

How to Add Users to a Provider Profile



Overview

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



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Click **Provider** link under "Login"

- DOL Staff
- Provider
- Claimant
- Representative

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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 as an additional user has been approved by the provider's administrator

The Provider Click **Provider Login** you can register or will validate your credentials and log you into the system.

[Provider Login](#)

OWCP Connect ID = Your Email



United States Department of Labor
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Programs



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

OWCP Connect

About OWCP Connect

OWCP Connect allows users to prove their identity and create an account for communication with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the

Registration process against secure Credit Bureau data. Once the user's identity has been verified, their account can be created.

At this time OWCP Connect is only being used to

Account Registration

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

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 are

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

Remember that your OWCP Connect ID is the email address you used to register with OWCP Connect.

Choose a Provider ID

Welcome to the WCMBP Provider Portal



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

Available Provider IDs:

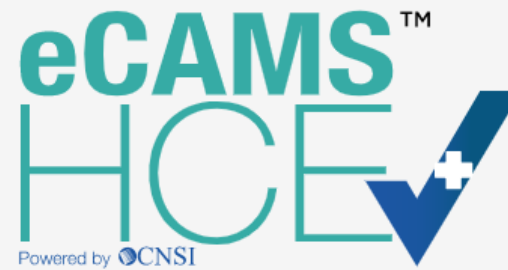
700116000
020211301
103151400
700033500
700116000

You may have access to more than one provider.
Choose the one associated with your current task.

Provider Portal Profiles – Bill Processing

Choose the profile that allows you to accomplish your current task.

Welcome to the Workers' Compensation Medical Bill Process System



Select a profile to use during this session:

Profile:

- EXT Provider Bills Submitter *
- EXT Provider Bills Submitter
- EXT Provider Claims Payment Status Checker
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider File Maintenance
- EXT Provider Super User
- EXT Provider System Administrator

Go

Provider Portal Profiles & Functions

EXT Provider Bills Submitter	<ul style="list-style-type: none">• Bills inquiry• Prior-authorization inquiry• Eligibility inquiry• On-line Bills entry• On-line batch Bills submission (837)• On-line authorization submission• Bill adjustment/void• Resubmit denied/voided bills• Retrieve saved bills/create bill templates• View and download remittance advice (view payment)• Submit HIPAA batch transactions (837)• Retrieve HIPAA batch responses (835)• Correspondences
EXT Provider Eligibility Checker and Claims Submitter	<ul style="list-style-type: none">• On-line Bills entry• Eligibility inquiry• Resubmit denied/voided bills• Retrieve saved bills/create bill templates• Prior authorization inquiry• On-line authorization submission

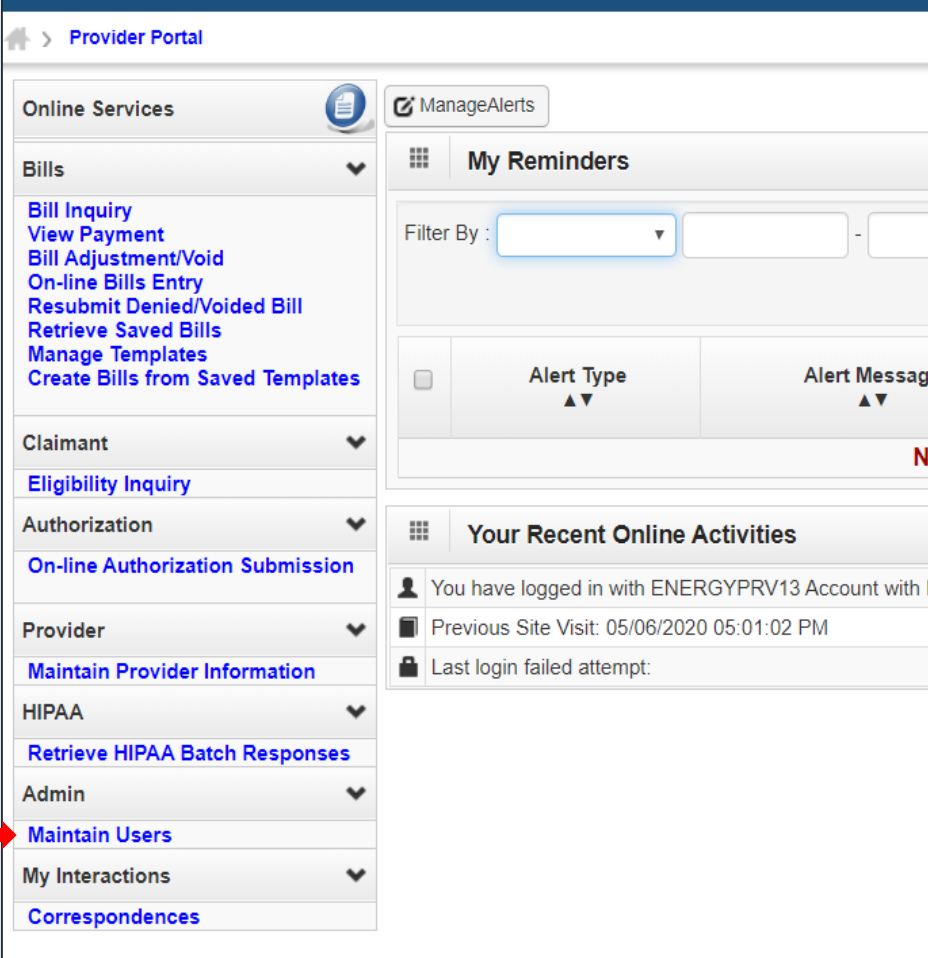
Provider Portal Profiles

EXT Provider Bills Payment Status Checker	<ul style="list-style-type: none">• Bills inquiry• View and download remittance advice (view payment)• Bill adjustment/void• Resubmit denied/voided bills• Correspondences
EXT Provider File Maintenance	<ul style="list-style-type: none">• Allows the Provider user to maintain provider information and submit modifications.• Correspondences
EXT Provider Super User	<ul style="list-style-type: none">• Allows full access to WCMBP functionality available to Providers except for setting up security profiles and maintaining/adding users.
EXT Provider System Administrator	<ul style="list-style-type: none">• Perform user account maintenance for accounts under a Provider, including associating security profiles and approving user accounts.• Retrieve HIPAA Batch Responses• Correspondences

Maintain Users

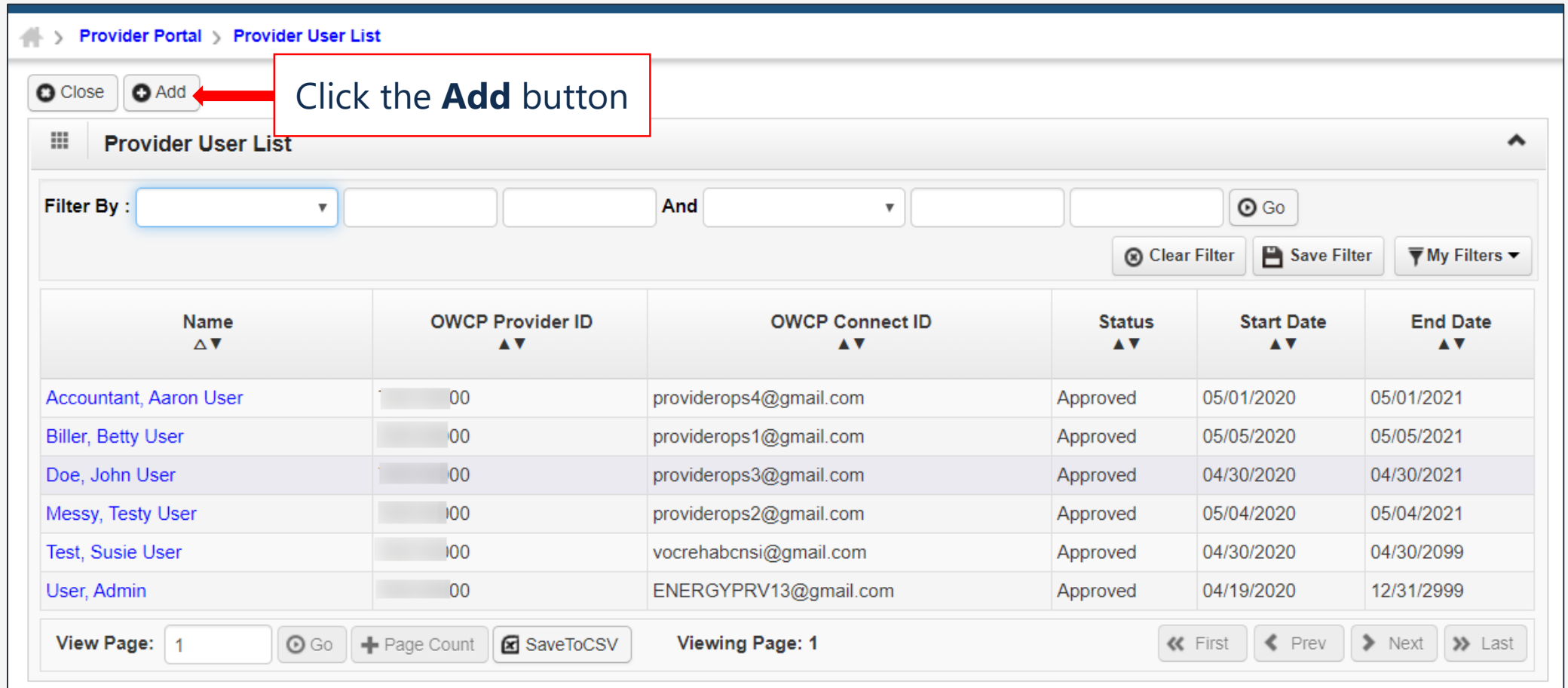
The System Administrator maintains the user accounts for the provider using the EXT Provider System Administrator profile.

On the Provider Portal choose **Maintain Users**



The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu is visible with several categories: 'Online Services', 'Bills', 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. The 'Admin' category is expanded, showing options like 'Maintain Users', 'Maintain Provider Information', and 'Correspondences'. A red arrow points from the text box to the 'Maintain Users' link. On the right side of the portal, there are sections for 'Manage Alerts', 'My Reminders' (with a filter dropdown), and 'Your Recent Online Activities' (listing login events).

Add a New User



Provider Portal > Provider User List

Close Add **Click the Add button**

Provider User List

Filter By : And Go

Clear Filter Save Filter My Filters

Name ▲▼	OWCP Provider ID ▲▼	OWCP Connect ID ▲▼	Status ▲▼	Start Date ▲▼	End Date ▲▼
Accountant, Aaron User	00	providerops4@gmail.com	Approved	05/01/2020	05/01/2021
Billar, Betty User	00	providerops1@gmail.com	Approved	05/05/2020	05/05/2021
Doe, John User	00	providerops3@gmail.com	Approved	04/30/2020	04/30/2021
Messy, Testy User	00	providerops2@gmail.com	Approved	05/04/2020	05/04/2021
Test, Susie User	00	vocrehabcnsi@gmail.com	Approved	04/30/2020	04/30/2099
User, Admin	00	ENERGYPRV13@gmail.com	Approved	04/19/2020	12/31/2999

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

First Prev Next Last

Add a New User

The screenshot shows a web form titled "Add Provider User" with a "Help" icon in the top left. The form contains the following fields:

- First Name: *
- Middle Name:
- Last Name: *
- Date Of Birth: * (with a calendar icon)
- SSO User Login ID(OWCP Connect ID): *
- OWCP Provider ID: 00 *
- User Type: Batch User *
- Start Date: * (with a calendar icon)
- Expiration Date: * (with a calendar icon)
- Phone Number:
- Status: Approved
- Comments:

At the bottom right of the form are "OK" and "Cancel" buttons. A red arrow points from the "OK" button to a text box that says "Fill in the form and click OK." Another red arrow points from the "SSO User Login ID" field to a text box that says "Enter the email address that the new user used to register with OWCP Connect."

A dropdown menu for the "User Type" field. The menu is open, showing the following options:

- Batch User (selected)
- Batch User
- NON-PHYSICIAN STAFF
- PHYSICIAN STAFF

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

Fill in the form and click **OK**.

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

Edit User Information

Provider Portal > Provider User List

Close Add

Provider User List

Filter By : And Go

Clear Filter Save Filter My Filters

Name ▲▼	OWCP Provider ID ▲▼	OWCP Connect ID ▲▼	Status ▲▼	Start Date ▲▼	End Date ▲▼
Accountant, Aaron User	00	providerops4@gmail.com	Approved	05/01/2020	05/01/2021
Billar, Betty User		derops1@gmail.com	Approved	05/05/2020	05/05/2021
Doe, John User		derops3@gmail.com	Approved	04/30/2020	04/30/2021
Messy, Testy User		derops2@gmail.com	Approved	05/04/2020	05/04/2021
Test, Susie User	00	vocrehabcnsi@gmail.com	Approved	04/30/2020	04/30/2099
User, Admin	00	ENERGYPRV13@gmail.com	Approved	04/19/2020	12/31/2999

View Page: 1 Go Page Count SaveToCSV Viewing Page: 1 First Prev Next Last

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

Edit User Information

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

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

...and choose **Associated Profiles**

Update Provider User

First Name: John *

Last Name: Doe *

SSO User Login ID(OWCP Connect ID): providerops3@gmail.com

OWCP Provider ID: 700116000 *

Start Date: 04/30/2020 *

Phone Number:

Comments:

Middle Name: User

Date Of Birth: 05/30/1970 *

User Type: Batch User

Expiration Date: 04/30/2021 *

Status: Approved ▼

Associated Profiles

Add a Profile

To add a profile,
Click the **Add** button

The screenshot shows a web application interface for managing user profiles. At the top, there is a breadcrumb trail: [Provider Portal](#) > [Provider User List](#) > [ProviderUserDetails](#) > [UserProfileList](#). Below this, the user's login ID is 'providerops3' and the name is 'Doe,John User'. There are three buttons: '+ Add', 'Approve', and 'Reject'. A red arrow points to the '+ Add' button. Below the buttons is a 'Manage User Profiles' section with a filter bar. The filter bar includes 'Filter By:' (dropdown), 'With Status:' (dropdown set to 'All'), and a 'Go' button. There are also 'Save Filter' and 'My Filters' buttons. Below the filter bar is a table with the following columns: Name, Description, Start Date, End Date, and Status. The table contains three rows of data:

	Name ▲▼	Description ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼
<input type="checkbox"/>	EXT Provider Bills Submitter	EXT Provider Claims Submitter	04/30/2020	04/30/2021	Approved
<input type="checkbox"/>	EXT Provider File Maintenance	EXT Provider File Maintenance	04/30/2020	04/30/2021	Approved
<input type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra....	05/06/2020	04/30/2021	Approved

At the bottom of the interface, there is a 'View Page:' section with a dropdown set to '1', a 'Go' button, and a '+ Page Count' button. To the right, it says 'Viewing Page: 1' and has navigation buttons: '<< First', '< Prev', 'Next >', and '>> Last'. There is also a 'SaveToCSV' 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.

Add New Profiles to User

User Name: Doe, John User

Start Date: 05/06/2020 * End Date: 04/30/2021 *

Available Profiles

- EXT Provider Claims Payment Status Checker
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider Super User

Associated Profiles

»

«

OK Cancel

Edit Profile Information

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.

Provider Portal > Provider User List > ProviderUserDetails > UserProfileList

User Login ID: providerops3 Name: Doe, John User

Manage User Profiles

Filter By: With Status: All

<input type="checkbox"/>	Name ▲▼	Description ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼
<input type="checkbox"/>	EXT Provider Bills Submitter	EXT Provider Claims Submitter	04/30/2020	04/30/2021	Approved
<input type="checkbox"/>	EXT Provider File Maintenance	EXT Provider File Maintenance	04/30/2020	04/30/2021	Approved
<input type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra...	05/06/2020	04/30/2021	Approved

View Page: 1 + Page Count Viewing Page: 1

Edit Profile Information

Provider Portal > Provider User List > ProviderUserDetails > UserProfileList

User Login ID: providerops3 Name: Doe,John User

[Close](#) [Add](#) [Approve](#) [Reject](#) [Show](#)

Manage User Profiles

Filter By: With Status: All [Go](#) [Save Filter](#) [My Filters](#)

<input type="checkbox"/>	Name ▲▼	Description ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼
<input type="checkbox"/>	EXT Provider Bills Submitter	EXT Provider Claims Submitter	04/30/2020	04/30/2021	Approved
<input type="checkbox"/>	EXT Provider File Maintenance	EXT Provider File Maintenance	04/30/2020	04/30/2021	Approved
<input type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra...	05/06/2020	04/30/2021	Approved

View Page: 1 [Go](#) [+ Page Count](#) Viewing Page: 1 [First](#) [Prev](#) [Next](#) [Last](#)

[SaveToCSV](#)

To edit or deactivate the profile for a user, click the **Profile Name**



Deactivate Profiles

Provider Portal > Provider User List > ProviderUserDetails > UserProfileList > UserProfileDetails

Profile ID: 500000421 Name: EXT Provider System Administrator
User Login ID: providerops3 Name: Doe,John User

Close Save

User Profile Details

User Name: Doe,John User Profile Name: EXT Provider System Administrator

Status: Approved

Start Date: 05/06/2020 Expiration Date: 04/30/2021

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.

Welcome to the Workers' Compensation Medical Bill Process System



Select a profile to use during this session:

Profile:

- EXT Provider Bills Submitter *
- EXT Provider Bills Submitter
 - EXT Provider Claims Payment Status Checker
 - EXT Provider Eligibility Checker-Claims Submitter
 - EXT Provider File Maintenance
 - EXT Provider Super User
 - EXT Provider System Administrator

Current Provider Profile

Once logged in to the provider portal, the top of the home page identifies the profile that you are currently logged into.

The screenshot shows the top navigation bar of a provider portal. On the left, there is a 'login, Providerconv' link. In the center, the user profile is identified as 'Profile: EXT Provider System Administrator'. On the right, there are links for 'External Links' and 'Help'. Below the navigation bar, there is a 'ManageAlerts' button and a 'My Reminders' section. The 'My Reminders' section includes a filter by date range and read status, a 'Go' button, and a 'Save Filter' button. Below the filter is a table with columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table currently displays 'No Records Found!'. Below the table is a 'Your Recent Online Activities' section.

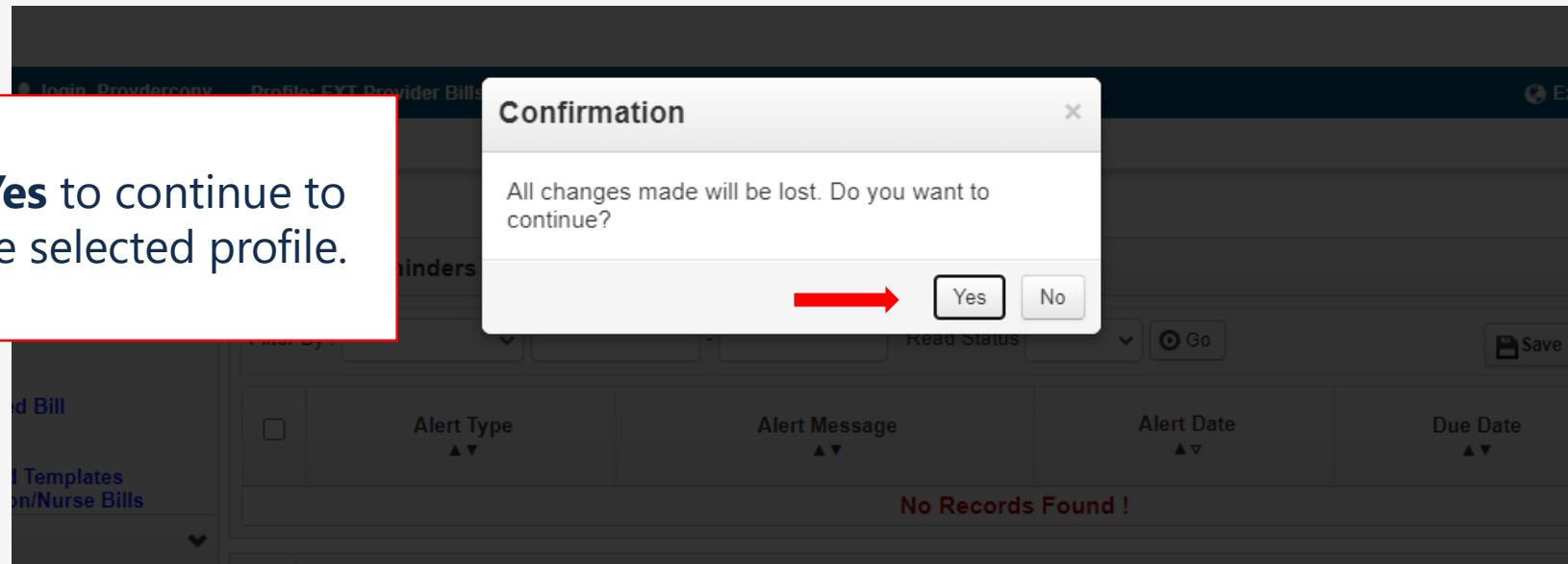
Maintain Users

Click on the current profile name to select another profile from the drop-down. You will only see profiles assigned to your user account.

The screenshot shows a web application interface. At the top, there is a navigation bar with a user profile icon and the text "login, Providerconv" and "Profile: EXT Provider System Administrator". A dropdown menu is open, listing several roles: "EXT Provider Bills Submitter", "EXT Provider Claims Payment Status Checker", "EXT Provider Eligibility Checker-Claims Submitter", "EXT Provider File Maintenance", "EXT Provider Super User", and "EXT Voc Rehab Submitter". Below the dropdown, there is a table with columns for "Read Status" and "Alert Date". The table is currently empty, with the text "No Records Found !" displayed in red. At the bottom of the page, there is a section titled "Your Recent Online Activities".

Maintain Users

Click **Yes** to continue to use the selected profile.



Changing Email Address



Maintain Provider Information



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on | Reset Password | **Change Email** | Help | FAQ

OWCP Connect

About OWCP Connect

OWCP Connect allows users to prove their identity and create an account for communication with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the credentials for login.

Identity proofing is accomplished by validating the user's information entered in the Account Registration process against secure Credit

Account Registration

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

WARNING....WARNING....WARNING....WARNING..

You are accessing a U.S. Government information system that is owned and operated by the Department of Labor. The

Login

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

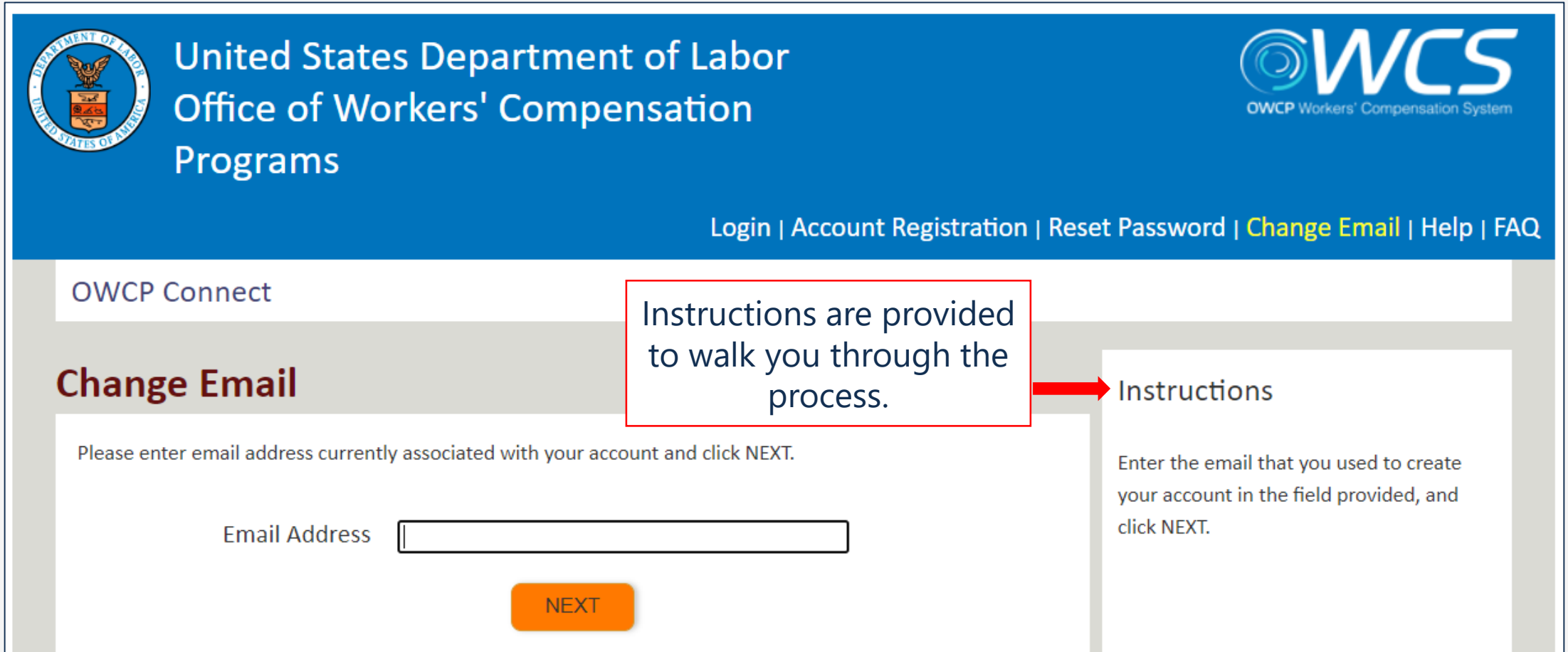
Email
Address

LOGIN

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



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WCS
OWCP Workers' Compensation System

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

OWCP Connect

Change Email

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

Email Address

NEXT

Instructions are provided to walk you through the process.

Instructions

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


Servicing Provider Information

OWCP Connect

Change Email

Welcome **Provider Operations1**. Please verify your security image and enter password.

Security Image



Key Phrase lowercase

Password *

* Required Field

SUBMIT

Enter your current password.

Instructions

Please make sure that the image and key phrase match what you selected and entered when you created your account.

If the image and key phrase match what you entered when you created your account, please enter your password in the space provided, and select the application you would like to access. Then click SUBMIT.

Servicing Provider Information

OWCP Connect

Change Email

Please answer the security question or enter verification code and click SUBMIT.

Security Questions

What is your maternal grandmother's name?

OR

Click [here](#) to receive a verification code via email.

SUBMIT

Enter the answer to the security question.

Instructions

1. Enter the answer to the security question you selected when you created your account, OR
2. Click the link provided to receive an email containing a verification code that you can enter here, OR
3. Click the link provided to receive an SMS to your smartphone containing a verification code that you can enter here

Once you have entered the answer to the security question OR the verification code provided via email or SMS, click SUBMIT.

Servicing Provider Information

OWCP Connect

Change Email

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

New Email*

Retype 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.

Servicing Provider Information

OWCP Connect

Change Email

Your account email has been updated successfully. You will receive an activation email to your new email address.

Click the activation link within your new email address account.

Instructions

You will be receiving a confirmation email shortly.

You must activate your account by clicking on the link provided in the email.

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