DFEC Online Authorizations

Change of Addresses – Effective August 1, 2020

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

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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

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PROVIDER ENROLLMENT

Provider Enrollment

PO Box 8312

London, KY 40742-8312

Introduction

This webinar will include pertinent information about provider authorizations in the Workers' Compensation Medical Bill Process (WCMBP) System.

- Authorization Submissions

- Checking Authorization Status

Authorization
Submissions

Authorization Submission Methods

Certain services that providers render to an OWCP claimant require a prior authorization before those services can be reimbursed. Authorization requests can be submitted in the following methods:

- Direct Data Entry (DDE) online via the WCMBP Provider Portal

- Paper- Authorization Templates and instructions can be downloaded at https://owcpmed.dol.gov under Resources > Forms & References.

Note: We encourage DDE online authorization as delays are expected with processing hardcopy/paper due to current conditions of the pandemic.

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Authorization Submission via Direct Data Entry

The Authorization Templates have been revamped and can be submitted electronically directly into the WCMBP system via Direct Data Entry (DDE). The following templates can be submitted via DDE:

- **Durable Medical Equipment** - Authorizations require a prescription from the attending physician and a treatment plan. This supporting documentation can be uploaded.

- **General Medical**

- **Physical Therapy/Occupational Therapy** - Authorizations require a prescription and treatment plan.

- **Transportation and Travel**

- **HCPCS J- Code Unspecified/Unclassified** - Unspecified J-Codes requires a prescription.

- **Surgical Package** – The physician can request an authorization and select options to cover the surgery site and all professionals that are involved in the surgery. **Note:** Only the surgeon's OWCP ID will be required.

- **Home Health**

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Authorization Requirements

Before submitting an authorization to CNSI, confirm that the claimant is eligible and that an authorization is required for the services you are rendering.

You can inquire on eligibility within the WCMBP Provider Portal or by speaking to a customer service representative at 844-493-1966.

Refer to the claimant eligibility tutorial, located on the WCMBP Portal (https://owcpmed.dol.gov/portal/provider/training), for instructions on how to check claimant eligibility from the WCMBP Provider Portal.

Level 2 or 3 services require an authorization. Level 1 services do not require an authorization.

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Accessing the WCMBP System

1. Go to https://owcpmed.dol.gov
2. Click **Login**
3. Click **Provider**
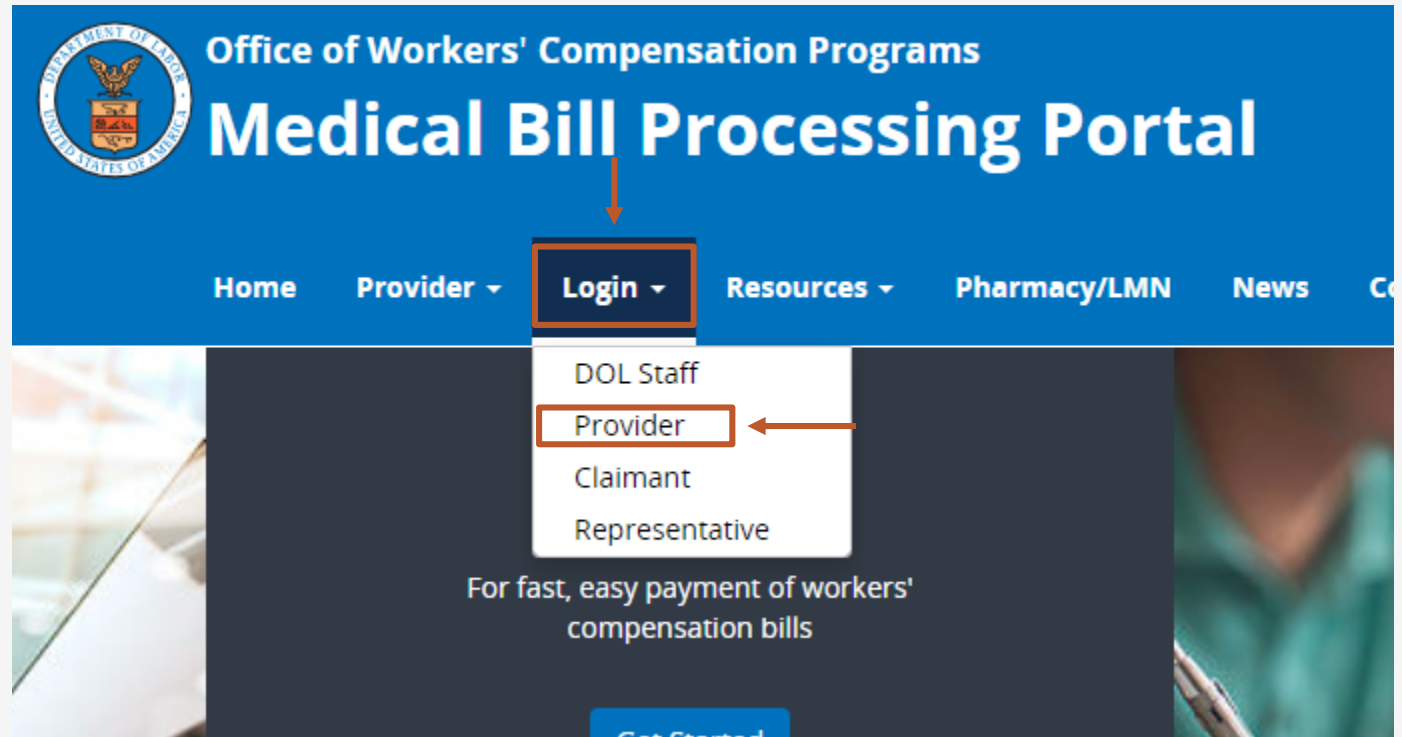
Accessing the WCMBP System

Click the **Provider Login** button.

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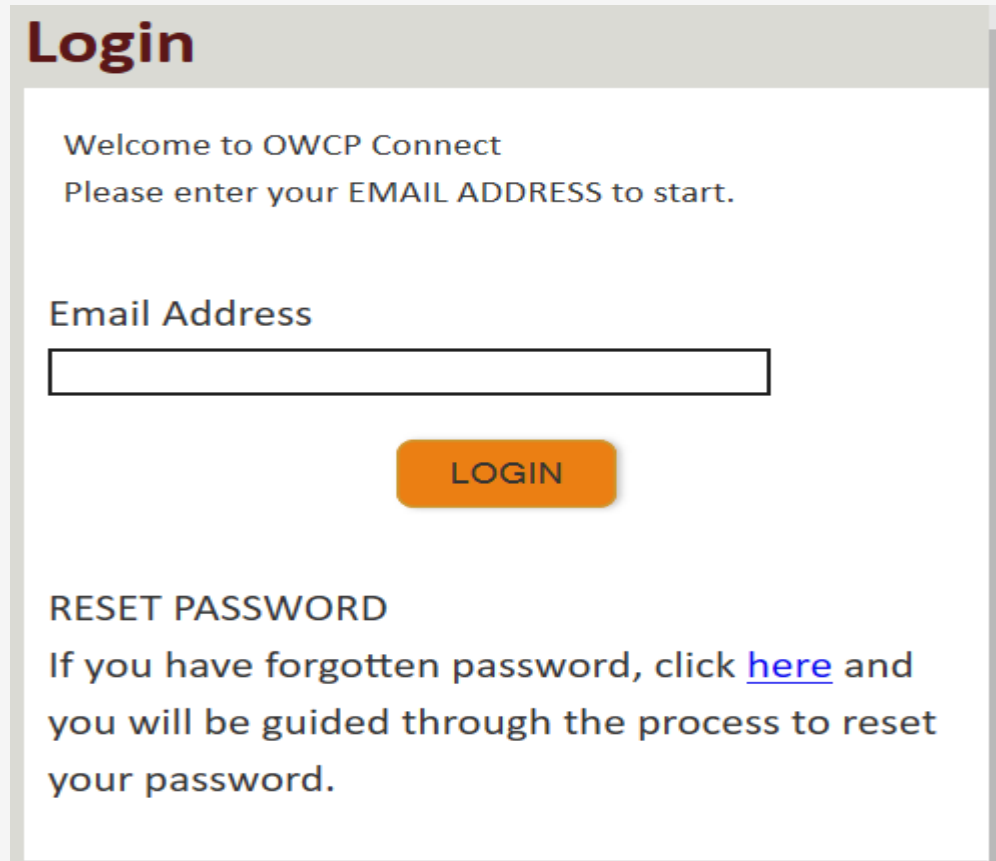
The Provider Login button will take you to OWCP Connect, where you can register or will validate your credentials and log you into the system.

Provider Login

OWCP Connect Login

- The provider will enter their email address and click login.
  Note: You will need to have previously registered with OWCP Connect.

- The provider will enter their password and click "Submit".

- The provider will then be taken to the WCMBP Provider Portal.

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 guided through the process to reset your password.

Access to WCMBP Provider Portal

1. The system will display the default **Select a Provider ID Number**.

2. Select the appropriate profile from the drop-down menu. The following profiles allow for On-line Authorization Submission.
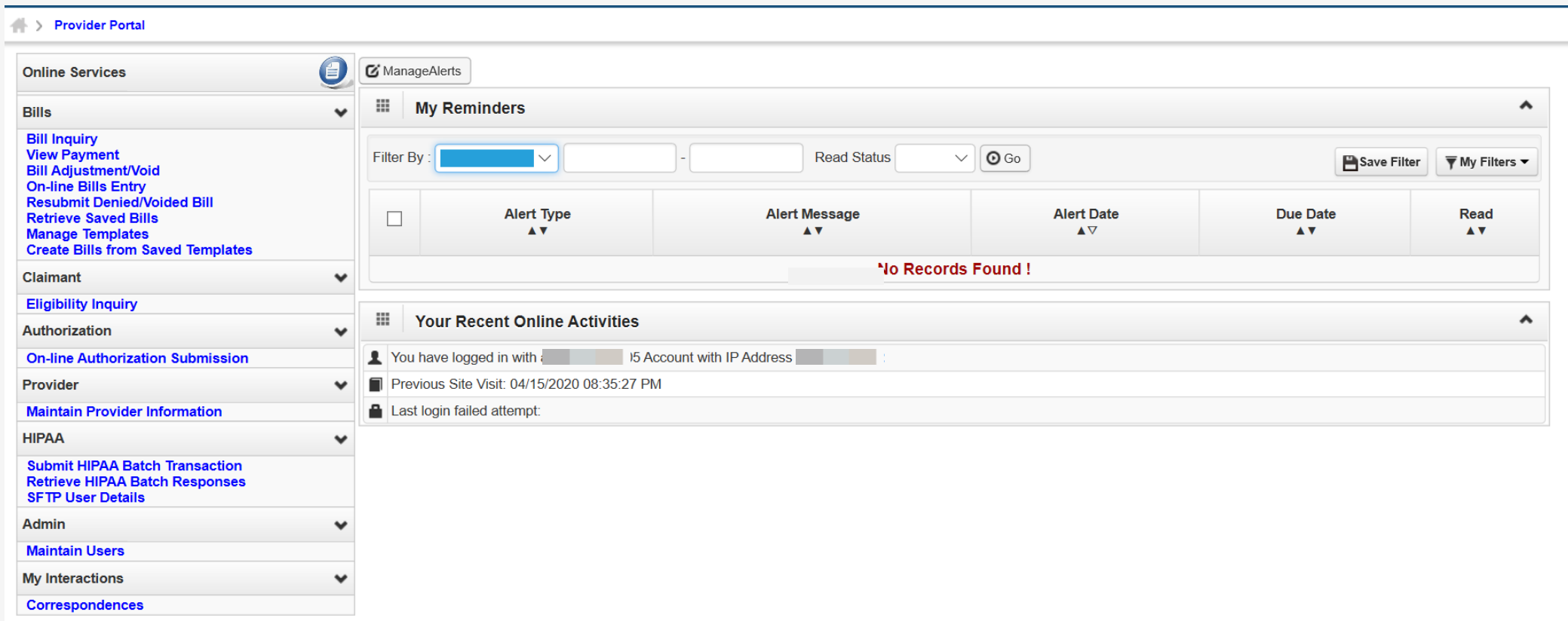
   - **EXT Provider Bills Submitter**
   - **EXT Provider Eligibility Checker – Claims Submitter**
   - **EXT Provider Eligibility Checker – Auth Submitter**
   - **EXT Provider Super User**

Welcome to the WCMBP Provider Portal

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

Available Provider IDs: 700

Go

Select a profile to use during the session:

EXT Provider Bills Submitter   Go

Provider Portal – Home Page

When you initially enter the Provider Portal, you land on the Provider Portal Home page.

Provider Portal – Authorizations

Authorization online services allows the provider to create or update an authorization and check authorization status.

Adding a New Request

1. To submit a new authorization request, click the "Add New Request" button.

2. Select the DFEC program from the "Program" drop-down.

3. Select one of the following authorization types from the "Authorization Type" drop-down.

Saving the Authorization

4. Complete the required fields of the authorization and select the **Save Authorization** button.

5. The authorization will be given an **Authorization Request Number**. Additional buttons to continue completing your authorization will also display.

6. To upload attachments, select the **Upload/Retrieve Attachment** button. A separate window will open.

Uploading Attachments

7. Select the **Document Type**.

8. Select the **Browse** button and locate the attachment on your system.
   Note: Attachments can have a file size of up to 50 MB.

9. Select the **Ok** button to add the attachment.

10. The attachment will be displayed in the **Attachment List** section. Select the **Close** button to close the attachment window.

Auth Request Number : 100470925

Attachment

Please select the file to be uploaded :

Document Type : ---SELECT--- *

Filename : [   ] Browse... *

Ok   Close

Attachment List

Repository Key	Image Title	Document Type	Created By	Created Date	Auth Request Number
ATT1821	Med Doc.docx	Medical Documentation	User, Admin	12-24-2019 08:57:54	100470925

Delete   View Page: 1   Go   Page Count   SaveToCSV   Viewing Page: 1

First   Prev   Next   Last

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Submitting the Authorization

11. The last step of officially submitting your authorization for review is to select the **Submit Authorization** button.

12. After selecting the "Submit Authorization" button, your authorization will show the **Authorization Status**, **Authorization Level**, and the **Source**.
Note: Once submitted, allow 2-5 business days for authorizations to process. After submitting your authorization, you can check the status of your authorization online via the Provider Portal.

13. You can select the **Close** button to return to the Provider Portal home page.
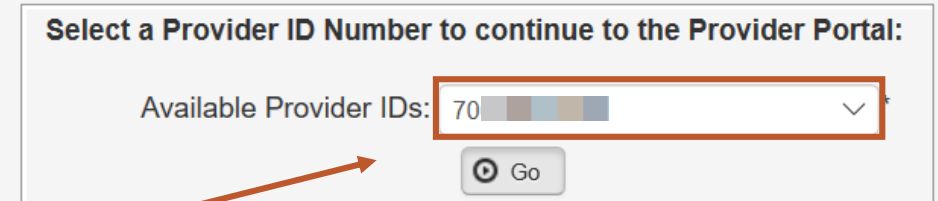
Checking
Authorization Status

Accessing Authorizations in the WCMBP System

How it works:

1 Log in to the WCMBP System. The system will display the **Select a Provider ID Number** page. Select the ID number, then select from the following profiles from the drop-down menu.

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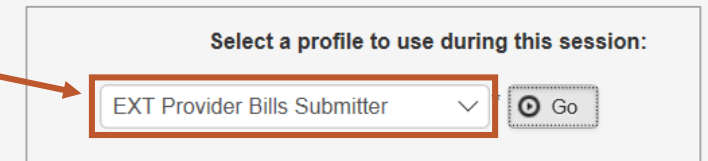- **EXT Provider Eligibility Checker – Auth Submitter**
- **EXT Provider Super User**

2 Click on the **On-line Authorization Submission** link in the column on the left, under Authorization. This will open the Authorization Request List page.

Select a Provider ID Number to continue to the Provider Portal:
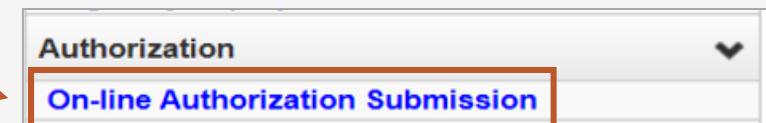
Available Provider IDs: 70 ⌄ *

⊙ Go

Select a profile to use during this session:

EXT Provider Bills Submitter ⌄ ⊙ Go

Authorization ⌄
On-line Authorization Submission

Authorization Request List

Note: Once your authorization request is submitted, the status of your authorization populates under the Authorization Request List. If an authorization request has an **Entering** status under the **Status** column, that means your authorization request has NOT been submitted for processing, and you will still need to officially submit the authorization.

The Authorization Request List will open.

The features of this page are outlined here:

1. Opens a Dialogue box to display authorization utilization details.

2. Displays the Auth Request #.

3. Displays the Claimant Case ID.

Note: Steps are continued on the next two slides.

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Authorization Status

4. Displays the Status.

- Entering (started but not submitted).

- In Review (submitted).

- Approved.

- Denied (not approved).

- Cancelled (services no longer needed).

- Pending Further Development (additional information is needed or medical development is required before a determination can be made).

Note: More steps are covered on the next slide.

Authorization Status

5. Displays the Auth Type.

6. Last date the Authorization was updated.

7. Date it was submitted.

8. Authorization Level.

9. OWCP Program the claimant is covered by.

10. Auth Request Type.

11. Source (How the authorization was submitted).

12. Click "Close" to return to Portal Home Page.

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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

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