
- Webinar Presentation Downloads
- Bill Submission
- Reference Guides
- Contact Information



The screenshot shows the homepage of the Office of Workers' Compensation Programs Medical Bill Processing Portal. The header is blue with the state seal and the text "Office of Workers' Compensation Programs" and "Medical Bill Processing Portal". A search bar is in the top right. A navigation menu is highlighted with a red box and a red arrow pointing to it from the left. The menu items are: Home, Provider (with a dropdown arrow), Login (with a dropdown arrow), Resources (with a dropdown arrow), Pharmacy/LMN, News, and Contact Us. Below the navigation are three main content areas: "Providers" (with a "Get Started" button and a "Webinars and Tutorials" button), "Need medical treatment?" (with a "How to Search" button and a "Find a Provider" button), and a light blue banner with an information icon and the text "ATTENTION: Moving Toward a Fully-Electronic Medical Bill Processing System". Below the banner is a "COVID-19 Update" section with a red warning text and a paragraph of text, followed by a bulleted list of instructions for providers.

Office of Workers' Compensation Programs
Medical Bill Processing Portal

Search

Home Provider Login Resources Pharmacy/LMN News Contact Us

Providers
For fast, easy payment of workers' compensation bills
Get Started
Webinars and Tutorials

Need medical treatment?
Find a provider near you
How to Search
Find a Provider

ATTENTION: Moving Toward a Fully-Electronic Medical Bill Processing System

COVID-19 Update

Due to the COVID-19 pandemic and the desire to follow social distancing, OWCP is taking steps to move toward a fully-electronic medical bill processing system. Currently, we continue to accept paper documents but providers who continue to submit paper documents may experience processing delays.

Currently-enrolled medical providers can now register for web portal accounts that enable electronic submission and the ability to modify provider profile, view status of authorization requests, and bill processing/payment.

- To register for web portal accounts, please reference the Welcome Letter and the Registration Letter mailed to you from CNSI on April 17, 2020. Use the Temporary ID and Temporary Key provided to [login in to your account](#).

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