

Manage Users and Correspondence



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

Change of Addresses – Effective August 1, 2020

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

PROVIDER ENROLLMENT

Provider Enrollment

PO Box 8312

London, KY 40742-8312

Introduction

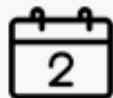
This webinar will provide information about:

- Important Provider Setup Information
- Provider Profile Functionality
- Managing Users
- Servicing Providers
- Viewing Correspondence



If you are having issues accessing or registering into the system.....

A



Legacy Provider

If I successfully enrolled with Conduent before April 27, 2020, do I need to re-enroll?

No! However, you must [register](#) to access the new system.

Make sure you have registered your email with OWCP Connect and clicked on the legacy link to enter your Temporary ID and Temporary Key.

B

The screenshot shows a 'Login' page with four input fields: 'OWCP Provider ID', 'Temporary ID', 'Temporary Key', and 'SSN/TAX ID'. A 'Login' button is located at the bottom right of the form.

The screenshot shows the same 'Login' page with example values: '123456789' for OWCP Provider ID, 'PrvdrUser123456789' for Temporary ID, 'cYBUL7&xxP' for Temporary Key, and '98765432' for SSN/TAX ID. A 'Login' button is at the bottom right. The word 'Example' is written in orange below the fields.

The Temporary ID does include the letters 'PrvdrUser' before the OWCP ID number. The Temporary Key does not end in a period. Your Temporary Key may also contain an upper case "i" or a lower case "L" – these look very similar! You may want to try it both ways.

Logging In... and Profiles



OWCP Connect ID = Your Email



United States Department of Labor
Office of Workers' Compensation
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

Welcome to the Workers' Compensation Medical Bill Process System



Select a profile to use during this session:

Profile: *

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

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

Managing Users



Provider Portal Profiles

Welcome to the Workers' Compensation Medical Bill Process System



Select a profile to use during this session:

Profile: *

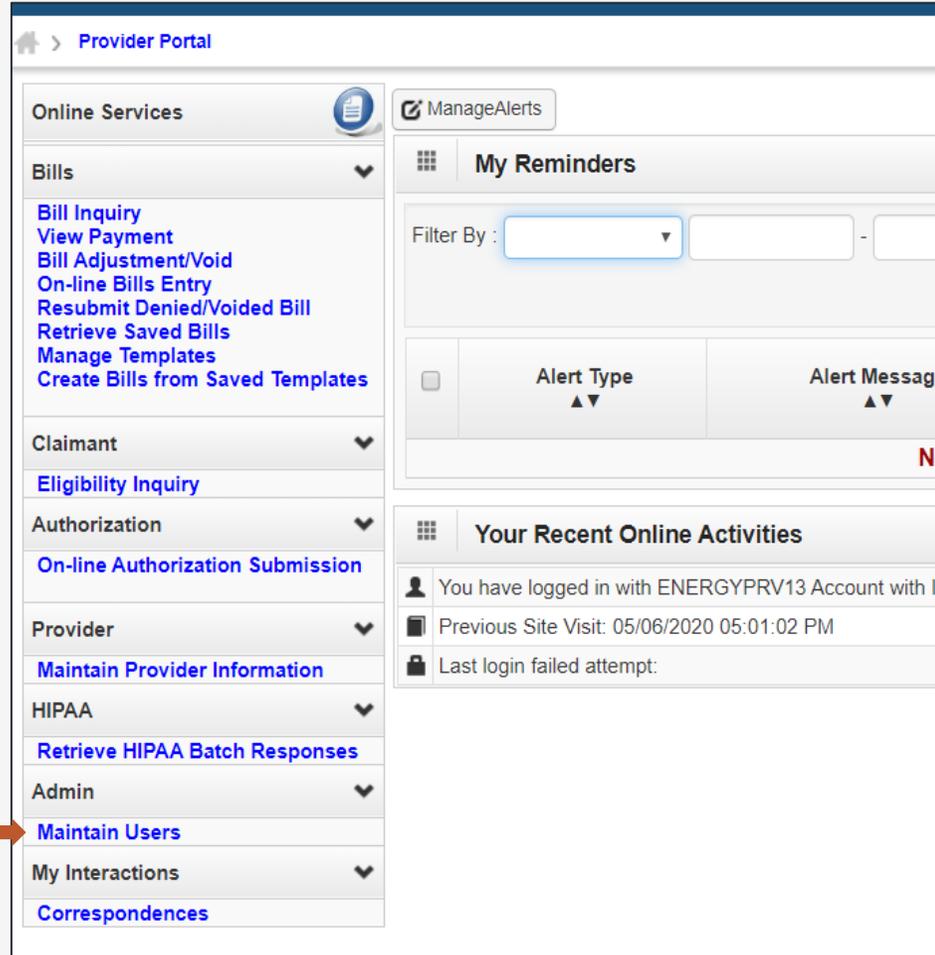
- EXT Provider Bills Submitter
- EXT Provider Claims Payment Status Checker
- EXT Provider Eligibility Checker - Auth Submitter
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider File Maintenance
- EXT Provider Super User
- EXT Provider System Administrator**

You will need to be logged in using the EXT Provider System Administrator profile to manage users.

Maintain Users

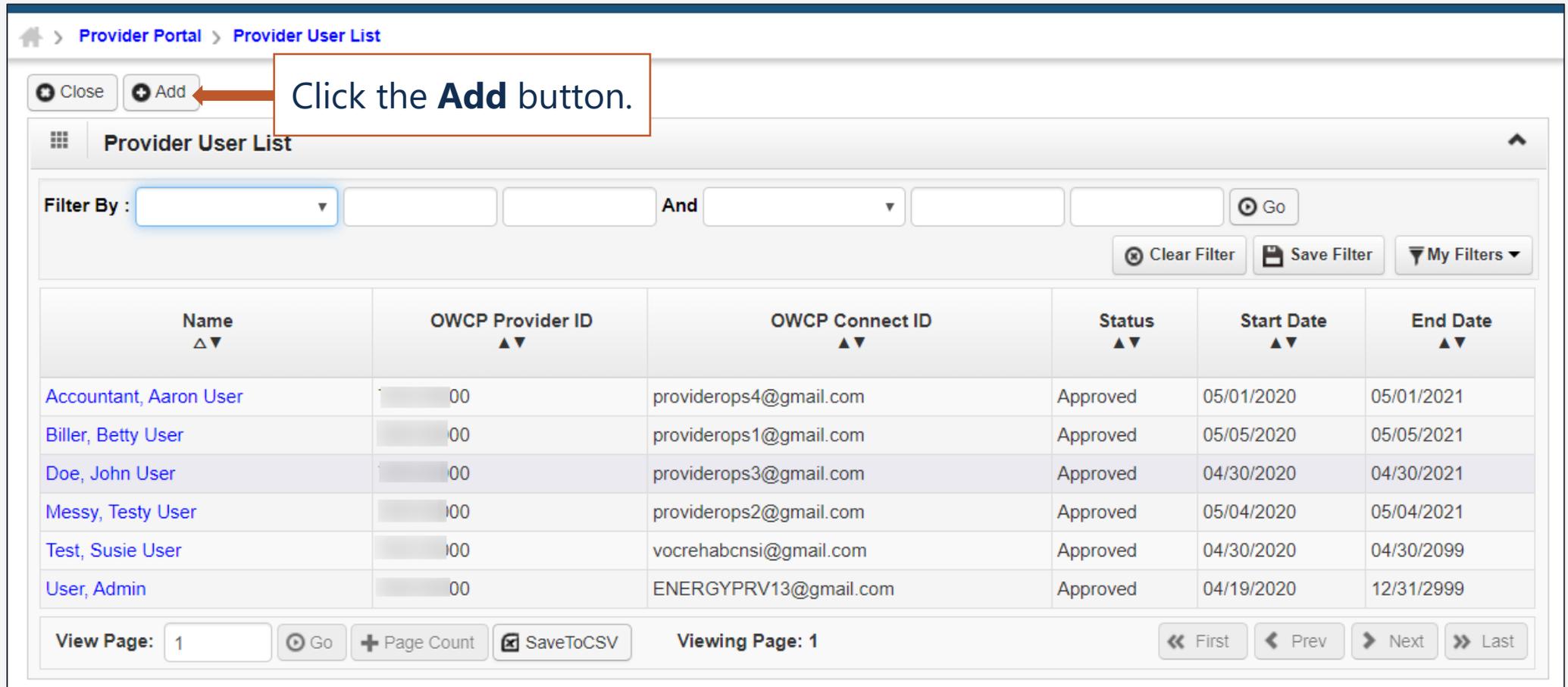
The System Administrator maintains the user accounts for the provider.

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'. Under the 'Admin' category, the option 'Maintain Users' is highlighted. An orange arrow points from the text box on the left to this option. Other visible options include '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', 'Eligibility Inquiry', 'On-line Authorization Submission', 'Maintain Provider Information', 'Retrieve HIPAA Batch Responses', and 'Correspondences'. On the right side of the portal, there are sections for 'ManageAlerts', 'My Reminders' (with a 'Filter By' dropdown), 'Alert Type' and 'Alert Message' dropdowns, and 'Your Recent Online Activities' which lists login events for the 'ENERGYPRV13 Account'.

Adding 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
Billier, 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	vochrehabcnsi@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

Adding a New User

Help

Add Provider User

First Name: *

Middle Name:

Last Name: *

Date Of Birth: *

(Email Address) → SSO User Login ID(OWCP Connect ID): *

OWCP Provider ID: *

User Type: *

Start Date: *

Expiration Date: *

Phone Number:

Status:

Comments:

Batch User
Batch User
NON-PHYSICIAN STAFF
PHYSICIAN STAFF

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

OK Cancel

Associating Profiles to a User/Editing 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
Billier, 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	100	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 the user for which you will be associating profiles.

Associating Profiles to a User/Editing User Information

The screenshot shows the 'Update Provider User' form in a web application. The form contains the following fields:

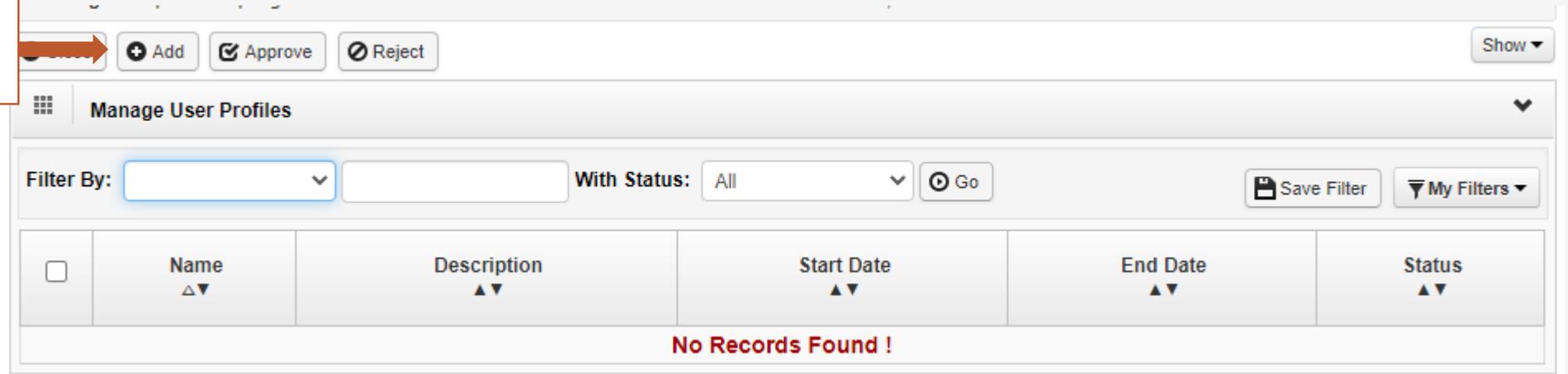
- First Name: John
- Last Name: Doe
- SSO User Login ID(OWCP Connect ID): providerops3@gmail.com
- OWCP Provider ID: 700116000
- Start Date: 04/30/2020
- Phone Number: (empty)
- Comments: (empty)
- Middle Name: User
- Date Of Birth: 05/30/1970
- User Type: Batch User
- Expiration Date: 04/30/2021
- Status: Approved

Annotations and actions:

- A box at the top left says "Update information and click **Save**, or..." with an arrow pointing to the 'Save' button.
- A box at the top right says "To associate profiles to the user, click the **Show** button" with an arrow pointing to the 'Show' button.
- A box on the right side says "...and choose **Associated Profiles**" with an arrow pointing to the 'Associated Profiles' dropdown menu.

Adding Profile(s)

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



The screenshot displays the 'Manage User Profiles' interface. At the top, there are three buttons: '+ Add', 'Approve', and 'Reject'. An orange arrow points to the '+ Add' button. Below these buttons is a 'Show' dropdown menu. The main section is titled 'Manage User Profiles' and contains a filter section with 'Filter By:' dropdowns, a 'With Status:' dropdown set to 'All', and a 'Go' button. There are also 'Save Filter' and 'My Filters' buttons. Below the filter section is a table with columns: Name, Description, Start Date, End Date, and Status. The table is currently empty, and the text 'No Records Found !' is displayed in red at the bottom of the table area.

Add New Profile(s) to User

Only the profiles that are not yet associated to the user are available. In this case, since this is a new user, no profiles have been associated yet.

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

Add New Profiles to User

User Name: Doe, John User

Start Date: 08/25/2020 * End Date: 12/31/2999 *

Available Profiles

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

Associated Profiles

OK Cancel

Approving Profiles

Approving the added profile is an important required step before the user can utilize the profile on future logins.

Select the checkbox next to the Profile names that you will approve and then select the **Approve** button. A pop-up will display where you can give a reason for the update, then select **OK** to finalize.

Provider Portal > Provider User List > ProviderUserDetails > UserProfileList

User Login ID: providerops3gmail Name: Doe,John User

Close Add Approve Reject Show

Manage User Profiles

Filter P [] With Status: All Go Save Filter My Filters

Name	Description	Start Date	End Date	Status
<input type="checkbox"/> EXT Provider Bills Submitter	EXT Provider Claims Submitter	08/25/2020	12/31/2999	In Review

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

SaveToCSV

Edit Profile Information

Provider Portal > Provider User List > ProviderUserDetails > UserProfileList

User Login ID: providerops3gmail Name: Doe,John User

Close Add Approve Reject Show

Manage User Profiles

Filter By: With Status: All Go Save Filter My Filters

	Name ▲▼	Description ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼
<input type="checkbox"/>	EXT Provider Bills Submitter	EXT Provider Claims Submitter	08/25/2020	12/31/2999	Approved

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

SaveToCSV

To edit profile information,
click the **Profile Name**

De-Activate Profiles

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

Profile ID: 500000422 Name: EXT Provider Bills Submitter
User Login ID: providerops3gmail Name: Doe,John User

Close Save

User Profile Details

User Name: Doe,John User Profile Name: EXT Provider Bills Submitter

Status: Approved

Start Date: 08/25/2020 Expiration Date: 12/31/2999

Profiles cannot be deleted –
change the **Expiration Date**
to the current date,
then click the **Save** button

Servicing Providers



Maintain Provider Information

The following profiles allow the setup of Servicing Providers:

- **EXT Provider File Maintenance**
- **EXT Provider Eligibility Checker – Claims Submitter**
- **EXT Provider Super User**

On the Provider Portal choose **Maintain Provider Information**

The screenshot shows the Provider Portal interface. At the top, there is a navigation bar with a power icon, the number 700045300, a user icon labeled 'User, Admin', and a profile dropdown menu currently set to 'Profile: EXT Provider File Maintenance'. Below the navigation bar, the breadcrumb path is 'Provider Portal'. The main content area is divided into several sections: 'Online Services' with a document icon, 'Bills' with a dropdown arrow, 'Claimant' with a dropdown arrow, 'Authorization' with a dropdown arrow, 'Provider' with a dropdown arrow, and 'HIPAA' with a dropdown arrow. The 'Bills' section contains 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 'Provider' section contains a link for 'Maintain Provider Information'. The 'HIPAA' section contains a link for 'Submit HIPAA Batch Transaction'. To the right of the main content, there are three panels: 'ManageAlerts', 'My Reminders' (with a 'Filter By' dropdown and an 'Alert Type' dropdown), and 'Your Recent Online Activities' (listing login events).

If you are using a different profile than the profiles listed in orange on the left, you can switch profiles quickly without logging out by selecting the Profile drop-down and then selecting the appropriate profile.

Servicing Provider Information

Open Step 10
**Servicing Provider
Information**

Close Required Credentials Undo Update

View/Update Provider Data - Group Practice

Business Process Wizard - Provider Data Modification (Group Practice). In order to finalize submission Request for Review.

<input type="checkbox"/>	Step	Required	Last Modification Date
<input type="checkbox"/>	Step 1: Basic Information	Required	
<input type="checkbox"/>	Step 2: Location	Required	
<input type="checkbox"/>	Step 3: Taxonomies	Optional	
<input type="checkbox"/>	Step 4: Ownership Details	Optional	
<input type="checkbox"/>	Step 5: Licenses and Certifications	Optional	
<input type="checkbox"/>	Step 6: Identifiers	Optional	
<input type="checkbox"/>	Step 7: EDI Submission Method	Optional	
<input type="checkbox"/>	Step 8: EDI Submitter Details	Optional	
<input type="checkbox"/>	Step 9: EDI Contact Information	Optional	
<input checked="" type="checkbox"/>	Step 10: Servicing Provider Information	Required	
<input type="checkbox"/>	Step 11: Payment Details	Required	
<input type="checkbox"/>	Step 12: Complete Provider Disclosure	Required	
<input type="checkbox"/>	Step 13: View/Upload Attachments	Optional	
<input type="checkbox"/>	Step 14: Submit Maintenance Request for Review	Required	

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

Add Servicing Providers

Click the **Add** button to add a Servicing Provider

Servicing Providers

Filter By :

If the group or facility has more than 9 servicing providers, the group/facility itself is responsible for validating its providers' individual licenses.

<input type="checkbox"/>	SSN/FEIN ▲▼	Provider Name ▲▼	NPI ▲▼	Provider Type ▲▼
<input type="checkbox"/>	123-45-6789			25 - Physician (MD) & Physician (DO)

View Page: Viewing Page: 1

Complete Servicing Provider Form

Associate Servicing Provider

Tax Identifier Type: FEIN
 SSN

Organization Name:

Organization Business Name: FEIN:

Last Name: Middle Name:

First Name: SSN:

Provider Type: * National Provider Identifier (NPI):

Taxonomy:

License/Certification Category	License/Certification Type	License/Certification Number	Issued State	Initial Issue Date	Expiration Date
<input type="text" value=""/>	<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	<input type="text"/>	<input type="text"/>
<input type="text" value=""/>	<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	<input type="text"/>	<input type="text"/>

Complete the servicing provider information, then Click **OK**.

Add Servicing Providers

Close Add

Servicing Providers

Filter By : Go Clear Filter Save Filter My Filters

If the group or facility has more than 9 servicing providers, the group/facility itself is responsible for validating its providers' individual licenses.

<input type="checkbox"/>	SSN/FEIN ▲▼	Provider Name ▲▼	NPI ▲▼	Provider Type ▲▼
<input type="checkbox"/>	123-45-6789			25 - Physician (MD) & Physician (DO)

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

The new servicing provider will be added to the list – you can continue to add servicing providers

Correspondence

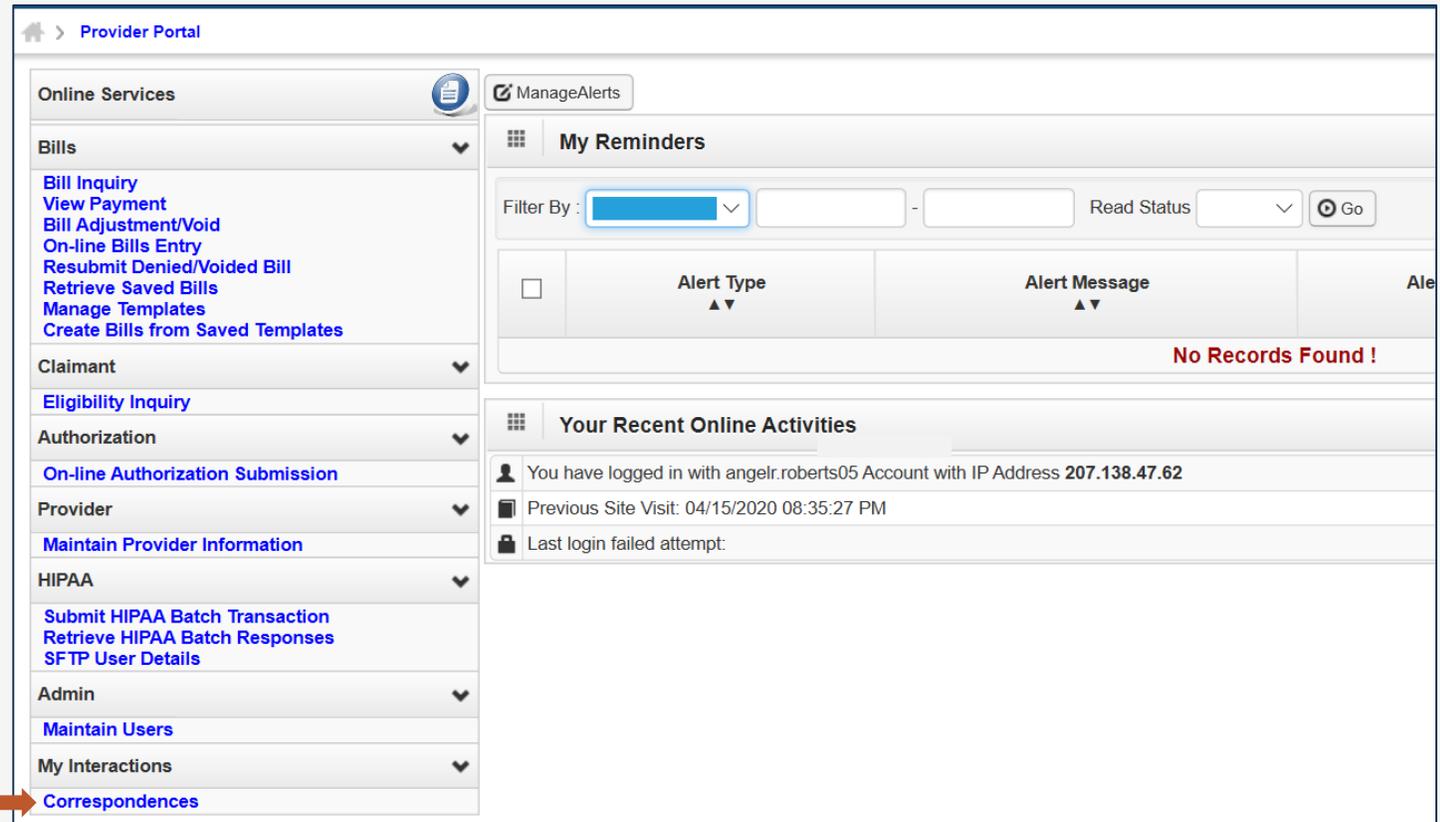


Provider Portal – Home Page

The following profiles allow access to Correspondences:

- **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**

Click **Correspondences**



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

Manage Alerts

My Reminders

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

Alert Type	Alert Message	Alert
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: 04/15/2020 08:35:27 PM
- Last login failed attempt:

Correspondence Retrieval

- 1 To retrieve correspondence documents, click the hyperlink in the **E2 VAULT KEY** column. The selected document will open in a separate window.

Close

Correspondence Retrieval Page

Filter By : [] And [] And []

[] And [] Go Clear Filter Save Filter My Filters

E2 VAULT KEY ▲▼	CORRESPONDENCE TITLE ▲▼	SENT BY ▲▼	SENT DATE ▲▼	JOB TYPE ▲▼	STATUS ▲▼	OWCP ID ▲▼
PE515437109	Provider Welcome	Amatul,Qudoos	05/27/2020	PC	File Archived	7

View Page: 1 Go + Page Count Viewing Page: 1 << First < Prev > Next >> Last

SaveToCSV

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