Informing Claimants
Introduction

This webinar will include pertinent information to discuss details and educate Claimants on the new Workers’ Compensation Medical Bill Process (WCMBP) System.

- **Important** Information
- **Claimant** Expectations
- **Claimant** Letters
- **Claimant** Login
- **Bill** Submissions
- **Authorizations**
- **How** to Contact CNSI
- **Claimant** Preparation
Important Information About This Webinar

- This webinar is intended for OWCP Claimants.
- 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
Claimant Expectations
Claimant Expectations

Claimants who are currently active with OWCP on or before April 27, 2020, can expect the following with the transition to the new WCMBP system:

- Claimant files will be transferred from Conduent system to WCMBP without any claimant intervention
- No interruption in payments to the Claimants for out of pocket expenses
- Bill history data (last 7 years) will be viewable and all historical bills will transfer from Conduent system to WCMBP system
- Webinars and training tutorials will be available on the WCMBP web portal to provide assistance and instructions on how to use the new system
- Web portal FAQs will be continuously updated to address provider questions
- No change to system go-live date due to COVID-19
Claimant Letters
Claimant Letters

Claimants will receive letters that will be mailed prior to April 27, 2020, to the mailing address on your claimant case file with OWCP. The letters that will be mailed are:

- **DEEOIC & DCMWC Welcome Letter** that will include your new MBIC cards.
- **DEEOIC & DFEC Pre-Transition Letter** introduces the new bill processor, CNSI and WCMBP system features applicable to claimants.

**Note:** There will be a webinar session to inform representatives about the transition and how to login into the new WCMBP system.
Claimant Login
After login into the system, you will have access to the following online functionality:

- **Eligibility Inquiry** – Claimants can inquire on the accepted conditions associated with their case.

- **Authorization History** – Claimants can view an authorization request submitted by their servicing providers. The authorization request includes information about authorization status, requesting provider, requested procedure, and requested dates of service.

- **Bill History** – Claimants can view bills submitted by their servicing providers. Complete bill information, such as the billed and paid amount, the payment method, and the payment date, is available.

- **Correspondence** - Claimants can view correspondence sent to them by CNSI.
Claimant Login

- To login, click on the Login menu and select Claimant from the drop-down list. When you click on that link, you will be directed to the Employees’ Compensation & Management Portal (ECOMP) homepage (https://owcp.dol.gov).
- You may also log into ECOMP directly at https://owcp.dol.gov.
Once in ECOMP, select the program under which your benefits are covered to login and have your identity verified.
Once in ECOMP and in your case, click on the “Bill Pay Inquiry” link
Once you select the “Bill Pay Inquiry” link for a case in the ECOMP Case Review page, you will be seamlessly brought to the WCMBP Claimant Bill Inquiry page below. On this page, you can click on the hyperlink in the TCN column to view bill details associated with the case number from the ECOMP Case Review page.
Bill Details will display:

- Status Information Effective Date (inquiry date)
- Status Category Code (Bill status)
- Service Period (Date Of Service Range)

- Bill Type Identifier (Institutional Bill Type)
- Charged Amount (Billed Amount)
- Payment Amount (Bill reimbursement amount)
Bill Details Cont.

Bill Details will display:

- TCN #

- Status (Status of the bill)

- Adjudication of Payment Date (Bill Paid/Denied date)

- Check Issue or EFT Effective Date (Paid Date)
Claimant Bill Inquiry List

Once claimants are done with the Bill Inquiry List, click “Close” to gain access into the WCMBP Claimant Portal and see the online services.

Claimants will have access to the following online services.

**Note:** DEEOIC Claimants with Part B, Part E or both statuses, if eligible, may have additional links.
Bill Submissions
Bill Submission Methods

You can submit paper bills via mail to seek reimbursement for out of pocket expenses related to medical treatment, prescription medication, medical supplies, and travel.

The following Reimbursement forms will be downloadable from the WCMBP web portal:

- **OWCP 915 Medical Reimbursement Form** – Use this form to seek reimbursement for out of pocket medical expenses pertaining to the treatment of a claimant's accepted conditions.

- **OWCP 915 Medical Reimbursement (Prescriptions) Form** – Use this form to seek reimbursement for out of pocket expenses pertaining to prescriptions.

- **OWCP 957 Travel Reimbursement Form** – Use this form to seek reimbursement for out of pocket expenses pertaining to traveling to and from medical appointments.

**Note:** For more information regarding submitting bills, please register for those assigned webinars.
Authorizations
Authorizations

If you are seeking reimbursements for services that were paid out of pocket and those services require an authorization, you must obtain an authorization for services to be paid.

- If a DEEOIC claimant submits an OWCP 915 and/or OWCP 957 form without an authorization, CNSI will assign a task to the Medical Benefits Examiner (MBE) that the claimant requires an authorization for approval. CNSI will await for the MBE’s instructions.

- If a DFEC claimant submits a Medical OWCP 915 form without an authorization, the bill will deny. DFEC claimants will need to contact their CE about obtaining an authorization.

- If a DFEC claimant submits an OWCP 957 form without an authorization, the bill will deny. DFEC claimants will need to complete the new Travel Authorization Template and fax to 800.215.4901.
Updated Templates

- CNSI have designed new Authorization templates. On April 13, 2020, these templates be available, VIEW ONLY, on the Outreach Portal @ https://prod.wcmbp.com/outreach/. Each template includes instructions to help you fill it out correctly.

- **DFEC Claimants** for lodging and travel exceeding 100 miles roundtrip will need to complete a DFEC Transportation and Travel Authorization template.

- **Note:** In the Provider Information section, enter “999999991” as the OWCP ID. This will allow to know that this request is being submitted by the claimant. Also, list your name in the “Requested By” field.
How to Contact CNSI
How to Contact CNSI

- There will be new mailing addresses for paper bill submissions effective April 27, 2020. This information will be posted to the WCMBP web portal under Contact Us.
- 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 claimants will use the current authorization fax number.

Note: The mailing address, customer service toll free numbers and authorization fax number will be posted on the WCMBP system April 27, 2020.
Claimant Preparation
Claimant Preparation Tips

- Look out for mailings from CNSI outlining information about the new system.
- DEEOIC & DCMWC Claimants will receive new MBIC cards.
- New MBIC cards (applicable to DEEOIC & DCMWC) will have a Case Number listed on the front that is required for all submissions, replacing the use your SSN. Share this information with your medical provider.
- Continue to check the web portal for updated FAQs and training materials
- Note the new mailing addresses
- Attend webinars for additional information
- Check back on April 27, 2020 when the new system launches to access WCMBP web portal
Thank you!

Please continue to visit our Outreach web portal for updates, Frequently Asked Questions (FAQs) and webinar schedule.

The PowerPoint presented will be posted to the Outreach portal within 24 hours.


CNSI looks forward to being the new medical bill processing agent for the OWCP programs and working with each of you!

CNSIOWCPOutreach@cns-inc.com