

# 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



# 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](mailto: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

Authorized  
Representatives  
Expectations



# 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 mailing address on your claimant case file with OWCP. 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





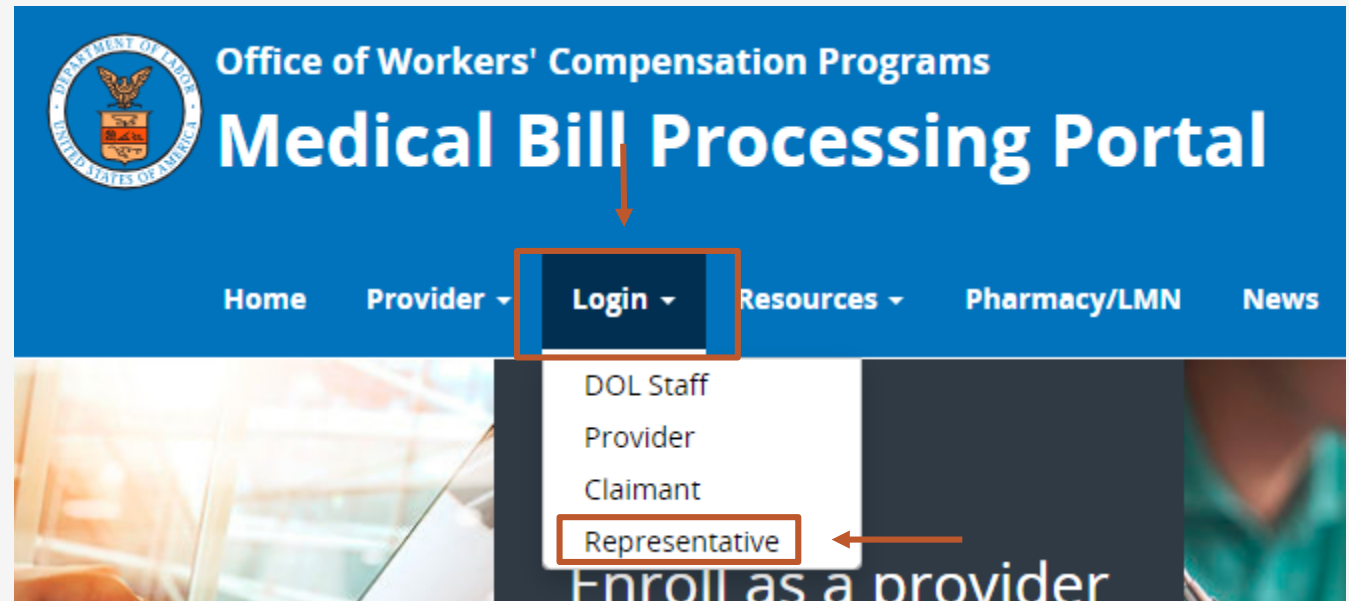
# Online Functionality

**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.

# 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.

The screenshot shows the OWCP Connect website interface. At the top, there is a blue header with the United States Department of Labor logo on the left and the OWCP logo on the right. Below the header, there is a navigation bar with links for "Login", "Account Registration", "Reset Password", "Change Email", and "Help". The main content area is divided into three columns. The first column is titled "About OWCP Connect" and contains text about the system's purpose and identity proofing. The second column is titled "Account Registration" and contains a paragraph with a red box around the word "here" and a red arrow pointing to it. Below this paragraph is a red warning message: "WARNING....WARNING....WARNING....WARNING....WARNING". The third column is titled "Login" and contains a "Welcome to OWCP Connect" message, an "Email Address" input field, a "LOGIN" button, and a "RESET PASSWORD" section with a "here" link.

United States Department of Labor  
Office of Workers' Compensation Programs

OWCP Workers' Compensation

Login | Account Registration | Reset Password | Change Email | Help

### OWCP Connect

#### About OWCP Connect

OWCP Connect allows users to prove their identity and create an account for communication with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the credentials for login.

Identity proofing is accomplished by validating the user's information entered in the Account Registration process against secure Credit Bureau data. Once the user's identity has been verified, their account can be created.

At this time OWCP Connect is only being used to authenticate new users to FECA's Claimant Query System (CQS). You must be the injured worker and have an existing OWCP Case File Number to access FECA's CQS. If you are not the injured worker/claimant you will not be granted access.

**A Note About Data Security**  
OWCP takes information security very seriously. We are aware of

#### Account Registration

If this is your first time using OWCP Connect, click [here](#) and begin the process to create a new account.

**WARNING....WARNING....WARNING....WARNING....WARNING**

You are accessing a U.S. Government information system that is owned and operated by the Department of Labor. The Department of Labor information systems are provided for the processing of official U.S. Government information only, and are therefore, owned by the Department of Labor. Authorized users are responsible for the proper handling of information they access.

USE OF THIS SYSTEM BY ANY USER AUTHORIZED OR UNAUTHORIZED CONSTITUTES A CONSENT TO ACTIVITY MONITORING, RECORDING, DISCLOSURE, AND ACCEPTS THAT USE OF THE SYSTEM IS SUBJECT TO AUDIT BY

#### Login

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

Email Address

**LOGIN**

**RESET PASSWORD**  
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.

If you have Federally-issued PIV card that you have registered with OWCP Connect, you can use it to log in.

# 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\*  ←


Last Name\*  ←

Middle Initial

Email\*  ←  
*Consider using an email address that is not associated with your current employment.*  
[This email is available.](#)

Retype Email\*  ←  
[This email is available.](#)

Enter result of addition from image below\*



←

\* Required Field

# 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".


# 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 \*

\* Required Field

PREV NEXT

# OWCP Connect Registration

## Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

### Security Questions \*

1.
2.
3.

\* Required Field

PREV

SUBMIT

9. Select security questions from the drop downs and answer the selected questions.

10. Click Submit.

# 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.

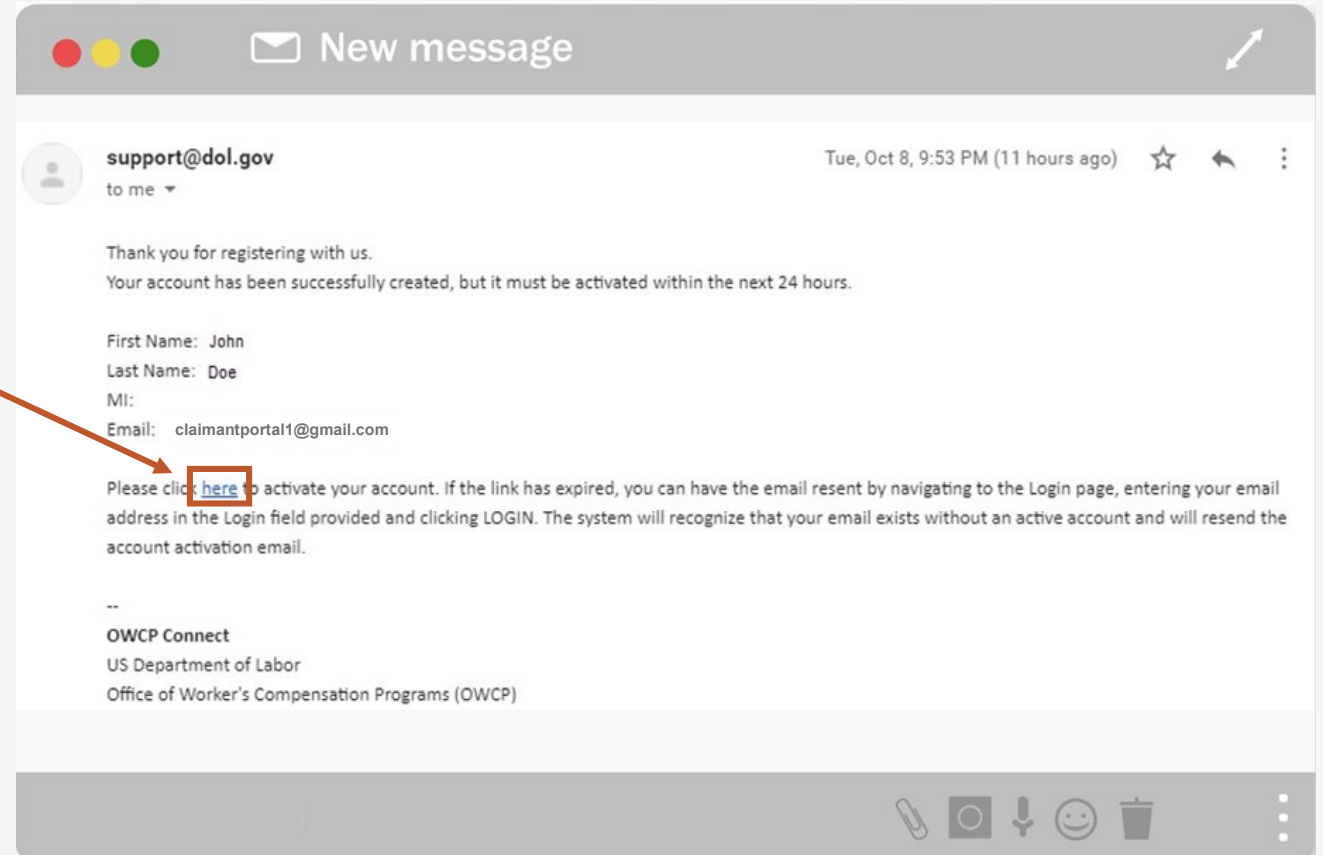
RESEND EMAIL



# OWCP Connect Registration

Look for email from: [support@dol.gov](mailto: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

**SUBMIT**

# 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.

The screenshot shows a web browser window with the URL <https://owcpmed.uat.dol.gov/ecams/login.dol.do>. The page features the eCAMS HCE logo, which is powered by CNSI. Below the logo, there is a prompt: "Select a Case Number to continue to the Claimant Portal". This prompt includes a text input field and a "Go" button. A red arrow points from the text "Click Here to Add New Case" in the instructions to a blue hyperlink with the same text, which is highlighted with a red border. The footer of the page contains technical information: "Page ID: noCaseSelect(noCaseSelect)", "Environment: GAT", "ID: gatscm11", "Server Time: 04/10/2020 09:10:42 EDT", and "Powered by CNSI".

# 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.

**Program:** DEEOIC  
**Representative ID:** [1234567890]  
**AR/POA Name:** As mentioned above  
**Case ID:** As mentioned in the table below  
**Claimant Name:** As mentioned in the table below  
**Claimant Social Security Number (SSN):** Obtain from the claimant  
**Claimant Date of Birth:** Obtain from the claimant

Below is the Case ID(s) that you are listed as an Authorized Representative or Power of Attorney.

| Claimant Name | Case ID  |
|---------------|----------|
| John Doe      | 99998877 |

The screenshot shows a web browser window with the URL `gat.wcmbp.com/ecams/CNSIControlServlet`. The page title is "Add New Case - Google Chrome". The form is titled "Authorized Representative/Power of Attorney Details" and "Case Details". The "Authorized Representative/Power of Attorney Details" section includes fields for "First Name" (AREP), "Last Name" (Claimant), and "Representative ID". The "Case Details" section includes fields for "Program" (DFEC), "Claimant ID", "Case ID", "First Name", "Middle Name", "Last Name", "SSN", and "Date of Birth". A "Submit" button is located at the bottom right of the form. The page footer displays "Page ID: pgAddNewCase(Login)", "Environment: GAT", "ID: gatscrn11", and "Server Time: 02/11/2020 08:47:47 EST".

# 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



# 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.

# 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

# COVID -19

# Thank you!

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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!

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[CNSIOWCPOutreach@cns-inc.com](mailto:CNSIOWCPOutreach@cns-inc.com)