Bill Voids and Adjustments
Change of Addresses – Effective August 1, 2020

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Change of Addresses – Effective August 1, 2020

BILL AND AUTHORIZATIONS

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PROVIDER ENROLLMENT

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Introduction

In this webinar, we will cover the following:

• Logging Into the System
• Adjusting Paid Bills
• Voiding Paid Bills
• OWCP Portal Tour
• Questions
Logging In

...Just a quick review of log in procedures.
Navigating to Provider Login Page

1. Use the following link to access the WCMBP Portal https://owcpmed.dol.gov.
2. Select the **Login** drop-down menu.
3. Select the **Provider** link.
4. On the Provider Login page, select the **Provider Login** button. You will be directed to OWCP Connect.
5. Since you’ve previously registered, you will only need to go through the OWCP Connect Login process.
6. After successfully logging in, you will be taken to this screen where you will select from the **Available Provider IDs**. 
**Note:** If you have registered multiple providers under one OWCP Connect Login or if you have been added as a user to another Provider Portal, those available Provider IDs will be available in the drop-down menu.

7. Select **Go**.
8. After selecting the Provider ID, you will select a profile from the available profiles. Select from the following profiles from the drop-down menu.

- **EXT Provider Bills Submitter**
- **EXT Provider Eligibility Checker – Claims Submitter**
- **EXT Provider Claims Payment Status Checker**
- **EXT Provider Super User**

9. Select **Go**.
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
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** -
   - 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.

[Image of the user interface with a table showing bill details and an option to adjust]
Example – Adjusting a Bill

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

For this example, we will be adding a modifier to a service line.

Scroll down near the bottom of the page to the service lines.
Select the service line number hyperlink.
Example – Adjusting a Bill (Adding a Modifier)

Add the modifier code(s).

**Note:** Any fields that are not grayed out are editable.

After making the change/addition, select the **Update Service Line Item** button.

For this example, we will be adding a modifier to a service line.
Example – Adjusting a Bill (Adding a Modifier)

For this example, we will be adding a modifier to a service line.

Select the **Submit Bill** button near the top of the page.

**Note:** You should see a window appear after selecting the “Submit Bill” button, however, if you don’t, you may need to check if your browser has blocked pop-ups. Screenshot here is showing the icon for blocked pop-ups in the Chrome web-browser. Your chosen browser may display this differently.

If pop-ups are blocked, you will need to allow pop-ups for your web-browser to proceed.
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 (if you chose to upload backup documentation)

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. The entire bill will go through adjudication.

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**
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** -
   - 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.

![Image of bill voiding interface]
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**
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.
Thank you!

CNSI is excited about being the new medical bill processing agent for OWCP programs and to continue 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