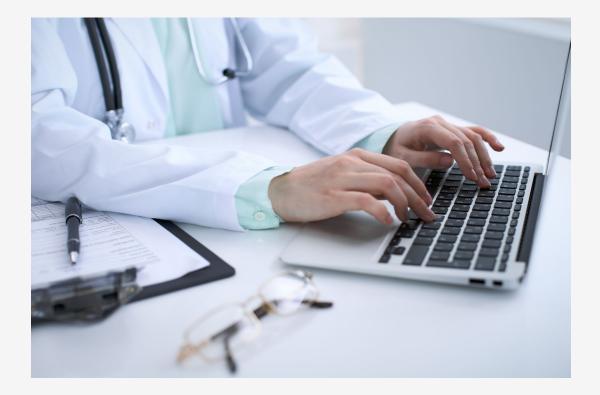# Bill Adjustment

Introduction

The purpose of this tutorial is to educate providers on the Bill Adjustment features using the WCMBP System.

- Understand the benefits of Bill Adjustment

- How to Search Provider Bill Adjustments

- Bill Adjustments

Bill Adjustment Benefits

Allows Providers to:

- Make corrections to paid bills electronically.

Bill Adjustment

WCMBP System

- Providers can submit bill adjustments for any bill using one of the preferred methods:

  - Mailroom

  - Direct Data Entry (DDE)

  - Electronically

Note: Void transactions are not available for DFEC, DEEOIC, and DCMWC providers. If providers need to adjust a bill, they need to submit an adjustment using their chosen submission method.
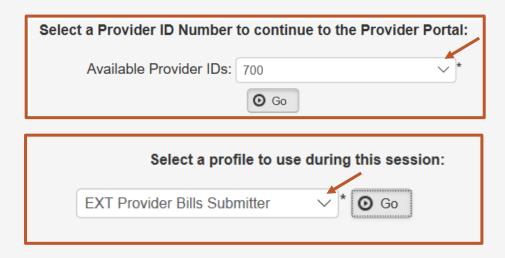
Accessing Bill Adjustment via the WCMBP System

1 Log in to the WCMBP System. The system will display the default Select a Provider ID Number page.

Select a Provider ID Number to continue to the Provider Portal:

Available Provider IDs: 700

⊙ Go

2 Select the appropriate profile, **Ext Provider Bills Submitter**, from the drop-down list.

Select a profile to use during this session:

EXT Provider Bills Submitter * ⊙ Go

3 Select the **Bill Adjustment** link under Bills.

Bills ⌄

Bill Inquiry
View Payment
Bill Adjustment
On-line Bills Entry
Resubmit Denied Bill
Retrieve Saved Bills
Manage Templates
Create Bills from Saved Templates
View Accounts Receivable

How to Search Provider Bill Adjustments

1 To search for a bill to adjust:

a. Enter a TCN, or Claimant ID or SSN, and the Date of Service (DOS).

b. Select **Submit**.

Note: You can only search for paid bills within the past seven years.

How to Search Provider Bills Adjustments

The system displays the bills that match the search criteria you entered.

1 Select the checkbox to the left of the TCN that you want to adjust.

2 Select **Adjust**.

Adjust Bill

The system will display the Basic Bill Information:

- Original TCN (TCN # you are adjusting)
- Provider Information
- Claimant Information
- Bill Information
- Service Line Item Information

Note: The full page will populate showing all the Bill Header Information. This screen has the sections minimized.

Selecting the down arrow will maximize the section. You are able to make corrections to the information.

How To Submit Bill Adjustments

A dialogue Box opens asking if you want to submit backup documentation.

(1) Select **OK** to add attachments, or select **Cancel** if no attachment is needed.

This site says...

Do you want to submit any Backup Documentation?

| OK | Cancel |

A dialogue box will be displayed with your new TCN number.

(2) Select **Submit** to submit your adjustment.

A Dialogue box opens confirming your adjustment was submitted successfully.

This site says...

Your Bill adjustment request was submitted successfully.

| OK |

THANK YOU!