

Bill Adjustment Tutorial



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

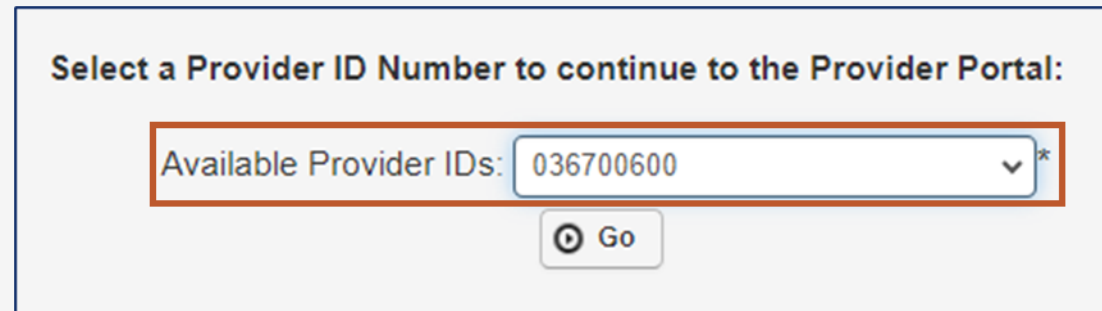
WCMBP System

- Providers can submit bill adjustments for any bill using one of the following 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 on the WCMBP System (1)

1. Log in to the WCMBP System. Select a Provider ID Number to continue to the Provider Portal. Then select Go.

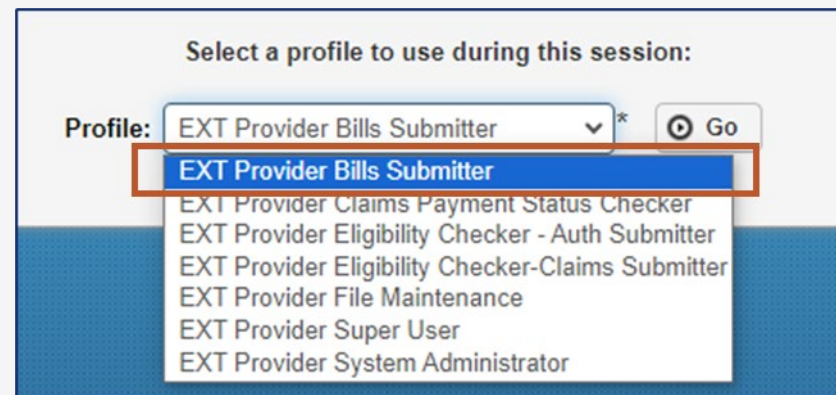


Select a Provider ID Number to continue to the Provider Portal:

Available Provider IDs: 036700600

Go

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



Select a profile to use during this session:

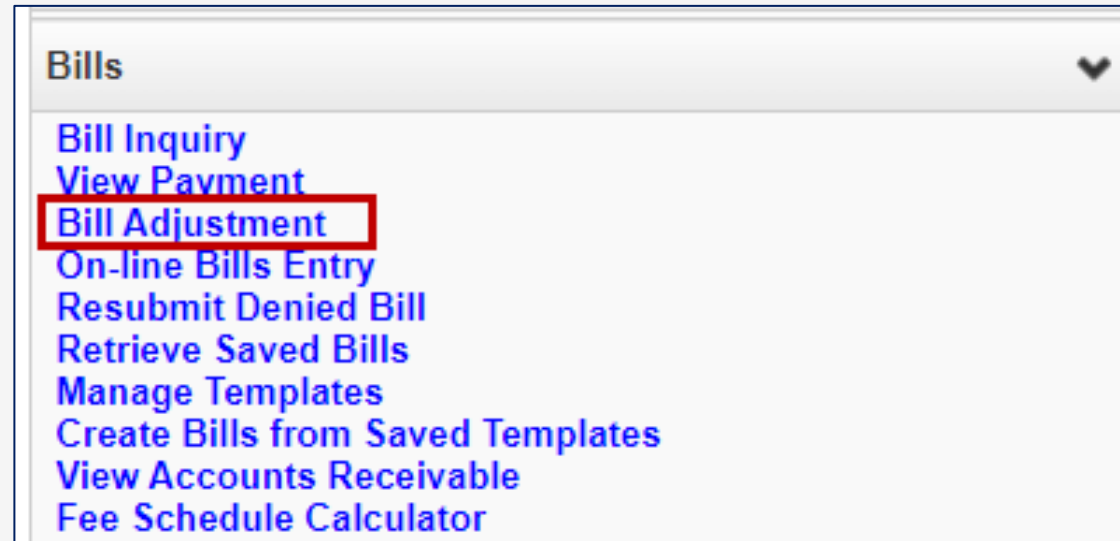
Profile: EXT Provider Bills Submitter

Go

- 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

Accessing Bill Adjustment on the WCMBP System (2)

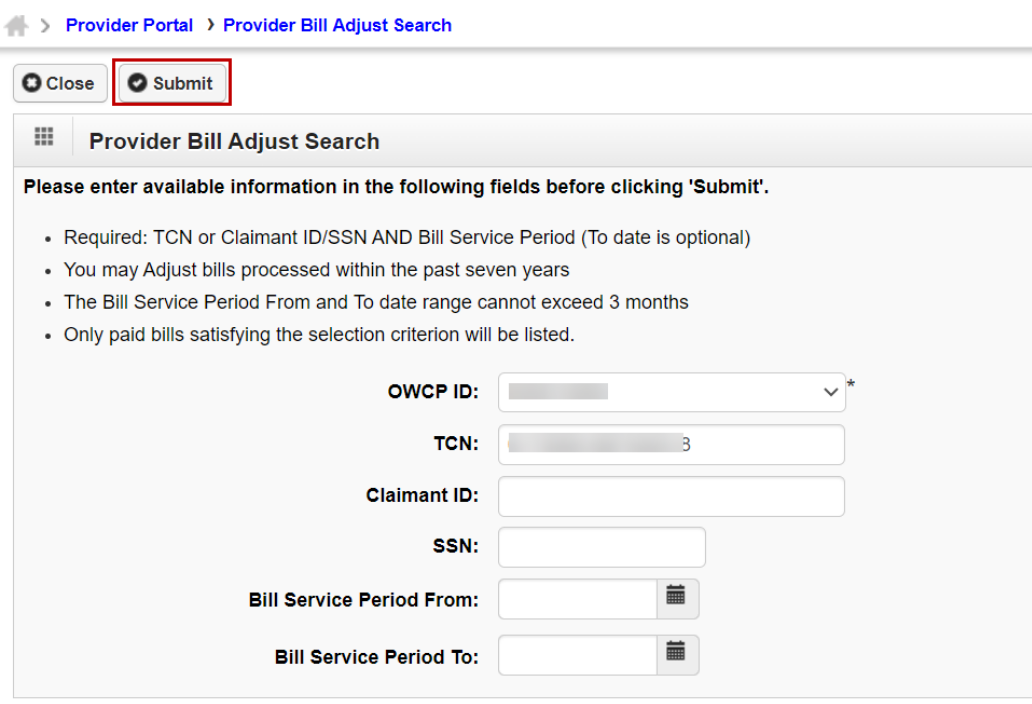
3. The provider portal main screen displays. Select the **Bill Adjustment** link under Bills.



How to Search Providers Bills to Adjust (1)

To search for a bill to adjust:

1. Enter a TCN, or Claimant ID or SSN, and the Date of Service (DOS).
2. Select **Submit**.



The screenshot shows a web interface for searching provider bills. At the top, there is a breadcrumb trail: "Provider Portal > Provider Bill Adjust Search". Below this, there are two buttons: "Close" and "Submit", with the "Submit" button highlighted by a red rectangle. The main heading is "Provider Bill Adjust Search". Below the heading, there is a message: "Please enter available information in the following fields before clicking 'Submit'." followed by a list of instructions:

- Required: TCN or Claimant ID/SSN AND Bill Service Period (To date is optional)
- You may Adjust bills processed within the past seven years
- The Bill Service Period From and To date range cannot exceed 3 months
- Only paid bills satisfying the selection criterion will be listed.

The form fields are:

- OWCP ID:** A dropdown menu with a downward arrow and an asterisk.
- TCN:** A text input field containing the number "3".
- Claimant ID:** A text input field.
- SSN:** A text input field.
- Bill Service Period From:** A date picker field.
- Bill Service Period To:** A date picker field.

How to Search Providers Bills to Adjust (2)

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

3. Select the checkbox to the left of the TCN for the bill that you want to adjust.
4. Select **Adjust**.

Provider Portal > Provider Bill Adjust Search > Provider Bills Adjust List

Close Adjust

OWCP ID: 002010200

Provider Bills Adjust List

<input type="checkbox"/>	TCN ▲▼	Date of Service ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Claimant Name ▲▼	Claimant ID ▲▼	Child TCN ▲▼
<input checked="" type="checkbox"/>	01705501007000013	11/01/2017	1: For more detailed information, see remittance advice.	\$100.00	\$100.00			

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

Adjust Bill

The system will display the Basic Bill Information:

- Original TCN (TCN # you are adjusting)
- PROVIDER INFORMATION
- CLAIMANT INFORMATION
- BILL INFORMATION
- SERVICE/BASIC LINE ITEM INFORMATION

Provider Portal > Provider Bill Adjust Search > Provider Bills Adjust List > Adjust Professional Bill

Close Submit Bill

Adjust Professional Bill

Note: asterisks (*) denote required fields.

Basic Bill Info
Provider | Claimant | Bill | Service

Special Bill Indicator: NONE

Program: DCMWC - Division of Coal Mine Workers' Compensation

Submitter ID: [Redacted]

ADJUSTMENT INFORMATION

* Original TCN: [Redacted]

PROVIDER INFORMATION [Expand/Collapse Arrow]

CLAIMANT INFORMATION [Expand/Collapse Arrow]

BILL INFORMATION [Expand/Collapse Arrow]

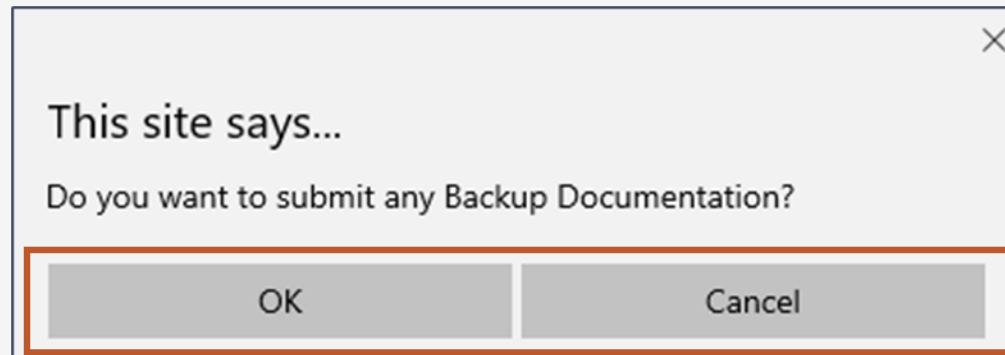
BASIC LINE ITEM INFORMATION [Expand/Collapse Arrow]

Note: The Bill Header sections are minimized on this screen. Select the down arrow to maximize the sections to see and select the information to make the corrections.

How To Submit Attachments (1)

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.



How To Submit Attachments (2)

If **OK** is selected, the Adjust Professional Bill Details page opens, displaying a new TCN and **Add Attachment** button.

2. Select **Add Attachment** to upload your adjustment document.

Adjust Professional Bill Details

The 'Submit' button must be clicked to send the Bill for processing.

Transaction Control Number (TCN): 3 00
Original TCN: 0 5
Provider ID: 0
Claimant ID: E...
Date of Service: 12/23/2017-12/23/2017
Total Bill Charges: \$ 98.00

Please click "Add Attachment" button, to attach the documents.

Add Attachment

Adjust Professional Bill Details

Line No	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
No Records Found!							

Print **Print Cover Page** **Submit**

How To Submit Attachments (3)

3. Select one of the options from the Required Fields * and select Line No if the attachment is for a specific Service Line Item.
4. Select **Upload file** to add attachments and then select **OK**.

Please select one of the option from the Required Fields * and select Line No, if the attachment is for specific Service Line Item.

Attachment Type: 03-03-Report Justifying Treatment E * Transmission Code: EL-Electronically Only *

Line No: (Do not select Line No to attach a document at header level)

Please attach the File(s). The File Format must be PDF,TIF,TIFF

Upload File No file uploaded *

Please be sure the supporting documentation/attachments is for the treated claimant ONLY.
Please do not upload supporting documentation/attachments for any other claimant as this could potentially cause a denial of your bill or an unintended disclosure of protected health information (PHI).

OK **Cancel**

How To Submit Attachments (4)

The Adjust Professional Bill Details screen shows the uploaded attachment.

5. Select **Submit**.

The screenshot displays the 'Adjust Professional Bill Details' interface. At the top, a red message states: 'The 'Submit' button must be clicked to send the Bill for processing.' Below this, bill details are listed: Transaction Control Number (TCN), Original TCN, Provider ID, Claimant ID, Date of Service (12/23/2017-12/23/2017), and Total Bill Charges (\$ 98.00). An 'Add Attachment' button is present. Below the details is a table of attachments:

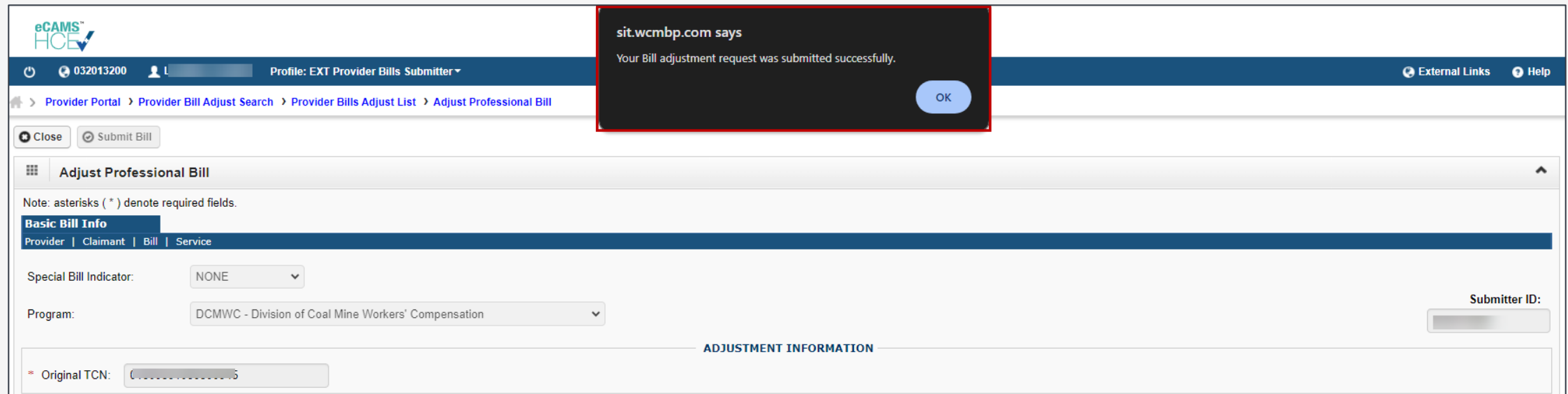
<input type="checkbox"/>	Line No ▲▼	File Name ▲▼	Attachment Type ▲▼	Transmission Code ▲▼	Attachment Control # ▲▼	File Size ▲▼	Delete ▲▼	Uploaded On ▲▼
<input type="checkbox"/>		test.pdf	03	EL	751400667	348kb	X	08/02/2024

Below the table, there are navigation controls: 'View Page: 1', 'Go', '+ Page Count', 'Viewing Page: 1', and buttons for 'First', 'Prev', 'Next', and 'Last'. At the bottom, there are buttons for 'SaveToCSV', 'Print', 'Print Cover Page', and a red-bordered 'Submit' button.

How To Submit Attachments (5)

A dialogue box opens confirming your adjustment was submitted successfully.

6. Select **OK**.

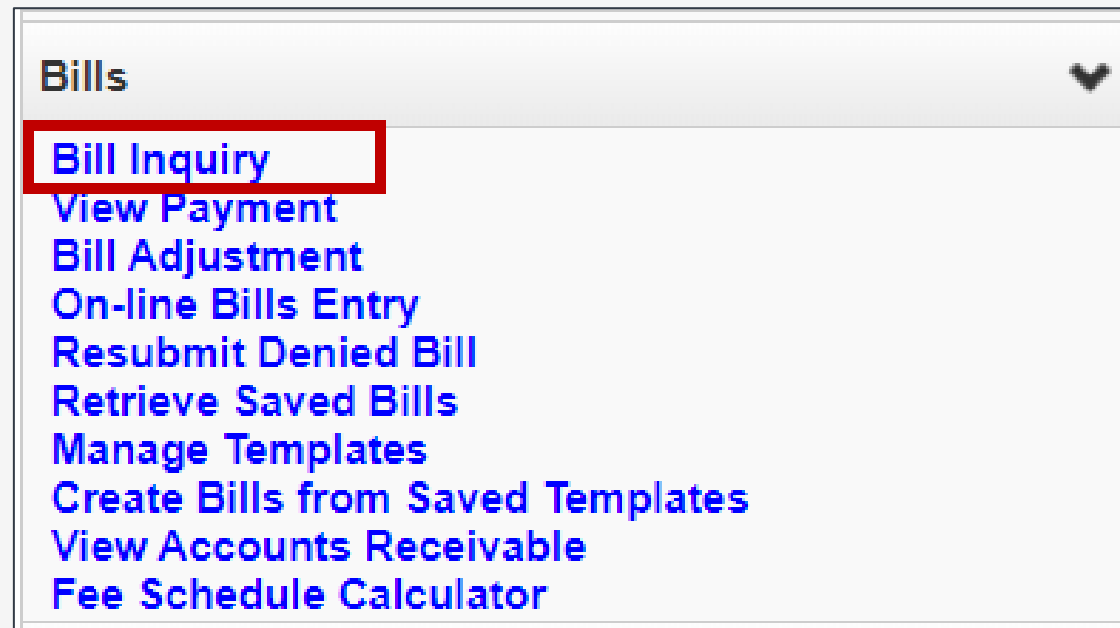


The screenshot displays the eCAMS HCEV web application interface. A dark grey dialog box with a red border is centered on the screen, containing the text "sit.wcmbp.com says" and "Your Bill adjustment request was submitted successfully." with an "OK" button. The background shows the application's header with the logo, user ID "032013200", and profile "EXT Provider Bills Submitter". The breadcrumb trail indicates the current page is "Adjust Professional Bill". Below the dialog, the "Adjust Professional Bill" form is visible, featuring a "Basic Bill Info" section with dropdown menus for "Special Bill Indicator" (set to "NONE") and "Program" (set to "DCMWC - Division of Coal Mine Workers' Compensation"). A "Submitter ID" field is also present. The "ADJUSTMENT INFORMATION" section includes a required field for "Original TCN".

How To Add Attachments After Bill Submission (1)

Attachments can be added after a bill has been submitted, but only if the Bill Status is “In Process.”

1. To add an attachment, select **Bill Inquiry** under Bills.



How To Add Attachments After Bill Submission (2)

The **Bill Inquiry Providers List** page displays.

Note:

- Only bills processed within the last seven years will display in the system.
- By default, search results are limited to the most recent 100 bills; however, filters can be used to display all bills that meet the specified criteria.

The screenshot shows the 'Bill Inquiry Providers List' interface. At the top, there are filter options and a 'Go' button. Below the filters is a table with the following columns: TCN, From Date, To Date, Bill Status, Bill Charged Amount, Bill Payment Amount, Claimant Name, Claimant ID, and Program. The table contains 10 rows of data. At the bottom, there are navigation controls including 'View Page: 2', 'Page Count', 'Save To CSV', 'Viewing Page: 1', and 'First', 'Prev', 'Next', 'Last' buttons.

TCN	From Date	To Date	Bill Status	Bill Charged Amount	Bill Payment Amount	Claimant Name	Claimant ID	Program
	08/26/2024	08/26/2024	In Process	\$90.00	\$75.00			DFEC
	09/22/2023	09/23/2023	In Process	\$208.00	\$0.00			DCMWC
	12/14/2017	12/14/2017	Paid	\$130.00	\$70.71			DCMWC
	12/01/2017	12/01/2017	Paid	\$171.00	\$101.71			DCMWC
	12/20/2017	12/20/2017	Paid	\$96.03	\$96.03			DCMWC
	11/21/2017	11/21/2017	Paid	\$229.00	\$42.00			DCMWC
	12/20/2017	12/20/2017	Paid	\$511.17	\$70.71			DCMWC
	01/24/2018	01/24/2018	Paid	\$130.00	\$70.71			DCMWC
	01/22/2018	01/22/2018	Paid	\$191.00	\$101.71			DCMWC
	02/14/2018	02/14/2018	Paid	\$64.00	\$54.00			DCMWC

How To Add Attachments After Bill Submission (3)

2. Select the TCN hyperlink for the **In Process** bill.

- Only Bills processed within the past seven years will be displayed.
- The search results are limited to recent 100 Bills by default. You can use filters to display all the Bills matching the criteria.

Bill Inquiry Providers List

Filter By: And In Header List Programs

All Bill Status All

<input type="checkbox"/>	TCN ▲▼	From Date ▲▼	To Date ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Claimant Name ▲▼	Claimant ID ▲▼	Program ▲▼
<input type="checkbox"/>	[blurred]	08/26/2024	08/26/2024	In Process	\$90.00	\$75.00	[blurred]	[blurred]	DFEC
<input type="checkbox"/>	[blurred]	09/22/2023	09/23/2023	In Process	\$208.00	\$0.00	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	12/14/2017	12/14/2017	Paid	\$130.00	\$70.71	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	12/01/2017	12/01/2017	Paid	\$171.00	\$101.71	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	12/20/2017	12/20/2017	Paid	\$126.03	\$86.03	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	11/21/2017	11/21/2017	Paid	\$229.00	\$42.00	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	12/20/2017	12/20/2017	Paid	\$511.17	\$70.71	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	01/24/2018	01/24/2018	Paid	\$130.00	\$70.71	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	01/22/2018	01/22/2018	Paid	\$191.00	\$101.71	[blurred]	[blurred]	DCMWC
<input type="checkbox"/>	[blurred]	02/14/2018	02/14/2018	Paid	\$64.00	\$54.00	[blurred]	[blurred]	DCMWC

View Page: 2 Viewing Page: 1

How To Add Attachments After Bill Submission (4)

3. Bill Details page displays. Select **View/Add Attachment**.

Close **View/Add Attachment** View/Add Attachment

Bill Details

TCN: 32[REDACTED]00	Program: DCMWC
Parent TCN:	Original TCN:
From DOS - To DOS: 10/28/2022 - 10/28/2022	Billed Amount: \$27.14
Received Date: 11/18/2022	Adjudication Date: 11/18/2022
Check/EFT Trace Number: 7122581	RV Number: [REDACTED]
Patient Control Number:	
Billing Provider Name: D[REDACTED] MEDICAL SERVICES	OWCP ID: 020004400
Billing Provider NPI: 1[REDACTED]1	Billing Provider Taxonomy Code:
Rendering Provider NPI: 1[REDACTED]1	Rendering Provider Taxonomy Code:
Claimant Name: HI[REDACTED].BY	Claimant ID: [REDACTED]1
Diagnosis Codes: P: V8130	

Service Line Details

Line #	Procedure Code	Modifiers	Facility Type	From DOS	To DOS	Billed Units	Paid Units	Billed Amount	Paid Amount
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How To Add Attachments After Bill Submission (5)

Images/Attachments Retrieval Page displays.

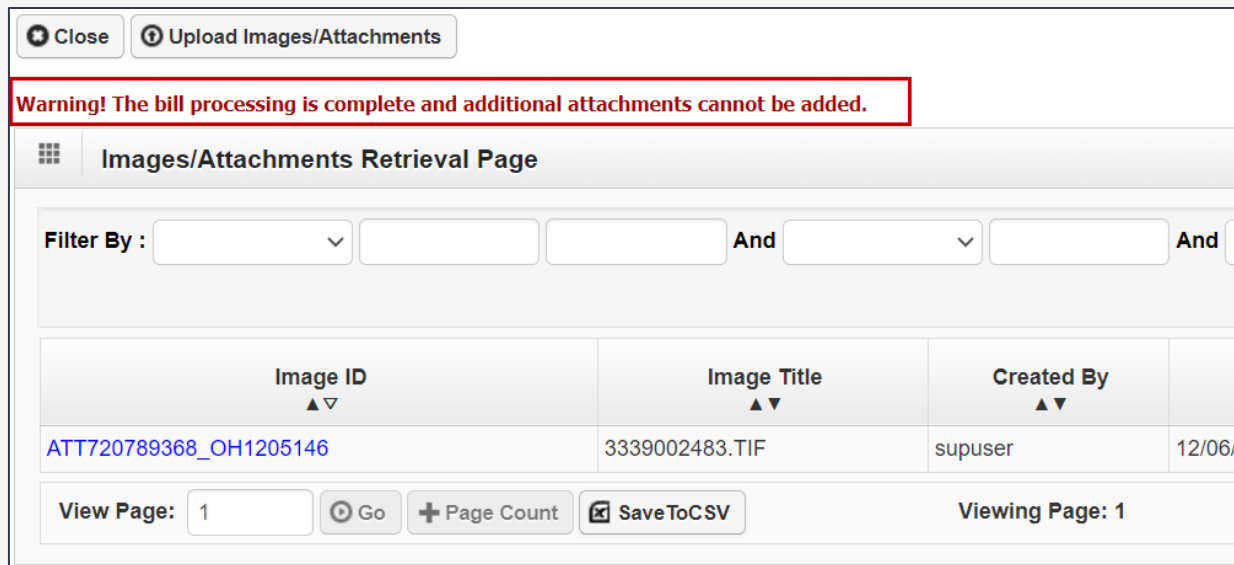
4. To upload an attachment, select **Upload Images/Attachment**.

The screenshot displays the 'Images/Attachments Retrieval Page' within a web application. The breadcrumb trail at the top reads: [Provider Portal](#) > [Bill Inquiry Providers List](#) > [Bill Details](#) > [Images/Attachment List](#). Below the breadcrumb, the TCN ID is 310124128046472000. There are two buttons: 'Close' and 'Upload Images/Attachments', with the latter highlighted by a red box. The page title is 'Images/Attachments Retrieval Page'. Below the title is a filter section with 'Filter By:' followed by four dropdown menus and 'And' connectors, and a 'Go' button. A table with the following columns is displayed: 'Image ID', 'Image Title', 'Created By', and 'Created Date'. The table contains one row of data: 'ATT723289254_OU0506050', '4127307336.TIF', 'supuser', and '05/07/2024'. At the bottom, there is a 'View Page: 1' section with 'Go', '+ Page Count', and 'SaveToCSV' buttons, and a 'Viewing Page: 1' indicator.

How To Add Attachments After Bill Submission (6)

Note:

At this moment, if the **Upload Images/Attachments** button is selected and the warning message "Warning! The bill processing is complete and additional attachments cannot be added" appears, it means that, although the bill status may still display as "In Process," the bill has already been processed and is awaiting a payment decision. Therefore, the option to add attachments is no longer available.

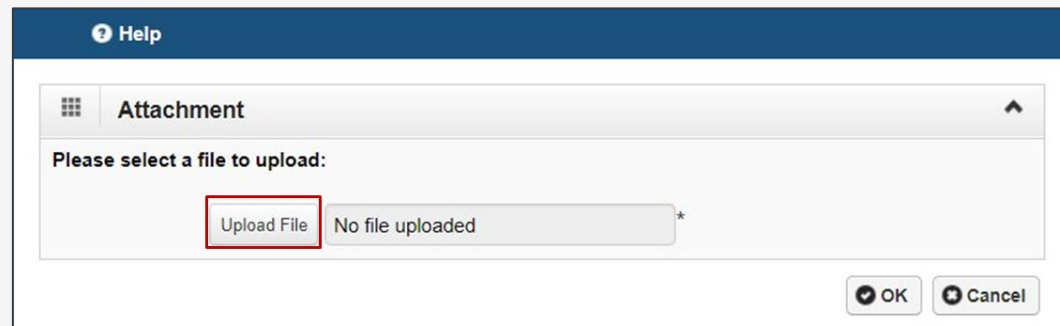


The screenshot displays a web application interface. At the top, there are two buttons: "Close" and "Upload Images/Attachments". Below these buttons, a red-bordered warning message reads: "Warning! The bill processing is complete and additional attachments cannot be added." Below the warning, there is a section titled "Images/Attachments Retrieval Page". This section includes a "Filter By:" field with dropdown menus and "And" connectors. Below the filter is a table with the following columns: "Image ID", "Image Title", "Created By", and "Created On". The table contains one row of data: "ATT720789368_OH1205146", "3339002483.TIF", "supuser", and "12/06/20". At the bottom of the interface, there are controls for "View Page: 1", a "Go" button, a "+ Page Count" button, a "SaveToCSV" button, and "Viewing Page: 1".

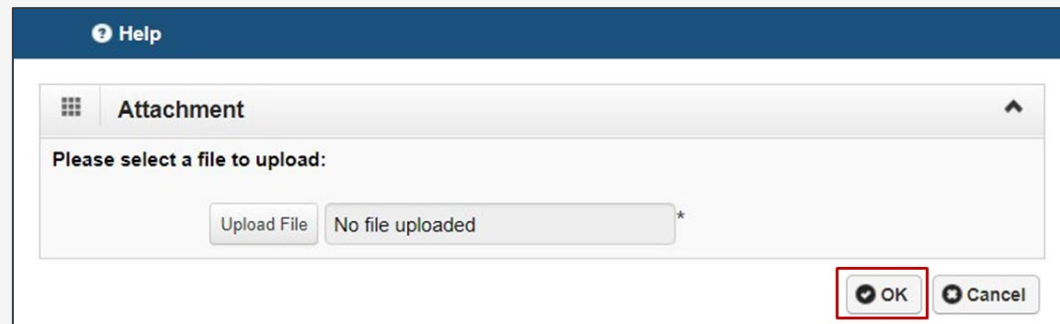
Image ID ▲▼	Image Title ▲▼	Created By ▲▼	Created On
ATT720789368_OH1205146	3339002483.TIF	supuser	12/06/20

How To Add Attachments After Bill Submission (7)

5. To locate the attachment on your computer, select **Upload File**.



6. After selecting the attachment to upload, select **OK**.



THANK YOU!

