DEEOIC Authorized Representatives (AR)/ Power of Attorney (POA)

Introduction

This webinar will include pertinent information to discuss details and educate DEEOIC AR/POA on the new Workers' Compensation Medical Bill Process (WCMBP) System.

- ❖ Important Information
- ❖ AR/POA Expectations
- ❖ AR/POA Letters
- ❖ AR/POA Login
- ❖ Bill Submissions
- ❖ Authorizations
- ❖ How to Contact CNSI
- ❖ AR/POA Preparation

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Important Information About This Webinar

- This webinar is intended for DEEOIC AR/POA.

- 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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Authorized Representatives
Expectations

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Representative Payee Expectations

Representative Payee who are currently on file under a Claimants case 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 claimants questions

Authorized Representative
Letters

Claimant Letters

Authorized Representatives will receive a letter that will be mailed prior to April 27, 2020, to the <u>mailing address on your claimant case file with OWCP.</u> The letter that will be mailed is:

- **Authorized Representative/Power of Attorney Letters** - introduces the new bill processor, CNSI and WCMBP system features applicable to claimants.

Note: The letters will come with instructions on how to log into the system.

Authorized Representative/ Power of Attorney Login

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Online Functionality

After login into the system, you will have access to the following online functionality:

- **Eligibility Inquiry** – To view accepted conditions associated the claimants Case ID.

- **Authorization History** – To view an authorization request submitted by the claimant's servicing providers. The authorization request includes information about authorization status, requesting provider, requested procedure, and requested dates-of-service.

- **Bill History** – To view medical bills submitted by the claimants servicing providers, such as, billed and paid amount, the payment method, and the payment date, is available.

- **Correspondence** - To view all medical billing correspondence, such as payment verification letters associated with their Case ID.

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Accessing OWCP Connect via the WCMBP Portal

1. Go to https://owcpmed.dol.gov

2. Click Login

3. Click Representative
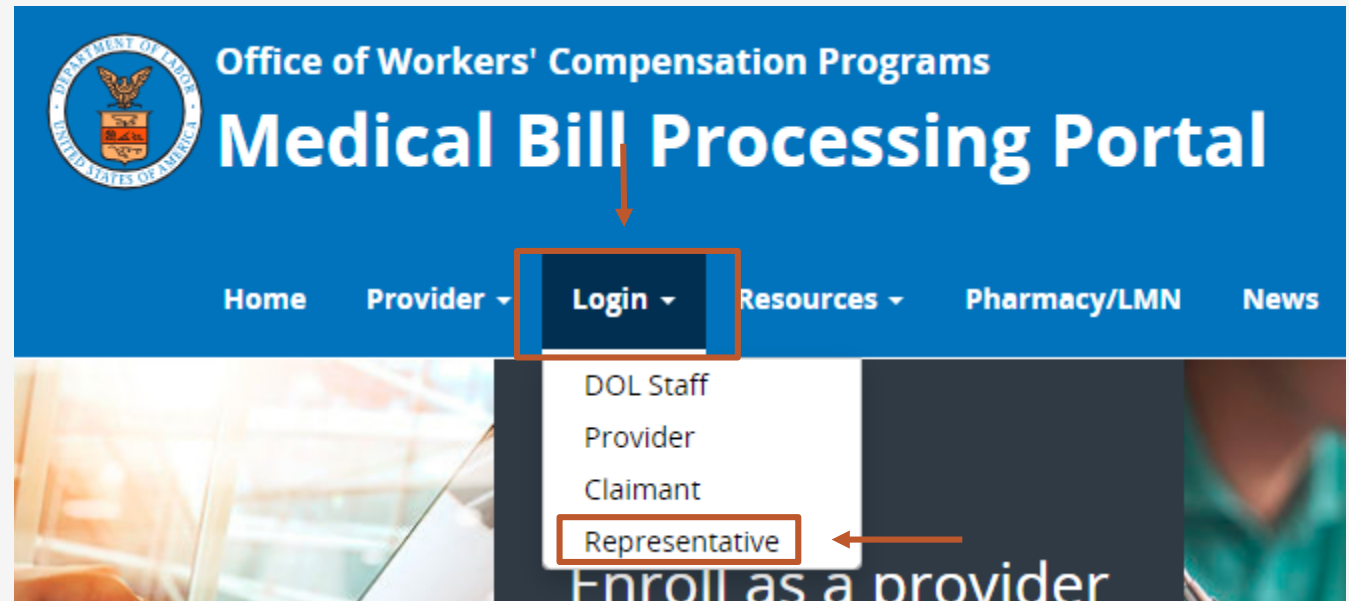
OWCP Connect Registration

Click "here" under the Account Registration section.

OWCP Connect Registration

1. Please enter required information (Name and email address)

2. A message will populate to notify you that the email you are entering is available to register and that it is not already registered with OWCP Connect to an existing user account.

3. Enter result of the addition problem from the image

4. Click Next

Account Registration

Enter the below information to create the account

First Name*	Jane
Last Name*	Doe
Middle Initial	
Email*	janedoe@yahoo.com

Consider using an email address that is not associated with your current employment.

This email is available.

Retype Email*	Janedoe@yahoo.com

This email is available.

Enter result of addition from image below*

4 + 5

9

* Required Field

NEXT

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OWCP Connect Registration

Login Credential

Your identity has been validated. Please enter a password below to create your account.

Email*   Janedoe@yahoo.com

Password*

Retype Password*

* Required Field

PREV   NEXT

5. Once the validation is completed, enter a password and retype the password to confirm the password.

6. Click Next.

Note: Password Criteria should:

- be at least 8 characters long,

- include an uppercase letter, a lowercase letter, a number, and a special character.

By clicking the "Next" button, providers will be taken to the security image page where they must select an image and create a "Key Phrase".

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OWCP Connect Registration

7. Select a security image, enter a key phrase.

8. Click Next.

Security Images

Please select a security image and enter a key phrase. They are used during the login process for your protection.

Security Images *

Key Phrase *   Derby

* Required Field

PREV   NEXT

OWCP Connect Registration

OWCP Connect Registration

System creates an account and a link to activate the account is sent to your email address used in registration.

Note: The account must be activated within 24 hrs.

Click "Resend Email" if the email is not received within 10 minutes.

Account Creation

Your account creation request has been submitted successfully.

An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. The link provided in the email is available for 24 hours.
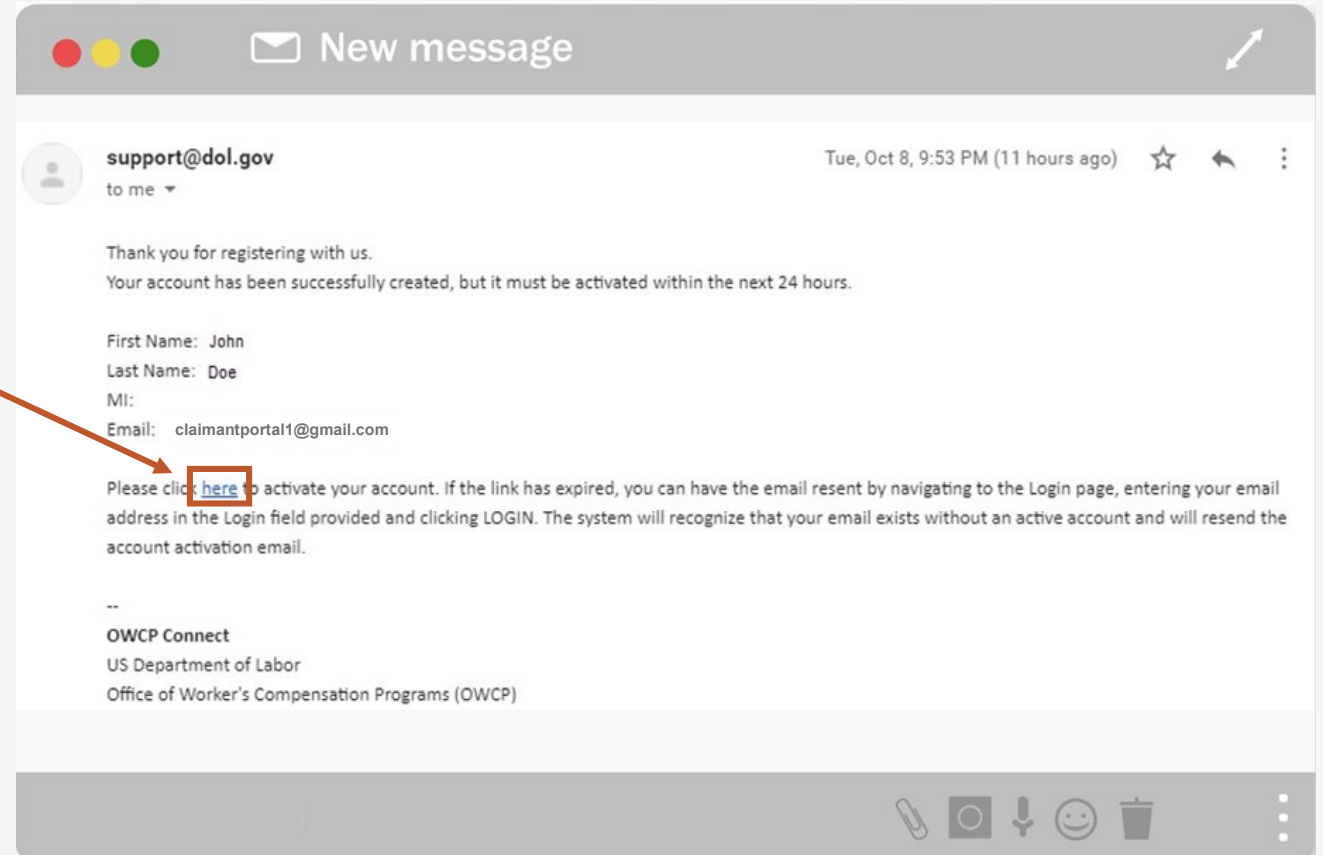
RESEND EMAIL

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OWCP Connect Registration

Look for email from: support@dol.gov.

11. Click link that says "here."

OWCP Connect Registration

At the login page the provider will see a banner message, letting them know that their account has been successfully activated.

12. The provider will again enter their email address and click login.

13. The provider will enter their password and click submit.

The provider will then be taken to the WCMBP Provider Portal.

Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Your account has been successfully activated.

Email Address

[ ]

LOGIN

RESET PASSWORD
If you have forgotten password, click here and you will be guided through the process to reset your password.

Login

Welcome [ ] verify your security image and enter password.

Security Image

Key Phrase   Spring

Password *   [ ]

* Required Field

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WCMBP Claimant Portal

The Authorized Representative will land on the WCMBP Claimant Portal. To access associated cases, complete the following steps (these steps must be completed for each case associated with the Authorized Representative):

18. Click on the hyperlink, Click Here to Add New Case.

WCMBP Claimant Portal

The Authorized Representative must complete all required fields.

19. Enter the Authorized Representative or Attorney Details (First Name, Last Name, Representative ID)

20. Enter the Case Details (Program, First Name, Last Name, SSN, and Date of Birth)

21. Click Submit.

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 claimants 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 the claimant is seeking reimbursements for services that were paid out of pocket and those services require an authorization, you must obtain an authorization must be on file for services to be paid.

- If an OWCP 915 and/or OWCP 957 form is submitted for a DEEOIC Claimant 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.

How to Contact CNSI

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How to Contact CNSI

- There will be new mailing addresses for paper bill submissions effective April 27, 2020.

- 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.

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

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Authorized Representatives Preparation

Claimant Preparation Tips

- Look out for mail from CNSI outlining information about the new system.

- DEEOIC Claimants will receive new MBIC cards.

- New MBIC cards (applicable to DEEOIC) will have a Case Number listed on the front that is required for all submissions, replacing the use of their SSN. They will need to share this information with their 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

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COVID -19

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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