

Informing Claimants



Introduction

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

- ❖ **Important** Information
- ❖ **Claimant** Expectations
- ❖ **Claimant** Letters
- ❖ Claimant Login
- ❖ **Bill** Submissions
- ❖ Authorizations
- ❖ **How** to Contact CNSI
- ❖ **Claimant** Preparation



Important Information About This Webinar

- This webinar is intended for OWCP Claimants.
- 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

Claimant Expectations



Claimant Expectations

Claimants who are currently active with OWCP 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 provider questions
- No change to system go-live date due to COVID-19

Claimant Letters



Claimant Letters

Claimants will receive letters that will be mailed prior to April 27, 2020, to the mailing address on your claimant case file with OWCP. The letters that will be mailed are:

- **DEEOIC & DCMWC Welcome Letter** that will include your new MBIC cards.
- **DEEOIC & DFEC Pre-Transition Letter** introduces the new bill processor, CNSI and WCMBP system features applicable to claimants.

Note: There will be a webinar session to inform representatives about the transition and how to login into the new WCMBP system.

Claimant Login



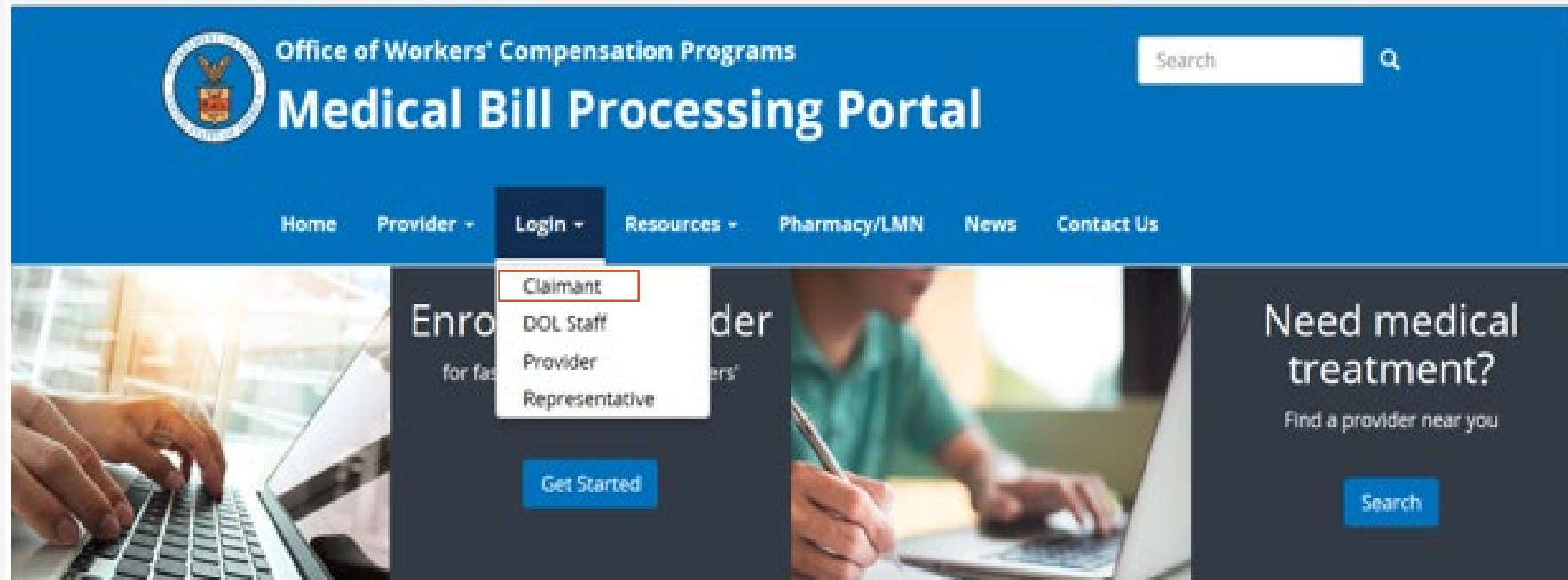
Online Functionality

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

- **Eligibility Inquiry** – Claimants can inquire on the accepted conditions associated with their case.
- **Authorization History** – Claimants can view an authorization request submitted by their servicing providers. The authorization request includes information about authorization status, requesting provider, requested procedure, and requested dates of service.
- **Bill History** – Claimants can view bills submitted by their servicing providers. Complete bill information, such as the billed and paid amount, the payment method, and the payment date, is available.
- **Correspondence** - Claimants can view correspondence sent to them by CNSI.

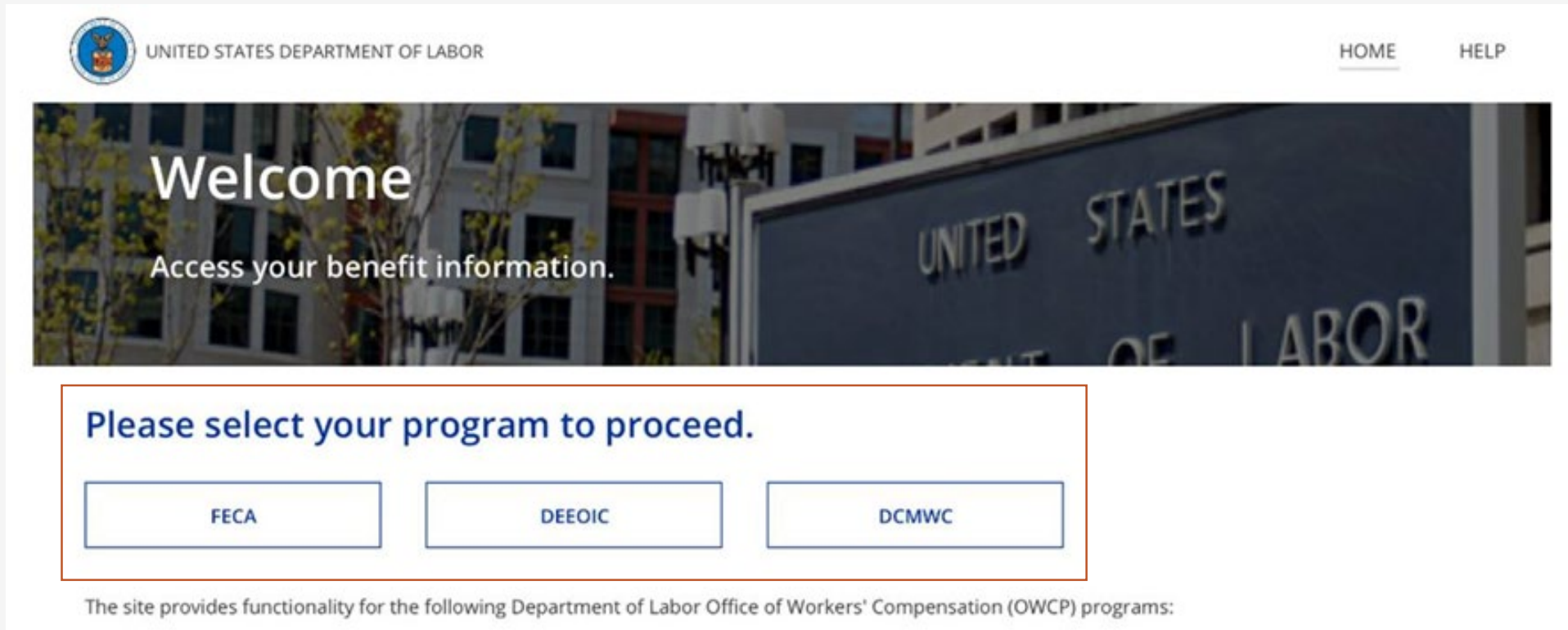
Claimant Login

- To login, click on the Login menu and select Claimant from the drop-down list. When you click on that link, you will be directed to the Employees' Compensation & Management Portal (ECOMP) homepage (<https://owcp.dol.gov>).
- You may also log into ECOMP directly at <https://owcp.dol.gov>.



ECOMP

Once in ECOMP, select the program under which your benefits are covered to login and have your identity verified.



The screenshot shows the ECOMP website interface. At the top left is the United States Department of Labor logo and the text "UNITED STATES DEPARTMENT OF LABOR". At the top right are links for "HOME" and "HELP". Below this is a banner image of a building with the text "Welcome" and "Access your benefit information." Below the banner is a box containing the instruction "Please select your program to proceed." and three buttons labeled "FECA", "DEEOIC", and "DCMWC". At the bottom of the page, there is a note: "The site provides functionality for the following Department of Labor Office of Workers' Compensation (OWCP) programs:"

ECOMP

Once in ECOMP and in your case, click on the "Bill Pay Inquiry" link

The screenshot displays the ECOMP interface for the United States Department of Labor. At the top, there is a navigation bar with the department logo, the text "UNITED STATES DEPARTMENT OF LABOR", and links for "MY DASHBOARD", "HELP", and "USER NAME". Below this is a breadcrumb trail "HOME / CASE REVIEW".

The main content area features a header for "CASE XYZ000000". Below the header, there is a grid of case details:

Employee Name:	JOHN J. DOE	Claimant SSN:	***-**-1234	Pharmacy Benefits
Claimant Name:	JANE M. DOE	Claimant Phone:	444-333-2222	Bill Pay Inquiry
Claimant Address:	1401 H St NW, Washington ...	Relationship:	Spouse	
Medical Part B (Status - Condition):	8130 B-CLOSED...	Medical Part E (Status - Condition):	8130 B-CLOSED...	

A "View More +" link is located below the medical information.

Below the details is a navigation bar with three tabs: "WORKSITE" (selected), "RECENT CLAIMANT ACTIONS", and "COMPENSATION PAYMENT".

The "WORKSITE" tab is active, showing a table with two columns: "Worksite Part B" and "Worksite Part E".

Worksite Part B	Worksite Part E
Hanford	Lawrence Berkeley National Laboratory
Savannah River	

Claimant Medical Bill Inquiry Page

Once you select the "Bill Pay Inquiry" link for a case in the ECOMP Case Review page, you will be seamlessly brought to the WCMBP Claimant Bill Inquiry page below. On this page, you can click on the hyperlink in the TCN column to view bill details associated with the case number from the ECOMP Case Review page.

eCAMS HCEV

CLIENTPORTAL User, AQS-CQS Profile: null External Links Help

Claimant Bill Inquiry List

Close

Case Number: _____ Date of Birth: _____ Date of Injury: _____

Claimant Bill Inquiry List

Filter By : _____ And _____ And _____ Go Clear Filter Save Filter log in

TCN ▲▼	From Date ▲▼	To Date ▲▼	Bill Status ▲▼	Bill Charged Amount ▲▼	Bill Payment Amount ▲▼	Provider Name ▲▼	Provider ID ▲▼	RV Number ▲▼

Bill Details

Bill Details will display:

- Status Information Effective date (inquiry date)
- Status Category Code (Bill status)
- Service Period (Date Of Service Range)
- Bill Type Identifier (Institutional Bill Type)
- Charged Amount (Billed Amount)
- Payment Amount (Bill reimbursement amount)

The screenshot shows a web interface for 'Bill Details'. At the top left is a 'Close' button. Below it is a header bar with a grid icon and the text 'Bill Details'. The main content area is divided into two columns. The left column contains the following labels: 'Status Information Effective Date:', 'Status Category Code:', 'Service Period:', 'Bill Type Identifier:', 'Charged Amount:', and 'Payment Amount:'. These labels are enclosed in an orange rectangular box. The right column contains the following labels: 'TCN:', 'Status:', 'Adjudication or Payment Date:', 'Check Issue or EFT Effective Date:', and 'Check or EFT Trace Number:'. The 'Status:' label has a small '3.' next to it.

Bill Details Cont.

Bill Details will display:

- TCN #
- Status (Status of the bill)
- Adjudication of Payment Date (Bill Paid/Denied date)
- Check Issue or EFT Effective Date (Paid Date)

The screenshot shows a web interface for "Bill Details". The form is divided into two main sections. The left section contains the following labels: "Status Information Effective Date:", "Status Category Code:", "Service Period:", "Bill Type Identifier:", "Charged Amount:", and "Payment Amount:". The right section contains: "TCN:", "Status:", "Adjudication or Payment Date:", "Check Issue or EFT Effective Date:", and "Check or EFT Trace Number:". A red rectangular box highlights the right section. At the bottom center of the form, there is a link labeled "Remit/Remark Codes".

Claimant Bill Inquiry List

Once claimants are done with the Bill Inquiry List, click "Close" to gain access into the WCMBP Claimant Portal and see the online services.

The screenshot shows a vertical menu titled "Online Services" with a document icon. The menu items are: Authorization (with a dropdown arrow), Authorization History (in blue), Bills (with a dropdown arrow), Bill History (in blue), Claimant (with a dropdown arrow), Eligibility Inquiry (in blue), My Interactions (with a dropdown arrow), and Correspondences (in blue).

The screenshot shows the "Claimant Bill Inquiry List" page. At the top, there is a header with the "eGAMS HCE" logo and a navigation bar containing "CLIENTPORTAL", "User, AQS-CQS", and "Profile: null". Below the navigation bar, there is a breadcrumb trail "Claimant Bill Inquiry List". A "Close" button is highlighted with a red box. To the right of the "Close" button is a "Case Number:" input field. Below the input field is a "Claimant Bill Inquiry List" button.

← Claimants will have access to the following online services.

Note: DEEOIC Claimants with Part B, Part E or both statuses), if eligible, may have additional links.

The screenshot shows a dropdown menu titled "Claimant" with a dropdown arrow. The menu items are: Part B Case Status (in blue) and Part E Case Status (in blue).

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 you are seeking reimbursements for services that were paid out of pocket and those services require an authorization, you must obtain an authorization for services to be paid.

- If a DEEOIC claimant submits an OWCP 915 and/or OWCP 957 form 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.
- If a DFEC claimant submits a Medical OWCP 915 form without an authorization, the bill will deny. DFEC claimants will need to contact their CE about obtaining an authorization.
- If a DFEC claimant submits an OWCP 957 form without an authorization, the bill will deny. DFEC claimants will need to complete the new Travel Authorization Template and fax to 800.215.4901.

Updated Templates

- CNSI have designed new Authorization templates. On **April 13, 2020**, these templates be available, VIEW ONLY, on the Outreach Portal @ <https://prod.wcmbp.com/outreach/>. Each template includes instructions to help you fill it out correctly.
- **DFEC Claimants** for lodging and travel exceeding 100 miles roundtrip will need to complete a DFEC Transportation and Travel Authorization template.
- **Note:** In the Provider Information section, enter "999999991" as the OWCP ID. This will allow to know that this request is being submitted by the claimant. Also, list your name in the "**Requested By**" field.

How to Contact CNSI



How to Contact CNSI

- There will be new mailing addresses for paper bill submissions effective April 27, 2020. This information will be posted to the WCMBP web portal under Contact Us.
- 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 claimants will use the current authorization fax number.

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

Claimant Preparation



Claimant Preparation Tips

- Look out for mailings from CNSI outlining information about the new system.
- DEEOIC & DCMWC Claimants will receive new MBIC cards.
- New MBIC cards (applicable to DEEOIC & DCMWC) will have a Case Number listed on the front that is required for all submissions, replacing the use your SSN. Share this information with your 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

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