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.
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

<table>
<thead>
<tr>
<th>Name of Provider Profile</th>
<th>Functions that the Provider can perform</th>
</tr>
</thead>
</table>
| **EXT Provider Bills Submitter**                 | • 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** | • 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 Claims Payment Status Checker**    | • Bill inquiry  
• View Payment  
• Bill Adjustment/Void  
• Resubmit Denied/Voided Bills  
• Correspondences |
| **EXT Provider Eligibility Checker – Auth Submitter** | • Eligibility Inquiry  
• On-line Authorization Submission |
| **EXT Provider File Maintenance**                 | • Maintain Provider Information  
• Correspondences |
| **EXT Provider Super User**                       | • 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**             | • 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
Create a New Template

Select the type of claim for this template

Then click the Add button

No Records Found!
Fill in the New Template

1. Name the Template
2. Expand the bill areas and fill in common data fields
3. Then click Save Template
Manage Templates

Edit, View, Delete, Copy, and more
Select **Create Bills from Saved Templates**

![Create Bills from Saved Templates](image)
More Information

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

**Create Bill Templates**

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**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.

**How to ...**
- Enter Bills Online
- [Create Bill Templates](#)
- Adjust and Void Bills

**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](image-url)
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
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 your 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
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

2. -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.
More Information

Medical Bill Processing Portal

- Interactive Tour -

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

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 ChSi 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