Manage Users and Correspondence
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

BILL 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......

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.

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
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.
Managing Users
You will need to be logged in using the EXT Provider System Administrator profile to manage users.
On the Provider Portal, choose **Maintain Users**.

The System Administrator maintains the user accounts for the provider.
Adding a New User

Click the **Add** button.
Adding a New User

Click the **Add** button. Fill in the form and click **OK**.
Associating Profiles to a User/Editing User Information

Choose the user for which you will be associating profiles.
Associating Profiles to a User/Editing User Information

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

To associate profiles to the user, click the **Show** button...

...and choose **Associated Profiles**
Adding Profile(s)

To add a profile, Click the **Add** button
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**
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.
To edit profile information, click the Profile Name.
Profiles cannot be deleted – change the **Expiration Date** to the current date, then click the **Save** button.
Servicing Providers
Maintain Provider Information

On the Provider Portal choose **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**

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
Click the **Add** button to add a Servicing Provider.
Complete Servicing Provider Form

Complete the servicing provider information, then Click **OK**.
Add Servicing Providers

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

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!

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