Legacy Provider Transition

Introduction

This webinar will include pertinent information to discuss details and educate Providers on logging into and the functionalities of the new WCMBP Portal.

- ❖ Important Information

- ❖ Legacy Provider Letters

- ❖ Steps after Receiving Letters

  - o Registering in OWCP Connect

  - o Provider Portal

- ❖ EDI Benefits

- ❖ How to Contact CNSI

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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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Legacy Provider Letters

Legacy Provider Letters

Legacy Providers will receive two letters to assist with registering in OWCP Connect and accessing the WCMBP System. The letters were mailed on April 16, 2020, and sent to the underline name of the organization and mailing address currently on your provider profile with Conduent. If you have not received your letters by April 27, 2020, you can:

- Contact a customer service representative by dialing our toll free Interactive Voice Response (IVR) numbers that will be available on the WCMBP web portal @ https://owcpmed.dol.gov/ on the Contact Us page.

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Legacy Provider Letters

The details included in the two letters that will be mailed are as follows:

- Welcome Letter will include your OWCP Provider ID and a Temporary ID.

- Security Letter that explains how to register with OWCP Connect along with a Temporary Key.

- Your OWCP ID, Temporary ID, Temporary Key, and SSN/Tax ID are the 4 elements used to validate your credentials when accessing the WCMBP Provider Portal for the first time.

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Steps After Receiving Letters

Provider Letters Received

After you receive your letters, the steps below include your next actions to begin accessing the new WCMBP system:

1. If you represent a provider group or organization, determine who will be the account administrator for your online provider account.
2. Register with OWCP Connect.
3. Use the temporary access information from your letters to validate your credentials with the WCMBP System.

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Provider Groups and Organizations

The system administrator will be responsible for giving users access into the system. All users who want access to the WCMBP will have to register with OWCP Connect individually.

- Once established, the system administrator will need to go to https://owcpmed.dol.gov and register with OWCP Connect.

- After the OWCP Connect registration is completed, the system administrator will use both provider letters to input the Temporary ID and Key to gain access to the WCMBP Provider Portal.

- Within the WCMBP Provider Portal, the system administrator will utilize the Manage Users function to add users and assign profiles. Each user added will have to register through OWCP Connect and provide the system administrator with the username used when registered.

Note: Instructions on how to manage users and profiles will be available on the WCMBP web portal on April 27, 2020. There will also be a webinar for users to learn more.

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Accessing OWCP Connect via the WCMBP Portal

On April 27, 2020, go to https://owcpmed.dol.gov:

1. Click Provider

2. Click Get Started

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Get Started for Providers

Legacy Providers will click on the designated drop – down arrow to access the link to begin the registration process. Registration with OWCP Connect is required in order to obtain access to the new WCMBP system

NEW Providers (Individual, Group, Facility or Billing Agent):
Begin enrollment

Legacy Providers (Enrolled with Conduent before 4/27/2020):
Register for online access into the new system

Providers with PAPER enrollment approved by the new system after 4/27/2020:
Register for online access into the new system

Providers with online enrollment application in process, in review or returned:
Resume, track or update your online application

Additional new users under an existing provider:
Register for online access under the existing provider

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Begin Registration Link

3. Click the link to begin the registration process with OWCP Connect.
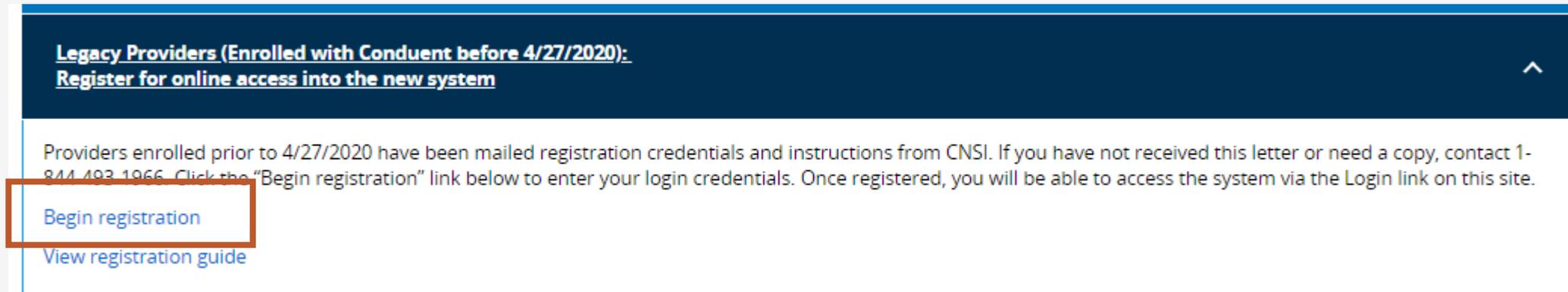
Legacy Providers (Enrolled with Conduent before 4/27/2020):
Register for online access into the new system

Providers enrolled prior to 4/27/2020 have been mailed registration credentials and instructions from CNSI. If you have not received this letter or need a copy, contact 1-844-493-1966. Click the "Begin registration" link below to enter your login credentials. Once registered, you will be able to access the system via the Login link on this site.

Begin registration

View registration guide

Begin Registration Link

On the OWCP Connect page, there are 2 links to begin the registration process. You can click on either link.

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 or already linked 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

OWCP Connect Registration

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.

OWCP Connect Registration

Security Questions

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

Security Questions *

1. What is the name of the boy or girl that you first kissed? ⌄

    Doe

2. Who is your favorite actor, musician, or athlete? ⌄

    Doe

3. What was the make and model of your first car? ⌄

    Doe

* Required Field

[PREV] [SUBMIT]

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

10. Click Submit.

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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.

11. Click link that says "here."
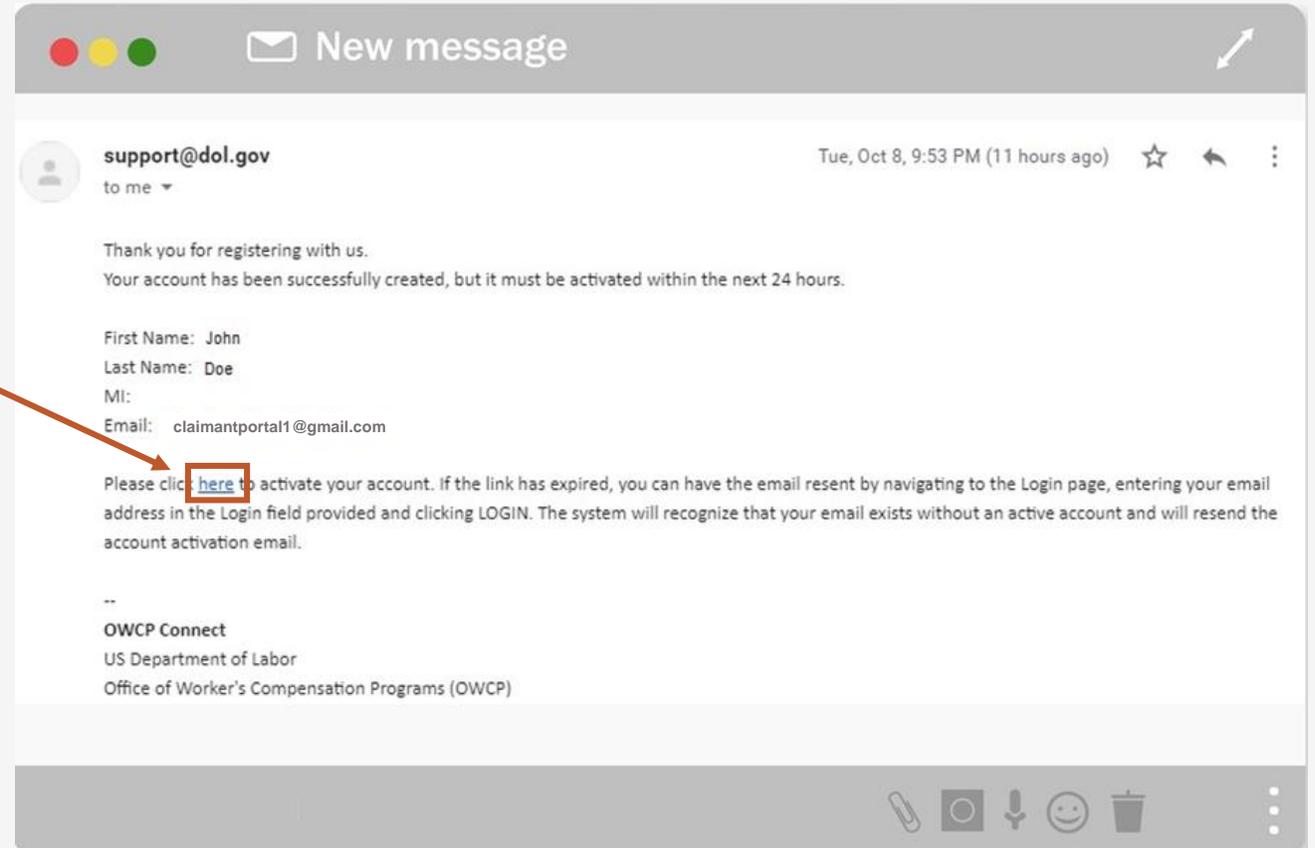
OWCP Connect Registration

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.

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Access to WCMBP Provider Portal

The Provider or System Administrator will need the Temporary ID and Temporary Key found in the Provider Letters to log into the WCMBP system.

Welcome Letter

Current OWCP Provider ID	[321000333.]
Temporary ID:	[123456789.]
Temporary Key:	Refer to Registration Instruction/Temporary Key letter.
Tax ID:	Social Security Number (SSN) or Federal Employer Identification Number (FEIN) used during enrollment.

Registration Letter

OWCP Provider ID:	[#####1234] (Refer to the Welcome Letter).
Temporary ID:	Refer to the Welcome Letter.
Temporary Key:	[2233444.]
Tax ID:	Social Security Number (SSN) or Federal Employer Identification Number (FEIN) used during enrollment.

Login

- OWCP Provider ID *
- Temporary ID *
- Temporary Key *
- SSN/TAX ID *

Login

Welcome WCMBP provider! Please use the instructions sent to you in the "Welcome Re-validation Letter" to log in to the WCMBP Provider Enrollment system. Although your provider enrollment record has been converted to the new system, you will need to provide additional information when you first log in. Facilities, groups, institutions, pharmacies, etc. will be required to enter a Tax ID; individuals will be required to enter a Social Security Number (SSN).

If you have any further questions, please contact Provider Enrollment at 1-844-493-1966.

Access to WCMBP Provider Portal

1

The system will display the default **Select a Provider ID Number** page.

Welcome to the WCMBP Provider Portal

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HCE✔
Powered by ⊙CNSI

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

Available Provider IDs: [_____] ✓ *

⊙ Go

2

Select the *appropriate profile* **"Ext Provider Bills Submitter"** from the drop-down menu.

Select a profile to use during this session:

[EXT Provider Bills Submitter ✓] * ⊙ Go

Note: Profiles are assigned to users by the System Administrator. The person who registers in the system first, will become the System Administrator.

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User Profile Access Rights

Here is a listing of profile access rights based on the Provider Profiles selected.

1. **EXT Provider Bills Submitter**: Can access everything except online services under "**Provider**" and "**Admin**."

2. **EXT Provider Claims Payment Checker**: Can access everything except for online services under "**Admin**."

3. **EXT Provider Eligibility Checker:** Can access everything except for online services under "**Admin**."

* Additional profiles listed on next slide.

4. **EXT Provider File Maintenance:** Can only access online service under "**Provider**."

5. **EXT Provider Super User:** Can access everything except for online services under "**Admin**."

6. **EXT Provider System Administrator:** Can access everything except for Submit HIPAA Batch transaction online service under "**HIPAA**."

System Profiles →

EXT Provider Bills Submitter
EXT Provider Claims Payment Status Checker
EXT Provider Eligibility Checker-Claims Submitter
EXT Provider File Maintenance
EXT Provider Super User
EXT Provider System Administrator

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Provider Portal – Home Page

When first entering the Provider Portal, you are taken to the Provider Portal Home page.

Provider Portal – My Reminders and Your Recent Online Activities

On the right of the home page, you will see "**My Reminders** and "**Your Recent Online Actives**" section.

- The My Reminders section consist of system generated alerts and an option to filter those alerts.

- Your Recent Online Activities section consist of your recent activities within the system. Including a timestamp of your last log in.

Provider Portal Home Page – Online Services

Online Services

Bills
Bill Inquiry
View Payment
Bill Adjustment/Void
On-line Bills Entry
Resubmit Denied/Voided Bill
Retrieve Saved Bills
Manage Templates
Create Bills from Saved Templates

Claimant
Eligibility Inquiry

Authorization
On-line Authorization Submission

Provider
Maintain Provider Information

HIPAA
Submit HIPAA Batch Transaction
Retrieve HIPAA Batch Responses

Admin
Maintain Users

My Interactions
Correspondences

You will see links to a list of online services on the left of the home page.

Note: Some functions of the Provider Portal may or may not be available, depending on the enrollment and provider type of the provider. Most provider will have access to all functions. Individual users will have access rights based on the provider profile given by the system administer.

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Provider Portal – Bills

Bills online services allows to submit bills, check bill statuses, view RV's, save bills, create and update bill templates, resubmit a denied/voided bill and submit bills from a saved template. **Note:** Contract Nurses and Vocational Rehabilitation Counselors will have a "Vocational Rehabilitation/Nurse Bills" hyperlink viewable to their provider type only.

Provider Portal – Claimant

Claimant online services allows provider to check eligibility for Non-Pharmacy Services and/or view the claimants Accepted Conditions.

Provider Portal – Authorizations

Authorization online services allows the provider to create and/or update an authorization and check an authorization status.

Provider Portal – Provider

Provider online services allows the provider to view and/or update their provider information.

Provider Portal – HIPAA

HIPAA online services allows the provider to Upload their 837 files, setup a Secured FTP account, retrieve their 835s and acknowledgement files.

Provider Portal – Admin

Admin online services allows the provider to add and update users that want access to their OWCP ID within the WCMBP Provider Portal.

Provider Portal – My Interactions

My Interactions online services allows the provider to see images of documents they have submitted to CNSI and retrieve Correspondences sent to them from CNSI.

EDI Benefits

Benefits of Submitting via EDI

- Cost Savings
  - No expenses with paper, printing, storage, filing, postage, etc.
- Speed and Accuracy
  - Exchange transaction in minutes, not days
  - Eliminate lost mail or illegible handwriting or ink blemishes
- Efficiency
  - Automating the exchange of data
  - Confirmation of receipt
- Improved speed of payment processing

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Set up SFTP or Web Batch Processing

WEB BATCH	VS	SFTP
Cannot upload supporting documents		**Can** upload supporting documents
File Size Limit is up to 50 MB		No File Size Limit
No account set up process		**One-time** account set up process
For both Providers and Billing Agents/Clearinghouses		

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SFTP User Info

1 Click "Create SFTP User" button to create the SFTP User.

Note: If the SFTP user has been created already, this button will be disabled. The Reset SFTP Password button will be enabled.

2 The EDI SFTP User Info dialog box will be displayed allowing you to create a password and confirm it. Click "OK."

Note: Passwords must be 8-14 characters long. Must include at least one letter, one number and at least one special character (special character examples !@#$)
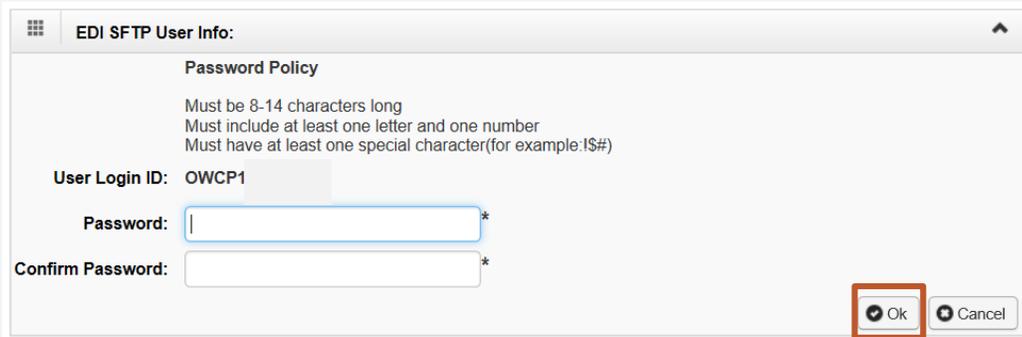
3 User account will be created and SFTP User ID will be displayed.

How to Contact CNSI

How to Contact CNSI?

- There will be new mailing addresses for enrollment and 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.

- DFEC & DEEOIC will use the current authorization fax numbers.

Note: The mailing addresses, customer service toll free numbers and authorization fax numbers will be posted on the WCMBP web portal under Contact Us on April 27,2020.

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Thank you!

CNSI is excited about being the new medical bill processing agent for OWCP programs and to continue working with each of you!

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Email: CNSIOWCPOutreach@cns-inc.com

Call Center:
Division of Federal Employees' Compensation (DFEC) 1-844-493-1966

Division of Energy Employees Occupational Illness Compensation (DEEOIC) 1-866-272-2682

Division of Coal Mine Workers' Compensation (DCMWC) 1-800-638-7072

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