How to Add Users to a Provider Profile
This webinar will provide information about:

- Provider Login
- Provider Profile Functionality
- Managing/Adding Users
- Deactivating Profiles from a User
- Changing Email Address
- Questions
Logging in and Adding Profiles to a User
Login under Provider

Click **Provider** link under “Login”
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 additional user has been approved by the provider’s administrator

Click Provider Login
Remember that your OWCP Connect ID is the email address you used to register with OWCP Connect.
Choose a Provider ID

You may have access to more than one provider. Choose the one associated with your current task.
Choose the profile that allows you to accomplish your current task.
# Provider Portal Profiles

<table>
<thead>
<tr>
<th>Name of Provider Profile</th>
<th>Functions that the Provider can perform</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXT Provider Bills Submitter</strong></td>
<td>• Bill inquiry&lt;br&gt;• View Payment&lt;br&gt;• Bill Adjustment/Void&lt;br&gt;• On-line Bills Entry&lt;br&gt;• Resubmit Denied/Voided Bills&lt;br&gt;• Retrieve Saved Bills&lt;br&gt;• Manage Templates&lt;br&gt;• Create Bills from Saved Templates&lt;br&gt;• Eligibility Inquiry&lt;br&gt;• On-line Authorization Submission&lt;br&gt;• Submit HIPAA Batch Transactions (837)&lt;br&gt;• Retrieve HIPAA Batch Responses (835)&lt;br&gt;• SFTP User Details&lt;br&gt;• Correspondences</td>
</tr>
<tr>
<td><strong>EXT Provider Eligibility Checker-Claims Submitter</strong></td>
<td>• Bill inquiry&lt;br&gt;• View Payment&lt;br&gt;• Bill Adjustment/Void&lt;br&gt;• On-line Bills Entry&lt;br&gt;• Resubmit Denied/Voided Bills&lt;br&gt;• Retrieve Saved Bills&lt;br&gt;• Manage Templates&lt;br&gt;• Create Bills from Saved Templates&lt;br&gt;• Eligibility Inquiry&lt;br&gt;• On-line Authorization Submission&lt;br&gt;• Submit HIPAA Batch Transactions (837)&lt;br&gt;• Retrieve HIPAA Batch Responses (835)&lt;br&gt;• SFTP User Details&lt;br&gt;• Correspondences</td>
</tr>
<tr>
<td><strong>EXT Provider Super User</strong></td>
<td>• Bill inquiry&lt;br&gt;• View Payment&lt;br&gt;• Bill Adjustment/Void&lt;br&gt;• On-line Bills Entry&lt;br&gt;• Resubmit Denied/Voided Bills&lt;br&gt;• Retrieve Saved Bills&lt;br&gt;• Manage Templates&lt;br&gt;• Create Bills from Saved Templates&lt;br&gt;• Eligibility Inquiry&lt;br&gt;• On-line Authorization Submission&lt;br&gt;• Submit HIPAA Batch Transactions (837)&lt;br&gt;• Retrieve HIPAA Batch Responses (835)&lt;br&gt;• SFTP User Details&lt;br&gt;• Correspondences</td>
</tr>
<tr>
<td><strong>EXT Provider System Administrator</strong></td>
<td>• Eligibility Inquiry&lt;br&gt;• Retrieve HIPAA Batch Responses (835)&lt;br&gt;• Maintain Users&lt;br&gt;• Correspondences</td>
</tr>
</tbody>
</table>
The System Administrator maintains the user accounts for the provider using the EXT Provider System Administrator profile.

On the Provider Portal choose **Maintain Users**
Add a New User

Click the Add button
Add a New User

Fill in the form and click OK.

Enter the email address that the new user used to register with OWCP Connect.

Note: The User Type field does not impact the actual functions of the user.
### Edit User Information

Choose a user to **Edit** or **Add** profiles.

<table>
<thead>
<tr>
<th>Name</th>
<th>OWCP Provider ID</th>
<th>OWCP Connect ID</th>
<th>Status</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountant, Aaron User</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biller, Betty User</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doe, John User</td>
<td></td>
<td><a href="mailto:providerops4@gmail.com">providerops4@gmail.com</a></td>
<td>Approved</td>
<td>05/01/2020</td>
<td>05/01/2021</td>
</tr>
<tr>
<td>Messy, Testy User</td>
<td></td>
<td><a href="mailto:derops1@gmail.com">derops1@gmail.com</a></td>
<td>Approved</td>
<td>05/05/2020</td>
<td>05/05/2021</td>
</tr>
<tr>
<td>Test, Susie User</td>
<td>0000</td>
<td><a href="mailto:derops3@gmail.com">derops3@gmail.com</a></td>
<td>Approved</td>
<td>04/30/2020</td>
<td>04/30/2021</td>
</tr>
<tr>
<td>User, Admin</td>
<td></td>
<td><a href="mailto:ENERGYPRV13@gmail.com">ENERGYPRV13@gmail.com</a></td>
<td>Approved</td>
<td>04/19/2020</td>
<td>12/31/2099</td>
</tr>
</tbody>
</table>
## Edit User Information

To change their profiles, click the **Show** button.

Update information and click **Save**... or ...

...and choose **Associated Profiles**.
To add a profile, Click the **Add** button.
Add a New Profile to User

Only the profiles that are not yet assigned are available.

Select a profile and click the **Move Over** button ...then click **OK**

**Note:** Adding the EXT Provider System Administrator profile allows the user to be an added system administrator to the provider’s profile.
After all the profiles have been selected, click **Approve**.

Select to check the box(es) to the left of the profile(s) that have been added to the user.
To edit or deactivate the profile for a user, click the **Profile Name**.
Profiles cannot be deleted – change the **Expiration Date** to the current date to deactivate the profile for the user... then click the **Save** button.
Switching between Profiles
Selecting Provider Portal Profiles

When logging in to the provider profile, you can select a profile to use during your session. You will only see profiles assigned to you.
Once logged in to the provider portal, the top of the home page identifies the profile that you are currently logged into.
Maintain Users

Click on the current profile name to select another profile from the drop-down. You will only see profiles assigned to your user account.
Click **Yes** to continue to use the selected profile.
Changing Email Address
Maintain Provider Information

**Note:** Changing your email address does not change the password to the account. You will have to use the current password to validate the email address change.

To change your email account with which you have registered in the system, click **Change Email**.
Servicing Provider Information

Instructions are provided to walk you through the process.

Please enter email address currently associated with your account and click NEXT.

Email Address

NEXT

Instructions

Enter the email that you used to create your account in the field provided, and click NEXT.
Servicing Provider Information

Enter your current password.
Enter the answer to the security question.
Servicing Provider Information

Change Email

Your identity has been validated. Please enter a new email below to update your account.

New Email*: 

Reype New Email*: 

* Required Field

SUBMIT

Enter your new email address.

Instructions

Enter your new email address you want to use as a login and for receiving activation code. Your new login id will be updated upon re-activation of your account.
Click the activation link within your new email address 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