Updating Legacy Providers

Introduction

This webinar will include pertinent information to discuss details and educate Providers on the new Workers' Compensation Medical Bill Process (WCMBP) System.
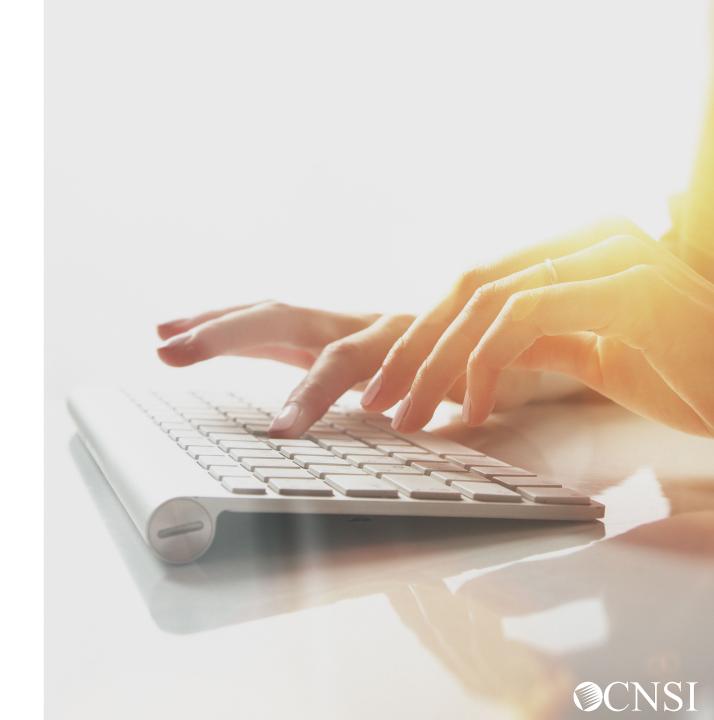
- ❖ **Important** Information

- ❖ **Provider** Expectations

- ❖ **Provider** Registration & Enrollment

- ❖ Bill **Submissions**

- ❖ **Updated** Forms & Templates

- ❖ **New** Mailing Addresses

- ❖ **Provider** Preparation

- ❖ **New** System Features

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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

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Provider Expectations

Provider Expectations

Providers who are currently enrolled and active with Conduent on or before April 27, 2020, can expect the following with the transition to the new WCMBP system:

- Provider files will be transferred from Conduent system to WCMBP without any provider intervention, keeping the same provider ID

- **No** interruption in payments to the Providers

- 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

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Provider Registration & Enrollment

Provider Re-Enrollment vs Enrollment

Active legacy providers will **NOT** have to re-enroll into the new system.

If your profile has <u>not</u> been active in Conduent's system in the last 2 years, your information will not transfer over to the new WCMBP system.
<u>These providers will have to enroll.</u>

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Legacy Provider Registration

Legacy Providers will have to register with **OWCP Connect** beginning April 27, 2020 to access web portal features.

What is OWCP Connect?

OWCP Connect is a mechanism used to authenticate users to the WCMBP system. OWCP Connect registration has no relation to the enrollment process or enrollment status for providers.

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Legacy Provider Letters

Legacy Providers will receive two letters to assist with registration. The letters will be mailed prior to April 27, 2020, to the <u>mailing address on your provider profile with Conduent.</u> The two letters that will be mailed are:

- **Welcome Letter** that will include your OWCP Provider ID and a Temporary ID for registration.
- **Security Letter** that explains how to register with OWCP Connect along with a "Temporary Key" number needed for registration.

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Bill Submissions

Bill Submission Methods

Bills can be submitted electronically, via paper or online through the web portal. We do encourage you to submit your claims via Electronic Data Interchange (EDI).

The following methods are supported:

- **Web Interactive** – Providers are able to key in bills directly into the WCMBP system online via Direct Data Entry (DDE) in the Provider Portal. This includes professional, institutional or dental bills. Providers will be able to create bill templates, save the templates and reuse them for future bill submissions to reduce data entry time. Supporting documents up to 50 MB can be uploaded through this method.

- **Web Batch** – Providers, including billing agents and clearinghouses, can submit EDI batch files through the online Provider Portal. Uploading supporting documents via web batch will be available in the future.

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Bill Submission Methods

Additional methods supported:

- **<u>Secured FTP Batch</u>** – Providers can submit EDI files with supporting documents through Secured FTP folder. EDI files up to 100 MB can be uploaded through this method.

- **<u>Billing Agents/Clearinghouses</u>** – Providers can choose this method and add the billing agent association to their existing provider profile by using the billing agent or clearinghouse OWCP Provider ID. If your billing agent or clearinghouse is not enrolled with OWCP, they have to complete their enrollment process first before they can submit the bills on your behalf.

- **<u>Paper Forms</u>** – Providers can submit paper bills via mail. The bill forms can be downloaded from the WCMBP web portal.

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P2P Link Bill Submission

P2P Link for bill submissions will **NOT** be available with the new WCMBP system. However, the following bill submission methods can be used:

<u>Secured FTP Batch</u> OR <u>Web Batch</u>

- Free solution to submit bills electronically

- Faster than paper billing methods

- Payments are processed faster, avoiding postage and mailing

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

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Updated Provider Forms & Templates

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Updated Provider Forms/Templates

Listed below you will find a catalog of OWCP forms and templates that have been redesigned for the WCMBP System.

Beginning April 13, 2020, these templates and forms will be available, <u>VIEW ONLY</u>, on the Outreach Portal @ **https://prod.wcmbp.com/outreach/.**   Each form/template has an instruction sheet to assist you on how to properly complete each form.

Provider Authorization (DFEC)
- General Medical
- Surgical Package
- Durable Medical Equipment
- Physical/Occupational Therapy
- Home Health
- Travel
- Unlisted J Codes

Provider Authorization (DEEOIC)
- General Medical
- Durable Medical Equipment
- Home Health
- Medical Transportation
- Rehabilitation Therapies
- Transplant

Provider Enrollment (All Programs)
- Provider Enrollment Form (OWCP-1168)
- EDI Enrollment Form for Billing Agent/Clearinghouse

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New Mailing Addresses

New Mailing Addresses

- There will be new mailing addresses for enrollment applications and paper bill submissions effective April 27, 2020. The new addresses will be posted on the WCMBP web portal.

- The fax number for authorizations will also be posted on the WCMBP web portal.

- Any documents sent to the Conduent mailboxes during the transition, will be forwarded to the appropriate CNSI mailing address.

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Provider Preparation

Provider Preparation Tips

- Look out for 2 mailings from CNSI outlining registration information to system

- Ask Claimants for a copy of their new MBIC cards (DEEOIC & DCMWC) after

   April 27, 2020

- The new MBIC cards will have a Case Number listed on the front that is required for all submissions, replacing the use of the claimant's SSN

- Continue to check the web portal for updated FAQs and training materials

- Capture the new mailing addresses for bill submissions

- Attend webinars for additional information

- Check back on April 27, 2020 when the new system launches to access WCMBP web portal

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New System Features

New System Features

- Faster payment processing through Electronic Data Interchange (EDI)

- Online upload feature for your supporting documentation

- Online provider profile updates

- More edits, checks and validations to ensure your bills are accurately submitted

- Online bill adjustment and provider enrollment application

- Reminder notifications prior to license expiration dates

- Online fillable forms

- Notification of duplicate authorizations

- View and download 1099s online

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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.

The Outreach portal at
https://prod.wcmbp.com/outreach/ will discontinue on April 24, 2020 and
https://owcpmed.dol.gov will transition to the new WCMBP System on April 27, 2020.

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

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