

# 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 menu 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 welcomes the user to OWCP Connect and asks them to enter their EMAIL ADDRESS to start. There is a text input field for the email address, a red arrow pointing down to it, and an orange 'LOGIN' button. Below the login field, there is a 'RESET PASSWORD' section that states if the user has forgotten their password, they should click [here](#) and they will be guided through the process.

# 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

**eCAMS<sup>TM</sup>**  
**HCE** ✓  
Powered by CNSI

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

Available Provider IDs:

700116000
020211301
<b>103151400</b>
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
<b>EXT Provider Bills Submitter</b>	<ul style="list-style-type: none"> <li>• Bill inquiry</li> <li>• View Payment</li> <li>• Bill Adjustment/Void</li> <li>• On-line Bills Entry</li> <li>• Resubmit Denied/Voided Bills</li> <li>• Retrieve Saved Bills</li> <li>• Manage Templates</li> <li>• Create Bills from Saved Templates</li> <li>• Eligibility Inquiry</li> <li>• On-line Authorization Submission</li> <li>• Submit HIPAA Batch Transactions (837)</li> <li>• Retrieve HIPAA Batch Responses (835)</li> <li>• SFTP User Details</li> <li>• Correspondences</li> </ul>
<b>EXT Provider Eligibility Checker-Claims Submitter</b>	<ul style="list-style-type: none"> <li>• Bill inquiry</li> <li>• View Payment</li> <li>• Bill Adjustment/Void</li> <li>• On-line Bills Entry</li> <li>• Resubmit Denied/Voided Bills</li> <li>• Retrieve Saved Bills</li> <li>• Manage Templates</li> <li>• Create Bills from Saved Templates</li> <li>• Eligibility Inquiry</li> <li>• On-line Authorization Submission</li> <li>• Maintain Provider Information</li> <li>• Submit HIPAA Batch Transactions (837)</li> <li>• Retrieve HIPAA Batch Responses (835)</li> <li>• SFTP User Details</li> <li>• Correspondences</li> </ul>

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

# 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 ▲▼
<b>No Records Found !</b>		

### 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 ▲▼
<b>No Records Found !</b>				

# 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

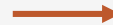
Filter By : [ ] And [ ]

[ ] [ ] Go Clear Filter Save Filter My Filters

	Template Name ▲▼	Template Type ▲▼	Last Updated By ▲▼	Last Updated Date ▲▼
<b>No Records Found !</b>				

# 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 : [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:

# 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 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:

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 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

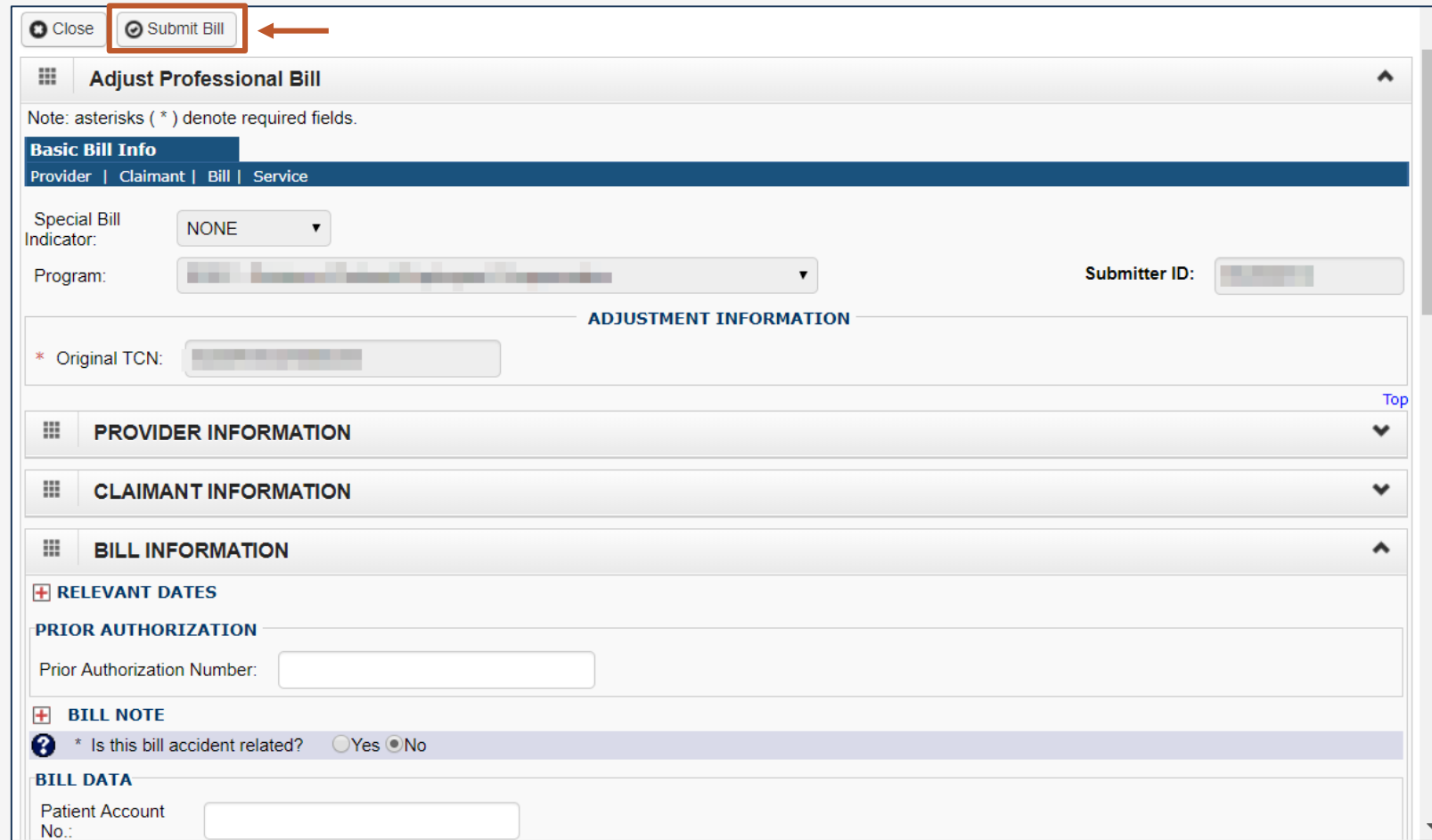
SaveToCSV

« 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, 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 pointing to it from the left. 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 in a white box with a blue border: "Your Bill adjustment request was submitted successfully." To the right of this message is a "Submitter ID" field. A blue "OK" button is highlighted with a red box and an orange arrow pointing to it from the left. Below the success message, there are sections for "PROVIDER INFORMATION", "CLAIMANT INFORMATION", and "BILL INFORMATION". The "BILL INFORMATION" section is expanded, 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 under the heading 'Online Services'. The 'Bills' section is expanded, showing several options. The option 'Bill Adjustment/Void' is highlighted with a red rectangular box. An orange arrow points from the text 'Select Bill Adjustment / Void' to this highlighted option. Other options in the 'Bills' section include 'Bill Inquiry', 'View Payment', 'On-line Bills Entry', 'Resubmit Denied/Voiced Bill', 'Retrieve Saved Bills', 'Manage Templates', and 'Create Bills from Saved Templates'. Below the 'Bills' section are other categories like 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. On the right side of the interface, there are sections for 'ManageAlerts', 'My Reminders' (with a filter and 'Go' button), and 'Your Recent Online Activities' (showing login history).

# 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 rectangular box. Below the title bar, 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:" with a dropdown menu, "TCN:" with a text input field, "Claimant ID:" with a text input field, "Bill Service Period From:" with a date picker, and "Bill Service Period To:" with a date picker. A red rectangular box highlights the "Claimant ID" field and the two date picker fields. Two red arrows point to the "TCN" field and the "Bill Service Period From" date picker.

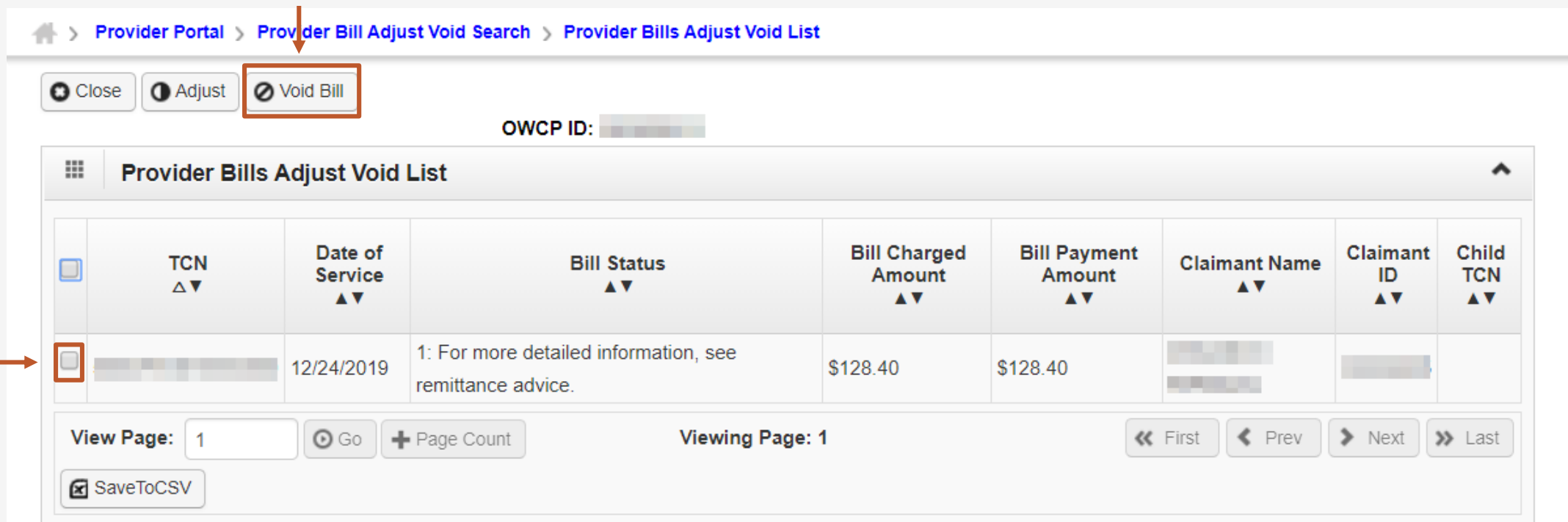
Click the **Submit** button

## 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

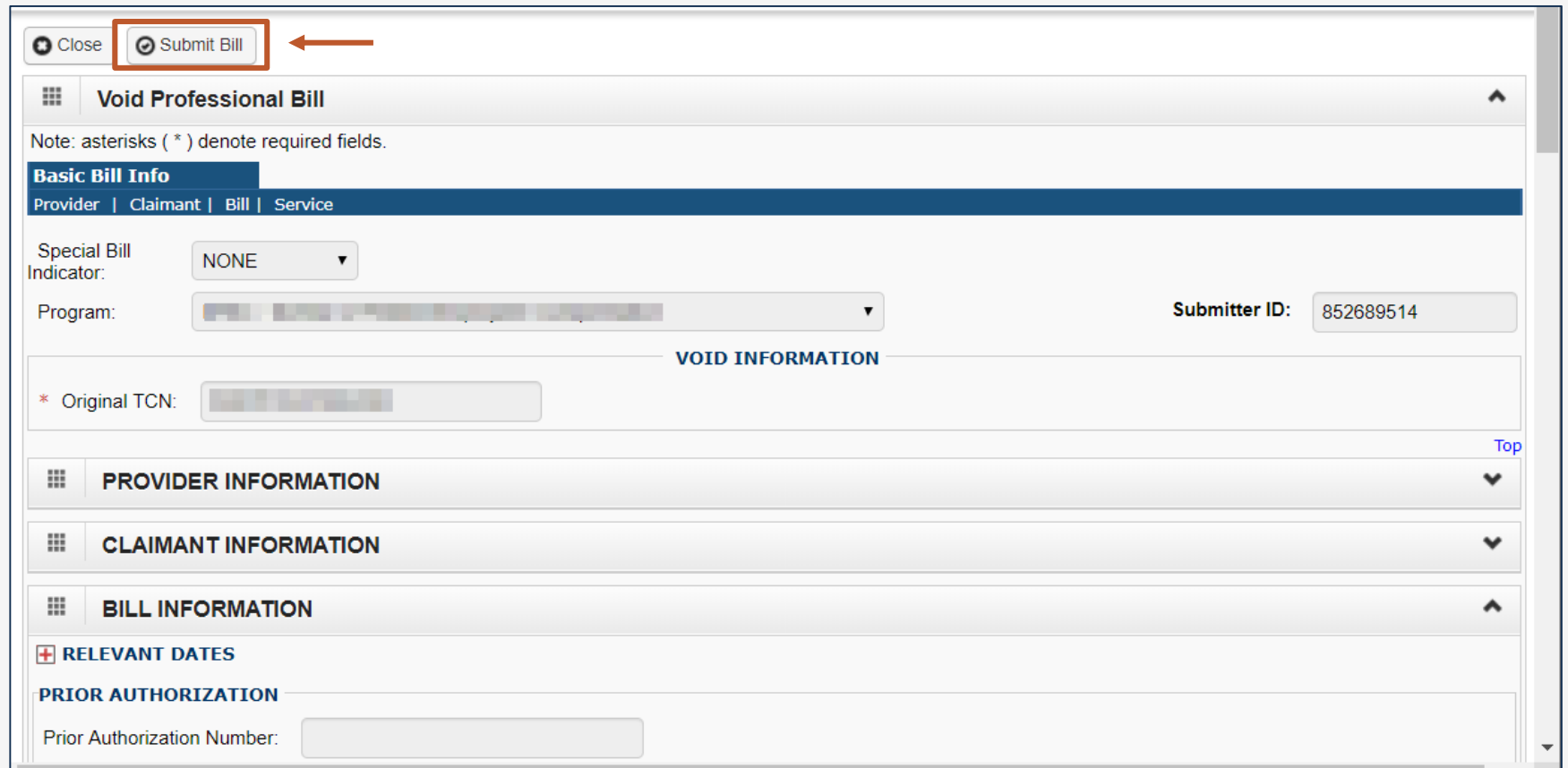
SaveToCSV

« First < Prev > Next » Last

# 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 form titled "Void 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 section titled "Void Professional Bill" with a note: "Note: asterisks ( \* ) denote required fields." Underneath is a "Basic Bill Info" section with a sub-header "Provider | Claimant | Bill | Service". It contains a "Special Bill Indicator:" dropdown menu set to "NONE", a "Program:" dropdown menu, and a "Submitter ID:" field with the value "852689514". Below this is a "VOID INFORMATION" section with a required field "\* Original TCN:". Further down are sections for "PROVIDER INFORMATION", "CLAIMANT INFORMATION", and "BILL INFORMATION", each with a grid icon and a dropdown arrow. At the bottom is a "RELEVANT DATES" section with a plus icon, and 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

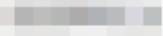
The system assigns a new TCN number and shows the Original TCN


 **Void Professional Bill Details** 

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

Transaction Control Number (TCN): 



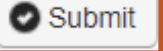
Original TCN: 

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

# 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](mailto: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