

Legacy Provider Transition



Introduction

This webinar will include pertinent information to discuss details and educate Providers on logging into and the functionalities of the new WCMBP Portal.

- ❖ **Important** Information
- ❖ **Legacy** Provider Letters
- ❖ **Steps after** Receiving Letters
 - Registering in **OWCP Connect**
 - **Provider** Portal
- ❖ **EDI** Benefits
- ❖ **How** to Contact CNSI



Important Information About This Webinar

- This webinar is intended for legacy providers. A legacy provider is an actively enrolled provider with Conduent.
- Any unanswered questions can be submitted via email CNSIOWCPOutreach@cns-inc.com.
- Pharmacy services will not transfer to CNSI. These services will stay with Conduent. For pharmacy related questions, please call 1-866-664-5581 or visit their web address @ <https://owcprx.dol.gov/> starting on April 27, 2020.
- The current <https://owcpmed.dol.gov> will continue to be the site for OWCP medical bill processing information starting on April 27, 2020.
- WCMBP – Workers' Compensation Medical Bill Process

Legacy Provider Letters



Legacy Provider Letters

Legacy Providers will receive two letters to assist with registering in OWCP Connect and accessing the WCMBP System. The letters were mailed on April 16, 2020, and sent to the name of the organization and mailing address currently on your provider profile with Conduent. If you have not received your letters by April 27, 2020, you can:

- Contact a customer service representative by dialing our toll free Interactive Voice Response (IVR) numbers that will be available on the WCMBP web portal @ <https://owcpmed.dol.gov/> on the Contact Us page.

Legacy Provider Letters

The details included in the two letters that will be mailed are as follows:

- Welcome Letter will include your OWCP Provider ID and a Temporary ID.
- Security Letter that explains how to register with OWCP Connect along with a Temporary Key.
- Your OWCP ID, Temporary ID, Temporary Key, and SSN/Tax ID are the 4 elements used to validate your credentials when accessing the WCMBP Provider Portal for the first time.

Steps After Receiving Letters



Provider Letters Received

After you receive your letters, the steps below include your next actions to begin accessing the new WCMBP system:

1. If you represent a provider group or organization, determine who will be the account administrator for your online provider account.
2. Register with OWCP Connect.
3. Use the temporary access information from your letters to validate your credentials with the WCMBP System.

Provider Groups and Organizations

The **system administrator** will be responsible for giving users access into the system. All users who want access to the WCMBP will have to register with OWCP Connect **individually**.

- Once established, the system administrator will need to go to <https://owcpmed.dol.gov> and register with OWCP Connect.
- After the OWCP Connect registration is completed, the system administrator will use both provider letters to input the Temporary ID and Key to gain access to the WCMBP Provider Portal.
- Within the WCMBP Provider Portal, the system administrator will utilize the Manage Users function to add users and assign profiles. Each user added will have to register through OWCP Connect and provide the system administrator with the username used when registered.

Note: Instructions on how to manage users and profiles will be available on the WCMBP web portal on April 27, 2020. There will also be a webinar for users to learn more.

Accessing OWCP Connect via the WCMBP Portal

On April 27, 2020, go to <https://owcpmed.dol.gov>:

1. Click Provider
2. Click Get Started



Get Started for Providers

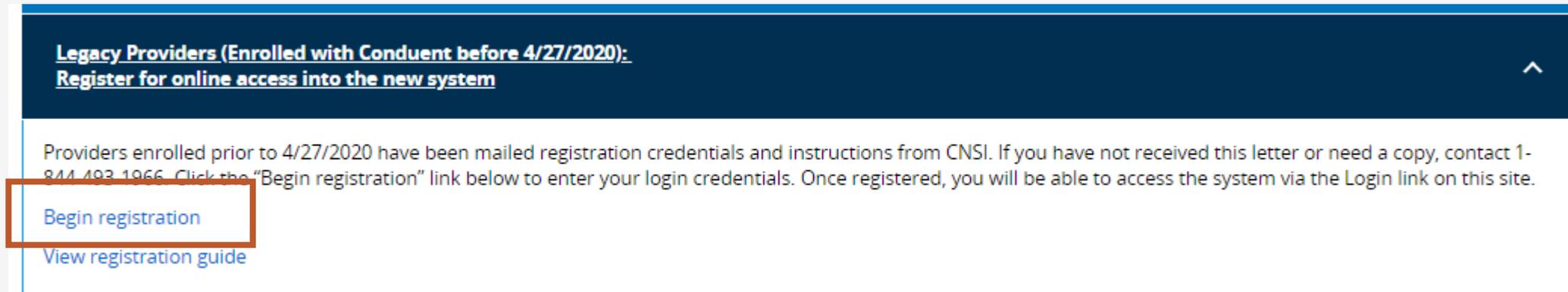
Legacy Providers will click on the designated drop – down arrow to access the link to begin the registration process. Registration with OWCP Connect is required in order to obtain access to the new WCMBP system

The image shows a vertical list of five menu items, each with a white dropdown arrow on the right. The second item is highlighted with a red border. The items are:

- NEW Providers (Individual, Group, Facility or Billing Agent):**
Begin enrollment
- Legacy Providers (Enrolled with Conduent before 4/27/2020):**
Register for online access into the new system
- Providers with PAPER enrollment approved by the new system after 4/27/2020:**
Register for online access into the new system
- Providers with online enrollment application in process, in review or returned:**
Resume, track or update your online application
- Additional new users under an existing provider:**
Register for online access under the existing provider

Begin Registration Link

3. Click the link to begin the registration process with OWCP Connect.



Legacy Providers (Enrolled with Conduent before 4/27/2020):
Register for online access into the new system

Providers enrolled prior to 4/27/2020 have been mailed registration credentials and instructions from CNSI. If you have not received this letter or need a copy, contact 1-844-493-1966. Click the "Begin registration" link below to enter your login credentials. Once registered, you will be able to access the system via the Login link on this site.

[Begin registration](#)

[View registration guide](#)

Begin Registration Link

On the OWCP Connect page, there are 2 links to begin the registration process. You can click on either link.

The screenshot shows the OWCP Connect website interface. At the top, there is a red header with the United States Department of Labor logo on the left, the text "United States Department of Labor Office of Workers' Compensation Programs" in the center, and the WCS logo on the right. Below the header, there is a navigation bar with links for "Login", "Account Registration", "Reset Password", "Change Email", "Help", and "FAQ". The "Account Registration" link is highlighted with a red box. Below the navigation bar, there is a main content area with three columns. The first column is titled "About OWCP Connect" and contains text about the system and a note about data security. The second column is titled "Account Registration" and contains text about creating a new account, a warning message, and a disclaimer. The "click here" link in the "Account Registration" column is highlighted with a red box. The third column is titled "Login" and contains a form with an "Email Address" field and a "LOGIN" button. There is also a "RESET PASSWORD" section with a "click here" link.

OWCP Connect Registration

1. Please enter required information (Name and email address)
2. A message will populate to notify you that the email you are entering is available or already linked to an existing user account.
3. Enter result of the addition problem from the image
4. Click Next

Account Registration

Enter the below information to create the account

First Name* ←

Last Name* ←

Middle Initial

Email* ←
Consider using an email address that is not associated with your current employment.
[This email is available.](#)

Retype Email* ←
[This email is available.](#)

Enter result of addition from image below*

 ←

* Required Field

OWCP Connect Registration

Login Credential

Your identity has been validated. Please enter a password below to create your account.

Email* Janedoe@yahoo.com

Password*

Retype Password*

* Required Field

PREV NEXT

5. Once the validation is completed, enter a password and retype the password to confirm the password.
6. Click Next.

Note: Password Criteria should:

- be at least 8 characters long,
- include an uppercase letter, a lowercase letter, a number, and a special character.

By clicking the "Next" button, providers will be taken to the security image page where they must select an image and create a "Key Phrase".

OWCP Connect Registration

7. Select a security image, enter a key phrase.
8. Click Next.

Security Images

Please select a security image and enter a key phrase. They are used during the login process for your protection.

Security Images *



Key Phrase *

* Required Field

PREV NEXT

OWCP Connect Registration

Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

Security Questions *

1.
2.
3.

* Required Field

PREV

SUBMIT

9. Select security questions from the drop downs and answer the selected questions.

10. Click Submit.

OWCP Connect Registration

System creates an account and a link to activate the account is sent to your email address used in registration.

Note: The account must be activated within 24 hrs.

Click "Resend Email" if the email is not received within 10 minutes.

Account Creation

Your account creation request has been submitted successfully.

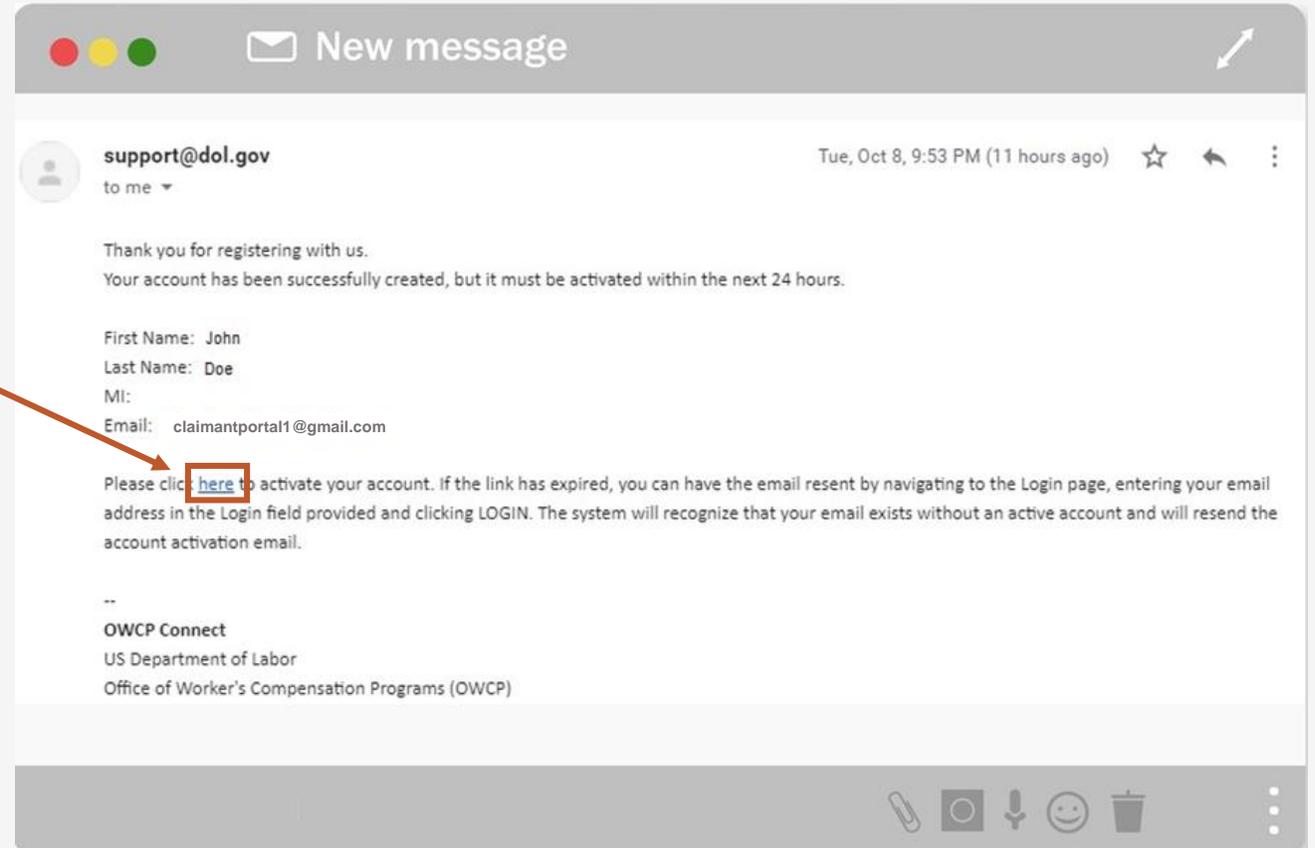
An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. [The link provided in the email is available for 24 hours.](#)

RESEND EMAIL

OWCP Connect Registration

Look for email from: **support@dol.gov**.

11. Click link that says "here."



OWCP Connect Registration

At the login page the provider will see a banner message, letting them know that their account has been successfully activated.

12. The provider will again enter their email address and click login.

13. 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.

Your account has been successfully activated.

Email Address

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.

Login

Welcome verify your security image and enter password.

Security Image 

Key Phrase Spring

Password *

* Required Field

Access to WCMBP Provider Portal

The Provider or System Administrator will need the Temporary ID and Temporary Key found in the Provider Letters to log into the WCMBP system.

Welcome Letter

Current OWCP Provider ID [321000333.]
Temporary ID: [123456789.]
Temporary Key: Refer to Registration Instruction/Temporary Key letter.
Tax ID: Social Security Number (SSN) or Federal Employer Identification Number (FEIN) used during enrollment.

Registration Letter

OWCP Provider ID: [#####1234] (Refer to the Welcome Letter).
Temporary ID: Refer to the Welcome Letter.
Temporary Key: [2233444.]
Tax ID: Social Security Number (SSN) or Federal Employer Identification Number (FEIN) used during enrollment.

Login

OWCP Provider ID *

Temporary ID *

Temporary Key *

SSN/TAX ID *

Login

**eCAMS™
HCEV**
Powered by OCNSI

Welcome WCMBP provider! Please use the instructions sent to you in the "Welcome Re-validation Letter" to log in to the WCMBP Provider Enrollment system. Although your provider enrollment record has been converted to the new system, you will need to provide additional information when you first log in. Facilities, groups, institutions, pharmacies, etc. will be required to enter a Tax ID; individuals will be required to enter a Social Security Number (SSN).

If you have any further questions, please contact Provider Enrollment at 1-844-493-1966.

Access to WCMBP Provider Portal

1

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

Welcome to the WCMBP Provider Portal



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

Available Provider IDs:

2

Select the *appropriate profile* "**Ext Provider Bills Submitter**" from the drop-down menu.

Select a profile to use during this session:

Note: Profiles are assigned to users by the System Administrator. The person who registers in the system first, will become the System Administrator.

User Profile Access Rights

Here is a listing of profile access rights based on the Provider Profiles selected.

1. **EXT Provider Bills Submitter:** Can access everything except online services under "**Provider**" and "**Admin**."
2. **EXT Provider Claims Payment Checker:** Can access everything except for online services under "**Admin**."
3. **EXT Provider Eligibility Checker:** Can access everything except for online services under "**Admin**."
4. **EXT Provider File Maintenance:** Can only access online service under "**Provider**."
5. **EXT Provider Super User:** Can access everything except for online services under "**Admin**."
6. **EXT Provider System Administrator:** Can access everything except for Submit HIPAA Batch transaction online service under "**HIPAA**."

* Additional profiles listed on next slide.

System Profiles →

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

Provider Portal – Home Page

The screenshot displays the Provider Portal Home Page. On the left is a navigation menu with categories: Online Services, Bills, Claimant, Authorization, Provider, HIPAA, Admin, and My Interactions. The main content area features a 'ManageAlerts' button, a 'My Reminders' section with a filter and a table (currently empty with 'No Records Found!'), and a 'Your Recent Online Activities' section listing login events.

Provider Portal

Online Services

Bills

- Bill Inquiry
- View Payment
- Bill Adjustment/Void
- On-line Bills Entry
- Resubmit Denied/Voided Bill
- Retrieve Saved Bills
- Manage Templates
- Create Bills from Saved Templates

Claimant

- Eligibility Inquiry

Authorization

- On-line Authorization Submission

Provider

- Maintain Provider Information

HIPAA

- Submit HIPAA Batch Transaction
- Retrieve HIPAA Batch Responses
- SFTP User Details

Admin

- Maintain Users

My Interactions

- Correspondences

ManageAlerts

My Reminders

Filter By: [dropdown] - [dropdown] Read Status [dropdown] Go

Save Filter My Filters

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼	Alert Date ▲▼	Due Date ▲▼	Read ▲▼
No Records Found !					

Your Recent Online Activities

- You have logged in with angelr.roberts05 Account with IP Address [redacted]
- Previous Site Visit: 04/15/2020 08:35:27 PM
- Last login failed attempt:

When first entering the Provider Portal, you are taken to the Provider Portal Home page.

Provider Portal - My Reminders and Your Recent Online Activities

On the right of the home page, you will see “**My Reminders**” and “**Your Recent Online Actives**” section.

- The My Reminders section consist of system generated alerts and an option to filter those alerts.
- Your Recent Online Activities section consist of your recent activities within the system. Including a timestamp of your last log in.

The screenshot displays two sections of the Provider Portal interface. The top section is titled "My Reminders" and includes a "ManageAlerts" link. Below the title is a filter bar with a "Filter By" dropdown menu, a "Read Status" dropdown menu, and a "Go" button. To the right of the filter bar are "Save Filter" and "My Filters" buttons. Below the filter bar is a table with the following columns: "Alert Type", "Alert Message", "Alert Date", "Due Date", and "Read". The table is currently empty, displaying the message "No Records Found!". The bottom section is titled "Your Recent Online Activities" and contains a list of activities: "You have logged in with angelr.roberts05 Account with IP Address 207.138.47.62", "Previous Site Visit: 04/15/2020 08:35:27 PM", and "Last login failed attempt:".

Provider Portal Home Page – Online Services

Online Services	
Bills	▼
Bill Inquiry	
View Payment	
Bill Adjustment/Void	
On-line Bills Entry	
Resubmit Denied/Voided Bill	
Retrieve Saved Bills	
Manage Templates	
Create Bills from Saved Templates	
Claimant	▼
Eligibility Inquiry	
Authorization	▼
On-line Authorization Submission	
Provider	▼
Maintain Provider Information	
HIPAA	▼
Submit HIPAA Batch Transaction	
Retrieve HIPAA Batch Responses	
Admin	▼
Maintain Users	
My Interactions	▼
Correspondences	

You will see links to a list of online services on the left of the home page.

Note: Some functions of the Provider Portal may or may not be available, depending on the enrollment and provider type of the provider. Most provider will have access to all functions. Individual users will have access rights based on the provider profile given by the system administrator.

Provider Portal – Bills

Online Services ManageAlerts

Bills

- Bill Inquiry
- View Payment
- Bill Adjustment/Void
- On-line Bills Entry
- Resubmit Denied/Voiced Bill
- Retrieve Saved Bills
- Manage Templates
- Create Bills from Saved Templates
- Vocational Rehabilitation/Nurse Bills

Claimant

- Eligibility Inquiry

Authorization

- On-line Authorization Submission

Provider

- Maintain Provider Information

HIPAA

- Submit HIPAA Batch Transaction
- Retrieve HIPAA Batch Responses
- SFTP User Details

Admin

- Maintain Users

My Interactions

- Correspondences

My Reminders

Filter By: [] - [] Read Status [] Go [Save Filter] [My Filters]

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼	Alert Date ▲▼	Due Date ▲▼	Read ▲▼
No Records Found !					

Your Recent Online Activities

- You have logged in with angelr.roberts05 Account with IP Address 207.138.47.62
- Previous Site Visit: 04/16/2020 07:23:22 PM
- Last login failed attempt:

Bills online services allows to submit bills, check bill statuses, view RV's, save bills, create and update bill templates, resubmit a denied/voiced bill and submit bills from a saved template. **Note:** Contract Nurses and Vocational Rehabilitation Counselors will have a "Vocational Rehabilitation/Nurse Bills" hyperlink viewable to their provider type only.

Provider Portal – Claimant

The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu includes 'Online Services', 'Bills', 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. The 'Claimant' menu item is highlighted with a red box. The main content area features a 'ManageAlerts' button, a 'My Reminders' section with a filter and 'No Records Found!' message, and a 'Your Recent Online Activities' section listing login events.

Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found !				

Activity
You have logged in with angelr.roberts05 Account with IP Address 207.138.47.62
Previous Site Visit: 04/15/2020 08:35:27 PM
Last login failed attempt:

Claimant online services allows provider to check eligibility for Non-Pharmacy Services and/or view the claimants Accepted Conditions.

Provider Portal – Authorizations

The screenshot displays the Provider Portal interface. On the left, the 'Online Services' sidebar is visible, with the 'Authorization' menu item highlighted by a red box. The 'Authorization' menu includes the sub-item 'On-line Authorization Submission'. The main content area shows 'My Reminders' with a filter bar and a table header with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. Below the header, a red message states 'No Records Found!'. Below that, the 'Your Recent Online Activities' section lists three events: a successful login, a previous site visit, and a failed login attempt.

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

Provider Portal – Provider

The screenshot displays the 'Provider Portal' interface. On the left, a navigation menu is visible with categories: 'Online Services', 'Bills', 'Claimant', 'Authorization', 'Provider', 'HIPAA', 'Admin', and 'My Interactions'. The 'Provider' category is expanded, and 'Maintain Provider Information' is highlighted with a red box. The main content area shows 'ManageAlerts' and 'My Reminders' sections. The 'My Reminders' section includes a filter bar and a table with columns: Alert Type, Alert Message, Alert Date, Due Date, and Read. A red message 'No Records Found!' is displayed in the table. Below this is the 'Your Recent Online Activities' section, which lists login events for the user 'angelr.roberts05'.

Provider online services allows the provider to view and/or update their provider information.

Provider Portal – HIPAA

The screenshot shows the 'Provider Portal' interface. On the left is a navigation menu with categories: Online Services, Bills, Claimant, Authorization, Provider, HIPAA (highlighted with a red box), Admin, and My Interactions. The 'Bills' section includes links for Bill Inquiry, View Payment, Bill Adjustment/Void, On-line Bills Entry, Resubmit Denied/Voided Bill, Retrieve Saved Bills, Manage Templates, and Create Bills from Saved Templates. The 'HIPAA' section includes links for Submit HIPAA Batch Transaction, Retrieve HIPAA Batch Responses, and SFTP User Details. The main content area features a 'ManageAlerts' button, a 'My Reminders' section with a filter and 'No Records Found!' message, and a 'Your Recent Online Activities' section listing login events.

HIPAA online services allows the provider to Upload their 837 files, setup a Secured FTP account, retrieve their 835s and acknowledgement files.

Provider Portal – Admin

The screenshot displays the Provider Portal Admin interface. On the left, a navigation menu is visible with categories: Online Services, Bills, Claimant, Authorization, Provider, HIPAA, Admin, and My Interactions. The 'Admin' category is expanded, showing 'Maintain Users' highlighted with an orange border. The main content area is titled 'Provider Portal' and includes a 'ManageAlerts' button. Below this, there is a 'My Reminders' section with a filter bar and a table with columns: Alert Type, Alert Message, Alert Date, Due Date, and Read. The table is currently empty, displaying 'No Records Found!'. Below the reminders is a 'Your Recent Online Activities' section with a list of events: 'You have logged in with angelr.roberts05 Account with IP Address 207.138.47.62', 'Previous Site Visit: 04/15/2020 08:35:27 PM', and 'Last login failed attempt:'.

Admin online services allows the provider to add and update users that want access to their OWCP ID within the WCMBP Provider Portal.

Provider Portal – My Interactions

The screenshot displays the Provider Portal interface. On the left, a sidebar menu lists various services, with 'My Interactions' and 'Correspondences' highlighted in a red box. The main content area is divided into two sections: 'My Reminders' and 'Your Recent Online Activities'. The 'My Reminders' section includes a filter bar and a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. A red message 'No Records Found!' is displayed in the table. The 'Your Recent Online Activities' section shows a list of recent actions, including a successful login and a failed login attempt.

Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found !				

Activity
You have logged in with angelr.roberts05 Account with IP Address 207.138.47.62
Previous Site Visit: 04/15/2020 08:35:27 PM
Last login failed attempt:

My Interactions online services allows the provider to see images of documents they have submitted to CNSI and retrieve Correspondences sent to them from CNSI.

EDI Benefits



Benefits of Submitting via EDI

- Cost Savings
 - No expenses with paper, printing, storage, filing, postage, etc.
- Speed and Accuracy
 - Exchange transaction in minutes, not days
 - Eliminate lost mail or illegible handwriting or ink blemishes
- Efficiency
 - Automating the exchange of data
 - Confirmation of receipt
- Improved speed of payment processing

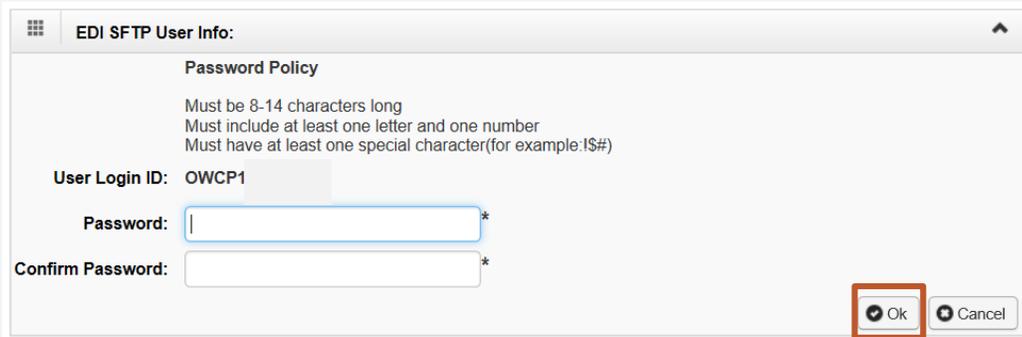
Set up SFTP or Web Batch Processing

WEB BATCH	VS	SFTP
Cannot upload supporting documents		Can upload supporting documents
File Size Limit is up to 50 MB		No File Size Limit
No account set up process		One-time account set up process
For both Providers and Billing Agents/Clearinghouses		

SFTP User Info

1 Click "Create SFTP User" button to create the SFTP User.

Note: If the SFTP user has been created already, this button will be disabled. The Reset SFTP Password button will be enabled.



3 User account will be created and SFTP User ID will be displayed.



2 The EDI SFTP User Info dialog box will be displayed allowing you to create a password and confirm it. Click "OK."

Note: Passwords must be 8-14 characters long. Must include at least one letter, one number and at least one special character (special character examples !@#\$)



How to Contact CNSI



How to Contact CNSI?

- There will be new mailing addresses for enrollment and paper bill submissions effective April 27, 2020.
- Any documents sent to the Conduent mailboxes during the transition will be forwarded to the appropriate CNSI mailing address.
- The customer service toll free numbers are remaining the same and will transition from Conduent to CNSI.
- DFEC & DEEOIC will use the current authorization fax numbers.

Note: The mailing addresses, customer service toll free numbers and authorization fax numbers will be posted on the WCMBP web portal under Contact Us on April 27,2020.

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