

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

Login

OWCP Provider ID *

Temporary ID *

Temporary Key *

SSN/TAX ID *

Login

Login

123456789 *

PrvdrUser123456789 *

cYBUL7&xxP *

98765432 *

Login

Example

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

user's information entered in the Account 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 authenticate users to EEOA's Claimant Query

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

eCAMSTM
HCE 
Powered by CNSI

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

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

Welcome to the Workers' Compensation Medical Bill Process System

eCAMSTM
HCE 
Powered by CNSI

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

Managing Users



Provider Portal Profiles

Welcome to the Workers' Compensation Medical Bill Process System

eCAMSTM
HCE 
Powered by CNSI

Select a profile to use during this session:

Profile: *

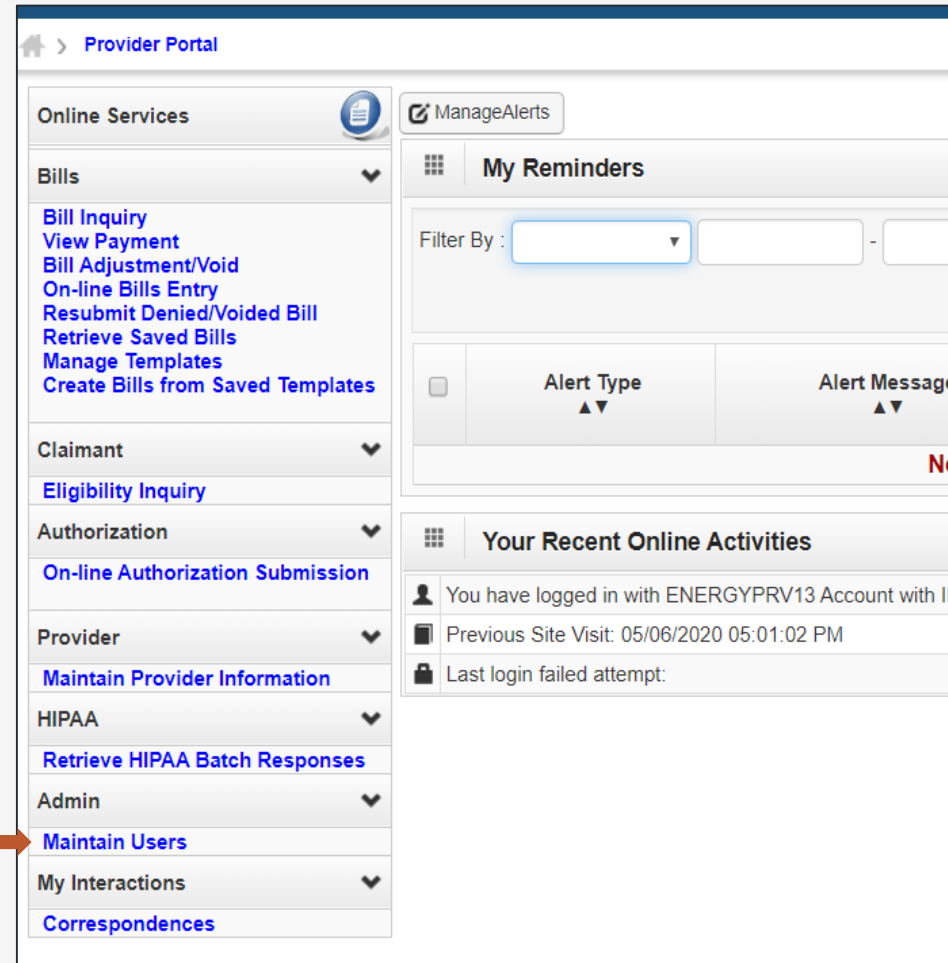
- EXT Provider Bills Submitter
- EXT Provider Claims Payment Status Checker
- EXT Provider Eligibility Checker - Auth Submitter
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider File Maintenance
- EXT Provider Super User
- EXT Provider System Administrator**

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**.



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 |
| 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 |

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First Prev Next Last

Adding a New User

The screenshot shows a web application window titled "Add Provider User" with a "Help" icon in the top left. The form contains several input fields and dropdown menus. An annotation box labeled "(Email Address)" with an arrow points to the "SSO User Login ID(OWCP Connect ID)" field. Another annotation box labeled "User Type:" with an arrow points to the "User Type" dropdown menu, which is open and shows three options: "Batch User", "Batch User", "NON-PHYSICIAN STAFF", and "PHYSICIAN STAFF". A third annotation box labeled "Fill in the form and click OK." with an arrow points to the "OK" button at the bottom right of the form.

Help

Add Provider User

First Name: *

Middle Name:

Last Name: *

Date Of Birth: *

SSO User Login ID(OWCP Connect ID): *

OWCP Provider ID: 00 *

User Type: Batch User *

Start Date: *

Expiration Date: *

Phone Number:

Status: Approved

Comments:

OK Cancel

(Email Address)

SSO User Login ID(OWCP Connect ID):

OWCP Provider ID:

Start Date:

Phone Number:

Comments:

User Type:

Batch User

Batch User

NON-PHYSICIAN STAFF

PHYSICIAN STAFF

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

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 |
| 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 | 100 | vocrehabcnsi@gmail.com | Approved | 04/30/2020 | 04/30/2099 |
| User, Admin | 00 | ENERGYPRV13@gmail.com | Approved | 04/19/2020 | 12/31/2999 |

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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:

- Update information and click **Save**, or...**: Points to the 'Save' button at the top left.
- To associate profiles to the user, click the **Show** button**: Points to the 'Show' button at the top right.
- ...and choose **Associated Profiles****: Points to the 'Associated Profiles' dropdown menu.

Adding Profile(s)

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

Manage User Profiles

Filter By: With Status:

| <input type="checkbox"/> | Name ▲▼ | Description ▲▼ | Start Date ▲▼ | End Date ▲▼ | Status ▲▼ |
|--------------------------|------------|-------------------|------------------|----------------|--------------|
| No Records Found ! | | | | | |

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

»

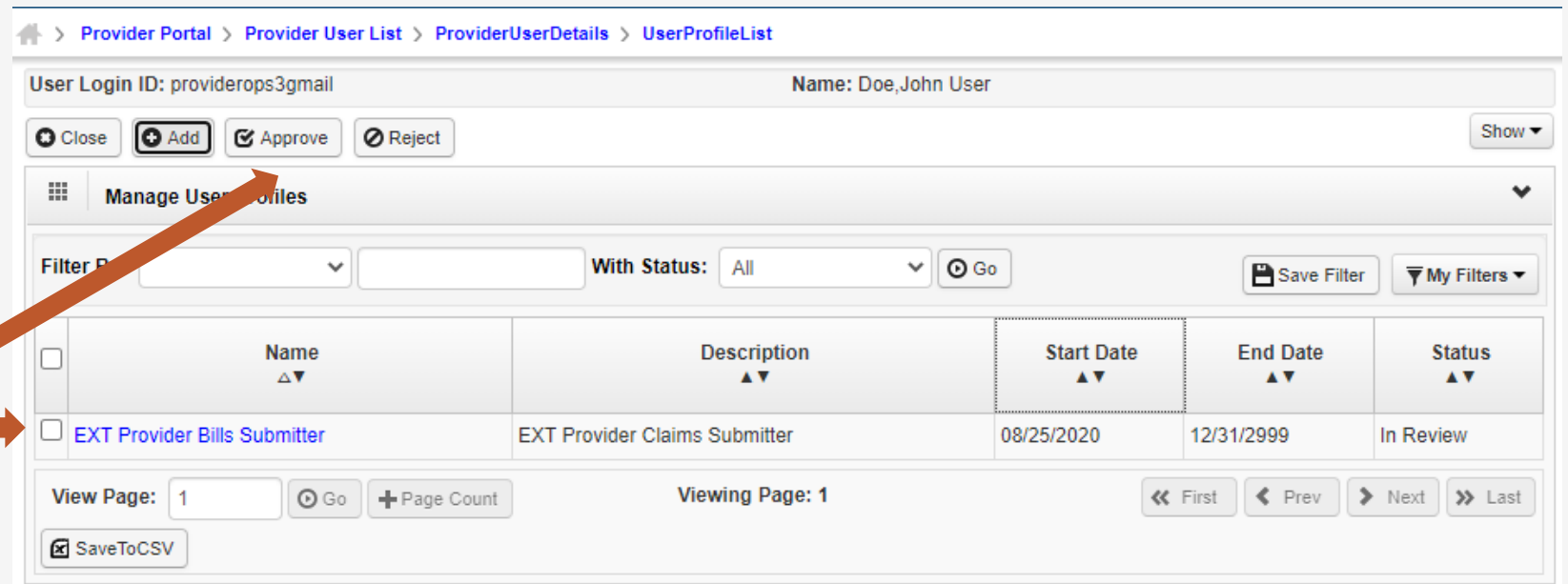
«

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.



The screenshot displays the 'Provider User List' interface. At the top, the breadcrumb trail is 'Provider Portal > Provider User List > ProviderUserDetails > UserProfileList'. Below this, the 'User Login ID: providerops3gmail' and 'Name: Doe, John User' are shown. A row of buttons includes 'Close', 'Add', 'Approve', and 'Reject'. The 'Approve' button is highlighted with an orange arrow. Below the buttons is a 'Manage User Profiles' section with a table of profiles. The table has columns for 'Name', 'Description', 'Start Date', 'End Date', and 'Status'. One profile is listed: 'EXT Provider Bills Submitter' with description 'EXT Provider Claims Submitter', start date '08/25/2020', end date '12/31/2999', and status 'In Review'. A checkbox next to the profile name is also highlighted with an orange arrow. At the bottom, there are pagination controls showing 'View Page: 1' and 'Viewing Page: 1', along with a 'SaveToCSV' button.

| 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 |

Edit Profile Information

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

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

De-Activate Profiles

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

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

User Profile Details

User Name: Doe,John User

Profile Name: EXT Provider Bills Submitter

Status:

Start Date:

Expiration Date:

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 header bar with a power icon, the number 700045300, a user icon labeled 'User, Admin', and a dropdown menu labeled 'Profile: EXT Provider File Maintenance'. Below the header, the main content area is divided into two columns. The left column contains a sidebar with the following 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). Under 'Bills', there are links: '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'. Under 'Claimant', there is a link: 'Eligibility Inquiry'. Under 'Authorization', there is a link: 'On-line Authorization Submission'. Under 'Provider', there is a link: 'Maintain Provider Information'. Under 'HIPAA', there is a link: 'Submit HIPAA Batch Transaction'. The right column contains three sections: 'ManageAlerts' (with a checkmark icon), 'My Reminders' (with a grid icon), and 'Your Recent Online Activities' (with a grid icon). The 'My Reminders' section has a 'Filter By' dropdown and an 'Alert Type' dropdown. The 'Your Recent Online Activities' section lists: 'You have logged in with ENERGYPRV13gmail Acc', 'Previous Site Visit: 05/19/2020 10:33:46 AM', and 'Last login failed attempt:'. An orange arrow points from the 'Maintain Provider Information' link in the sidebar to the 'Profile: EXT Provider File Maintenance' dropdown in the header.

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="v"/> | <input type="text"/> | <input type="text"/> | <input type="text" value="v"/> | <input type="text" value="calendar"/> | <input type="text" value="calendar"/> |
| <input type="text" value="v"/> | <input type="text"/> | <input type="text"/> | | <input type="text" value="calendar"/> | <input type="text" value="calendar"/> |

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

Add Servicing Providers

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: 1 Viewing Page: 1

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

Correspondence

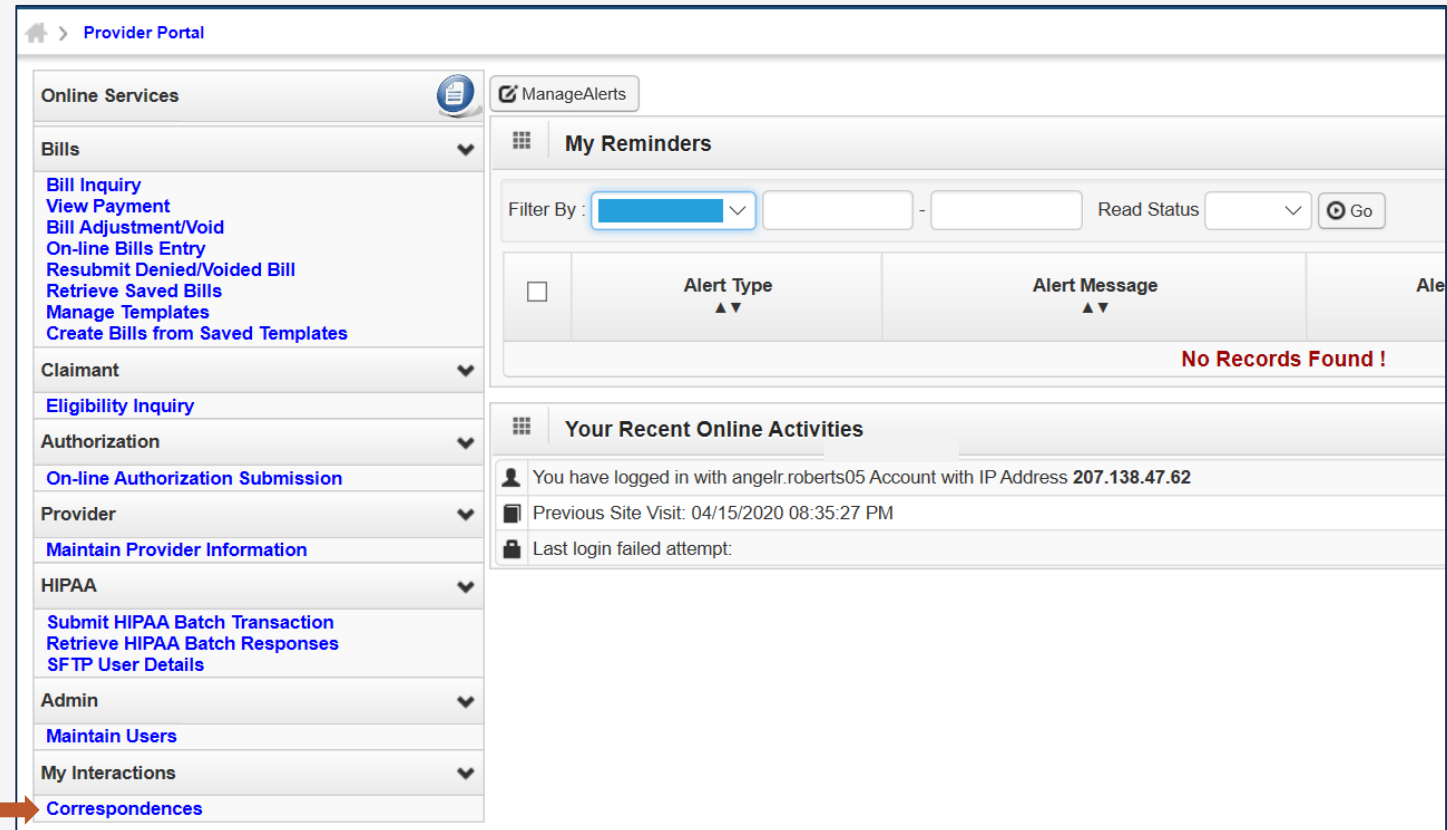


Provider Portal – Home Page

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**



The screenshot displays the Provider Portal Home Page. On the left is a sidebar menu with categories: Online Services, Bills, Claimant, Authorization, Provider, HIPAA, Admin, and My Interactions. The 'Bills' category is expanded, showing links like Bill Inquiry, View Payment, and Bill Adjustment/Void. At the bottom of the sidebar, the 'Correspondences' link is highlighted with a red arrow pointing from the text 'Click Correspondences'. The main content area on the right includes a 'Manage Alerts' button, a 'My Reminders' section with a filter and 'Go' button, and a table showing 'No Records Found!'. Below that is a 'Your Recent Online Activities' section listing login events.

| Alert Type | Alert Message | Alert |
|--------------------|---------------|-------|
| No Records Found ! | | |

| Your Recent Online Activities | |
|-------------------------------|--|
| Person icon | You have logged in with angelr.roberts05 Account with IP Address 207.138.47.62 |
| Calendar icon | Previous Site Visit: 04/15/2020 08:35:27 PM |
| Lock icon | 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

Images/Attachment Retrieval

- 1 To retrieve images/attachments that have been submitted, click the hyperlink in the **REPOSITORY KEY** column. The documents will open in a separate window.

Upload Images/Attachments

Images/Attachments Retrieval Page

Filter By : And And
 And Go Clear Filter Save Filter My Filters

| REPOSITORY KEY ▲▼ | IMAGE TITLE ▲▼ | CREATED BY ▲▼ | CREATED DATE ▲▼ | RECEIVED DATE ▲▼ | OWCP ID ▲▼ |
|-------------------------|-------------------|-------------------|--------------------|---------------------|---------------|
| ATT5768 | ACH Form | sumasabbellasisit | 04/02/2020 | 04/02/2020 | 700045300 |

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

SaveToCSV

Note: If you were a provider with the legacy system (Conduent), you will be able to find your legacy RVs in this area as well.

Thank you!

A survey will automatically be displayed as you leave the webinar – please give us your feedback!

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