

# Bill Status and Remittance Voucher



# Introduction

In this webinar, we will cover the following:

- Logging Into the System
- Viewing Bills
- Viewing Payments
- Viewing Legacy Remittance Vouchers
- Finding More Information
- OWCP Portal Tour
- Questions



# Change of Addresses – Effective August 1, 2020

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## GENERAL CORRESPONDENCE

### **Division of Federal Employees' Compensation (DFEC)**

General Correspondence

PO Box 8311

London, KY 40742-8311

### **Division of Energy Employees Occupational Illness Compensation (DEEOIC)**

General Correspondence

PO Box 8306

London, KY 40742-8306

### **Division of Coal Mine Workers' Compensation (DCMWC)**

General Correspondence

PO Box 8307

London, KY 40742-8307

# Change of Addresses – Effective August 1, 2020

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## **BILLS AND AUTHORIZATIONS**

### **Division of Federal Employees' Compensation (DFEC)**

General Bills

PO Box 8300

London, KY 40742-8300

### **Division of Energy Employees Occupational Illness Compensation (DEEOIC)**

General Bills

PO Box 8304

London, KY 40742-8304

### **Division of Coal Mine Workers' Compensation (DCMWC)**

General Bills

PO Box 8302

London, KY 40742-8302

# Change of Addresses – Effective August 1, 2020

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## **PROVIDER ENROLLMENT**

### **Provider Enrollment**

PO Box 8312

London, KY 40742-8312

# 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.



# Provider Login

The screenshot shows a website navigation bar with the following items: 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 bar is a breadcrumb trail: Home / Provider Home / Provider. The main heading of the page is "Provider Login". Below the heading is a blue link: "Use the link below to log in to the new Workers' Compensation Medical Bill Process (WCMBP) system if...". Underneath the link is a bulleted list of conditions for logging in. Below the list is a paragraph explaining that the Provider Login button will take users to OWCP Connect. At the bottom of the screenshot, a callout box contains a blue circle with the number "4" and an arrow pointing to a blue button labeled "Provider Login".

Home / Provider Home / Provider

## Provider Login

[Use the link below to log in to the new Workers' Compensation Medical Bill Process \(WCMBP\) system if...](#)

- Your online enrollment has been approved
- Your paper enrollment has been approved, and you have registered with OWCP Connect and have been authenticated in the new system
- You were enrolled in the previous system (prior to April 27, 2020), and have registered with OWCP Connect and have been authenticated in the new system
- Your request to be associated with an enrolled provider as an additional user has been approved by the provider's administrator

The Provider Login button will take you to OWCP Connect, where you can register or will validate your credentials and log you into the system.

4 → [Provider Login](#)

4. On the Provider Login page, select the **Provider Login** button. You will be directed to OWCP Connect.



# OWCP Connect Login

5. Since you've previously registered, you will only need to go through the OWCP Connect Login process.

Programs

OWCP Workers' Compensation System

[Login](#) | [Account Registration](#) | [Reset Password](#) | [Change Email](#) | [Help](#) | [FAQ](#)

### Account Registration

If this is your first time using OWCP Connect, click [here](#) and follow the steps in the process to create a new account.

**WARNING...WARNING...WARNING...WARNING...WARNING**

are 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

### Login

Welcome to OWCP Connect  
Please enter your EMAIL ADDRESS to start.

Email Address

**LOGIN**

**RESET PASSWORD**  
If you have forgotten password, click [here](#) and you will be taken to the password reset page.

# Select Available Provider ID

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**.

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:  ⌵ x

# Select a Profile

8. After selecting the Provider ID, you will select a profile from the available profiles in 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**.

Welcome to the Workers' Compensation Medical Bill Process System

**eCAMS™**  
**HCE**   
Powered by CNSI

Select a profile to use during this session:

8 → Profile: \* → Go ← 9

The screenshot shows a web interface for selecting a profile. At the top, it says "Welcome to the Workers' Compensation Medical Bill Process System". Below that is the logo for "eCAMS HCE" with a blue checkmark and a white cross, and "Powered by CNSI". The main instruction is "Select a profile to use during this session:". Below this is a form with a "Profile:" label, a dropdown menu showing "EXT Provider Bills Submitter", and a "Go" button. A red box highlights the dropdown menu and the "Go" button. A blue circle with the number "8" has an arrow pointing to the dropdown menu, and another blue circle with the number "9" has an arrow pointing to the "Go" button.

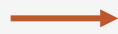
# Viewing Bills

Providers can view a list of their submitted bills to determine their processing status and review bill details.



# Select Bill Inquiry

Select **Bill Inquiry**



The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu is expanded to the 'Bills' section, where 'Bill Inquiry' is highlighted with a red box. Other items in the 'Bills' section include 'View Payment', 'Bill Adjustment/Void', 'On-line Bills Entry', 'Resubmit Denied/Voided Bill', 'Retrieve Saved Bills', 'Manage Templates', and 'Create Bills from Saved Templates'. Other sections in the menu include 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. On the right side of the page, there are sections for 'Manage Alerts', 'My Reminders' (with a filter and 'Go' button), and 'Your Recent Online Activities' (listing login events).

# Inquire Provider Bills List

The Bill Inquiry Providers List displays.

Only Bills processed within the past seven years will be displayed.

Utilize the filter fields to narrow your bill search.

The provider can click on the TCN hyperlink to view how each line item was paid or denied.

**Note:** To see bill details, click the hyperlink under the TCN column.

Close

- Only Bills processed within the past seven years will be displayed.
- The search results are limited to recent 100 Bills by default. You can use filters to display all the Bills matching the criteria.

### Bill Inquiry Providers List

Filter By :   And   And

In Header List Programs All Bill Status All

<input type="checkbox"/>	TCN ▲▼	From Date ▲▼	To Date ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Claimant Name ▲▼	Claimant ID ▲▼
<input type="checkbox"/>	<a href="#">0173</a>	12/11/2017	12/11/2017	Paid	\$226.00	\$148.38		
<input type="checkbox"/>	<a href="#">0142</a>	07/31/2014	07/31/2014	Paid	\$3,688.83	\$20.49		
<input type="checkbox"/>	<a href="#">0142</a>	07/31/2014	07/31/2014	Paid	\$2,034.07	\$162.01		
<input type="checkbox"/>	<a href="#">0141</a>	05/15/2014	05/15/2014	Paid	\$3,031.47	\$542.11		
<input type="checkbox"/>	<a href="#">0140</a>	11/07/2013	11/11/2013	Paid	\$37,185.24	\$15,391.76		

# Bill Details

The bill details, provider data, claimant data and Diagnosis Codes can be reviewed at the top of the page. Service Line Details can be reviewed below the Bill Details.

Close

Bill Details
▲

TCN: [redacted]

From DOS - To DOS: 12/11/2017 - 12/11/2017

Received Date: 12/21/2017

Check/EFT Trace Number: [redacted]

Patient Control Number: [redacted]

Program: DFEC

Billed Amount: \$226.00

Adjudication Date: 12/26/2017

RV Number: [redacted]

Bill Status: Paid

Paid Amount: \$148.38

Check/EFT Trace Date: 01/04/2018

Authorization Number:

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Billing Provider Name: [redacted]

OWCP ID: [redacted]

Tax ID: [redacted]

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Claimant Name: [redacted]

Claimant ID: [redacted]

SSN: [redacted]

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Diagnosis Codes: P:  O1:  O2:

Service Line Details
▲

Line #	Procedure Code	Modifiers	Facility Type	From DOS	To DOS	Billed Units	Paid Units	Billed Amount	Paid Amount	Auth #	Line Status
1	99214		11	12/11/2017	12/11/2017	1	1	\$226.00	\$148.38		Paid

# Bill Statuses

The following is a list of the different bill statuses you may see listed on your bills.

Provider Status for Bills
F1: Finalized/Payment-The claim/line has been paid.
F2: Finalized/Denial-The claim/line has been denied.
F3: Finalized/Revised-Adjudication information has been changed.
F4: Finalized/Adjudication Complete - No Payment forthcoming-The claim has been adjudicated and no further payment is forthcoming.
F3: Finalized/Revised-Adjudication information has been changed
P1: Pending/In Process-The claim is in the adjudication system.



# View Payments

Providers can view a list of their Remittance Voucher (RV) payments.

The Remittance Voucher can also be called an Explanation of Benefits (EOB) or a Remittance Advice (RA). These terms and their abbreviations are often used interchangeably.

(RV = EOB = RA)



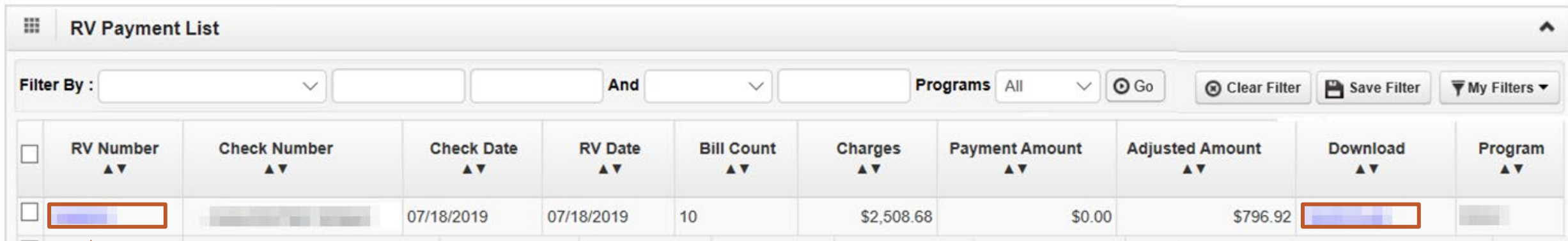
# Select View Payment

Select **View Payment** →

The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu is expanded to show the 'Bills' section. Within this section, the 'View Payment' link is highlighted with a red box. Other links in the 'Bills' section include 'Bill Inquiry', 'Bill Adjustment/Void', 'On-line Bills Entry', 'Resubmit Denied/Voided Bill', 'Retrieve Saved Bills', 'Manage Templates', and 'Create Bills from Saved Templates'. Other sections in the menu include 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. On the right side of the page, there are sections for 'ManageAlerts', 'My Reminders' (with a filter and 'Go' button), and 'Your Recent Online Activities' (listing login and site visit information). A table with columns 'Alert Type' and 'Alert Message' is shown with the message 'No Records Found!'.

# RV Payment List

The **RV Payment List** includes all remittance vouchers by default. Use the filters to narrow your search as needed.



	RV Number ▲▼	Check Number ▲▼	Check Date ▲▼	RV Date ▲▼	Bill Count ▲▼	Charges ▲▼	Payment Amount ▲▼	Adjusted Amount ▲▼	Download ▲▼	Program ▲▼
<input type="checkbox"/>			07/18/2019	07/18/2019	10	\$2,508.68	\$0.00	\$796.92		

Click on the **RV Number** to view the **Remittance Voucher**.

Click on the **Download** link to download the **Remittance Voucher**.

# Remittance Voucher Sample - Cover Page



## Remittance Voucher FECA - Cleveland

[REDACTED]

RV Number: [REDACTED]

Billing Provider: [REDACTED]

Prepared Date : 04/19/2020  
RV Date : 04/19/2020

Page 1

If you have questions about the format of this Remittance Voucher (RV), please see the Remittance Voucher guide at <https://owcpmed.dol.gov>.

If you have questions about this document, call 1-844-493-1966, select option for Bills, then select option to speak to an agent.

# Remittance Voucher Sample – Summary Page

RV Number: [REDACTED]  
 Payment # : [REDACTED]  
 Payment Amount: \$87.56

Payment Date: 04/24/2020  
 Payment Method: EFT

Prepared Date: 04/19/2020  
 RV Date: 04/19/2020

Page 2

## Bills Summary

## Financial Recoveries

Billing Provider	Category	Total Billed Amount	Total Allowed Amount	Total TPL Amount	Total Claimant Responsible Amount	Total Paid Amount	Billing Provider	FIN Invoice Number/ Parent TCN	Source	Adjustment Type	Previous Balance Amount	Adjustment Amount	Remaining Balance Amount
[REDACTED]	Paid	\$2000.00	\$87.56	\$0.00	\$0.00	\$87.56	[REDACTED]						
[REDACTED]	Denied	\$1000.00	\$0.00	\$0.00	\$0.00	\$0.00	[REDACTED]						

Count of Bills In Process: 0

Total Adjustment Amount: \$0.00

# Remittance Voucher Sample – Details Page with Category Total

RV Number: [REDACTED]		Payment #: [REDACTED]		Payment Date: 04/24/2020		Prepared Date: 04/19/2020		RV Date: 04/19/2020		Page 3			
Category: Paid		Billing Provider: [REDACTED]											
Claimant Name / Claimant ID / Med Record # / Patient Acct # / Original TCN/	TCN / Bill Type / RX Bill # / Inv # / Auth #	Line #	Rendering Provider / RX # / Auth office #	Service Date(s)	Svc Code or NDC / Mod / Rev Code	Total Units	Billed Amount	Allowed Amount	TPL Amount	Claimant Responsible Amount	Paid Amount	EOB Codes	Adjustment Reason Codes
[REDACTED]	[REDACTED] Professional Bill	1	[REDACTED]	01/01/2019- 01/01/2019	97110	1.0000	\$1000.00	\$43.78	\$0.00	\$0.00	\$43.78		45 = \$956.22
Document Total: 01/01/2019-01/01/2019						1.0000	\$1000.00	\$43.78	\$0.00	\$0.00	\$43.78		
[REDACTED]	[REDACTED] Professional Bill	1	[REDACTED]	01/01/2019- 01/01/2019	97110	1.0000	\$1000.00	\$43.78	\$0.00	\$0.00	\$43.78		45 = \$956.22
Document Total: 01/01/2019-01/01/2019						1.0000	\$1000.00	\$43.78	\$0.00	\$0.00	\$43.78		
Category Total:						2.0000	\$2000.00	\$87.56	\$0.00	\$0.00	\$87.56		

**Note:** RV/EOBs in a status of Paid, Denied, or Adjusted are mailed to the provider’s mailing address (on file) every Monday if they had bills adjudicated in the previous week.

# Remittance Voucher Sample – Details Page with Billing Provider Total

RV Number: [REDACTED]      Payment #: [REDACTED]      Payment Date: 04/24/2020      Prepared Date: 04/19/2020      RV Date: 04/19/2020

Category: Denied      Billing Provider: [REDACTED] Page 4

Claimant Name / Claimant ID / Med Record # / Patient Acct # / Original TCN/	TCN / Bill Type / RX Bill # / Inv # / Auth #	Line #	Rendering Provider / RX # / Auth office #	Service Date(s)	Svc Code or NDC / Mod / Rev Code	Total Units	Billed Amount	Allowed Amount	TPL Amount	Claimant Responsib le Amount	Paid Amount	EOB Codes	Adjustment Reason Codes
[REDACTED]	[REDACTED] Professional Bill	1		01/01/2019- 01/01/2019	99214	1.0000	\$1000.00	\$0.00	\$0.00	\$0.00	\$0.00	70863~50 301	16 = \$1000.00
<b>Document Total:</b>						01/01/2019-01/01/2019	1.0000	\$1000.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Category Total:</b>							1.0000	\$1000.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Billing Provider Total:</b>							3.0000	\$3000.00	\$87.56	\$0.00	\$0.00	\$87.56	

**Note:** RV/EOBs in a status of Paid, Denied, or Adjusted are mailed to the provider's mailing address (on file) every Monday if they had bills adjudicated in the previous week.

# Remittance Voucher Sample – Reason Codes Page

## Adjustment Reason Codes

16 : Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

45 : Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Usage: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability)

## EOB

50301 : THE PROVIDER TYPE YOU HAVE ENROLLED WITH IS NOT AUTHORIZED FOR THIS SERVICE. PLEASE CONTACT PROVIDER ENROLLMENT UNIT FOR RESOLUTION.

70863 : BILL DIAGNOSISES NOT RELATED TO ACCEPTED CONDITIONS. IF YOU DISAGREE SUBMIT MEDICAL DOCUMENTATION

**Note:** RV/EOBs in a status of Paid, Denied, or Adjusted are mailed to the provider's mailing address (on file) every Monday if they had bills adjudicated in the previous week.



# Viewing Legacy Remittance Vouchers



# What are Legacy Remittance Vouchers?

The documents that the provider submitted in the legacy system, Conduent, or generated by the legacy system are referred to as legacy documents.

The providers that were enrolled and in "active" status in the legacy system, Conduent, and migrated to the WCMBP System are referred to as legacy providers.

**Legacy Remittance Vouchers** are the explanation of benefit documents of the legacy providers that migrated to the WCMBP System. These are for bills processed in the Conduent system prior to 4/27/2020.

# Accessing Legacy Remittance Vouchers

How it works:

- 1 Log in to the WCMBP System. The system will display the default "Select a provider ID Number" page. select a profile from the available profiles in the drop-down menu.
  - **EXT Provider Bills Submitter**
  - **EXT Provider Eligibility Checker – Claims Submitter**
  - **EXT Provider Claims Payment Status Checker**
  - **EXT Provider File Maintenance**
  - **EXT Provider Super User**
  - **EXT Provider System Administrator**

- 2 Select the "Correspondences" link under My Interactions.

The image displays three screenshots of the WCMBP system interface, connected by orange arrows indicating the flow of the process.

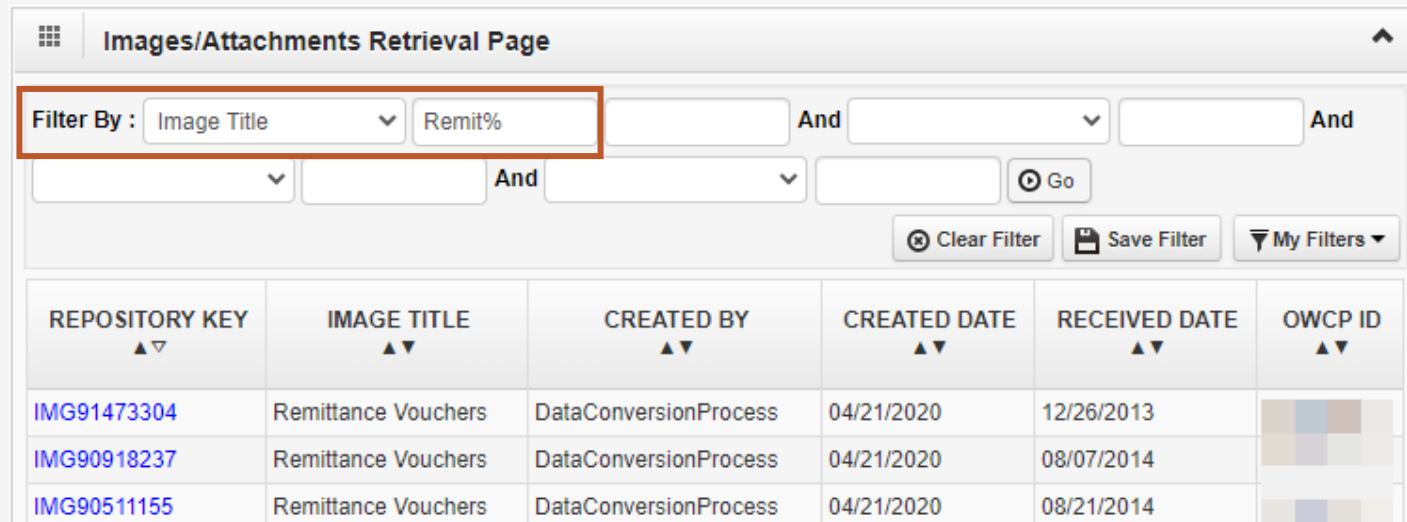
The first screenshot shows a page titled "Select a Provider ID Number to continue to the Provider Portal:". It features a drop-down menu labeled "Available Provider IDs:" with the value "700" selected. A "Go" button is located below the menu.

The second screenshot shows a page titled "Select a profile to use during this session:". It features a drop-down menu with "EXT Provider Bills Submitter" selected. A "Go" button is located to the right of the menu.

The third screenshot shows a navigation menu with three main sections: "HIPAA", "Admin", and "My Interactions". Under "My Interactions", the "Correspondences" link is highlighted with a red box.

# Images/Attachments Retrieval Page

In the second grid (Images/Attachments Retrieval) on this page, a search can be performed using the filters to search by TCN, Image Title or Case Number. For the filter Image Title, in the adjacent text field, enter Remit%, then click the **Go** button. The system will display all remittance vouchers.



The screenshot shows the 'Images/Attachments Retrieval Page' interface. At the top, there is a search filter section with a red box highlighting the 'Filter By' dropdown set to 'Image Title' and the adjacent text field containing 'Remit%'. Below this, there are buttons for 'Go', 'Clear Filter', 'Save Filter', and 'My Filters'. The main content is a table with the following data:

REPOSITORY KEY ▲▼	IMAGE TITLE ▲▼	CREATED BY ▲▼	CREATED DATE ▲▼	RECEIVED DATE ▲▼	OWCP ID ▲▼
<a href="#">IMG91473304</a>	Remittance Vouchers	DataConversionProcess	04/21/2020	12/26/2013	
<a href="#">IMG90918237</a>	Remittance Vouchers	DataConversionProcess	04/21/2020	08/07/2014	
<a href="#">IMG90511155</a>	Remittance Vouchers	DataConversionProcess	04/21/2020	08/21/2014	

**Note:** The percent symbol (%) is a “wildcard” character that allows you to substitute one or more characters in your search. In this case, the use of the percent symbol at the end of “Remit” will search for all Image Titles that begin with Remit. This wildcard character is especially useful if you are unsure of the full search term. The percent symbol can also be used in the beginning or middle of typed characters.

# Thank you!

CNSI is excited about being the new medical bill processing agent for OWCP programs and to continue working with each of you!

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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