

Provider Bill Submissions



Introduction

This webinar will include information to educate providers on the various types of bill submission methods for the Workers' Compensation Medical Bill Process (WCMBP) System.

- ❖ **Important** Information
- ❖ **Bill** Submission Methods
- ❖ **Billing** Related Timeframes
- ❖ **New** Mailing Addresses
- ❖ **Provider** Preparation
- ❖ **New** System Billing Features



Important Information About This Webinar

- 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 URL <https://owcpmed.dol.gov> will transfer from Conduent to CNSI and continue to be the site for OWCP medical bill processing information starting on April 27, 2020.
- WCMBP – Workers' Compensation Medical Bill Process

Important Information

- DEEOIC and DCMWC Claimants will receive new MBIC cards with a Case Number listed on the front that is required for all submissions, replacing the use of the claimant's SSN.
 - ✓ DEEOIC MBIC cards will contain a unique 10 digit ID
 - ✓ DCMWC MBIC cards will contain a unique 13 alpha-numeric character ID
- Bill history data (last 7 years) will be viewable and all historical bills will transfer from Conduent system to WCMBP system
- EDI Companion Guides, webinar info and other training tutorials will be available on the WCMBP web portal to provide assistance and instructions on how to submit bills into the new system
- Web portal FAQs will be continuously updated to address provider questions
- Payer IDs when submitting via EDI have not changed; **DFEC 77044**, **DEEOIC 77103** and **DCMWC 77104**

Bill Submission Methods



Bill Submission Information

Prior to submitting a bill, providers have the ability to check the following on the WCMBP Provider Portal or by dialing the Interactive Voice Response (IVR) numbers:

- Check claimant eligibility
- Check to see if an authorization is required
- Request required authorizations
- Check the status of submitted authorizations



Note: The IVR numbers will be posted on the WCMBP web portal on April 27, 2020.

Bill Submission Methods

Providers including Billing Agents/Clearinghouses can submit bills through below methods:

- Direct Data Entry (DDE) online via WCMBP Provider Portal
- EDI Bills through either SFTP or online via the WCMBP Provider Portal
- Paper



Web Interactive

- Bills are able to be keyed directly into the WCMBP system via Direct Data Entry (DDE) in the Provider Portal. The following type of bills can be submitted via DDE:
 - Professional Bills
 - Institutional Bills
 - Dental Bills
- Supporting documents can be uploaded.
- File size limit is not more than 50 MB.
- Providers will be able to create, save and reuse bill templates to reduce data entry time.

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
Vocational Rehabilitation/Nurse Bills

Billing Agents and Clearinghouses

- Associate the billing agents or clearinghouse's **OWCP Provider ID** to your provider profile in the WCMBP Portal or by submitting an updated enrollment application.
- If the billing agent or clearinghouse does not have an OWCP Provider ID, please have them complete an EDI Enrollment application via WCMBP web portal or by submitting a paper application via mail or fax. The rendering provider will then have to associate the billing agent/clearinghouse OWCP ID to the providers profile.
- The 835 will be available for the billing agent. It will be available in the SFTP outbound folder of the billing agent, if the billing agent is associated under the providers profile in the WCMBP system.
- If not, the billing agent should contact the billing provider to add the billing agent association.
- There is not a specific listing of preferred billing agents/clearinghouses.

Paper Bills

Providers can submit paper bills via mail. The following bill forms will be downloadable from the WCMBP web portal:

- **OWCP 1500 (Professional) Form** - standard form used by physicians and other providers when submitting bills/claims for reimbursement for health services rendered to an OWCP claimant.
- **OWCP UB 04 (Institutional) Form** - standard claim form that an Institutional provider can use for the billing of medical and mental health claims rendered to an OWCP claimant.
- **American Dental Association (ADA) Form**- provides a common format for reporting dental services to a patient's dental benefit plan.

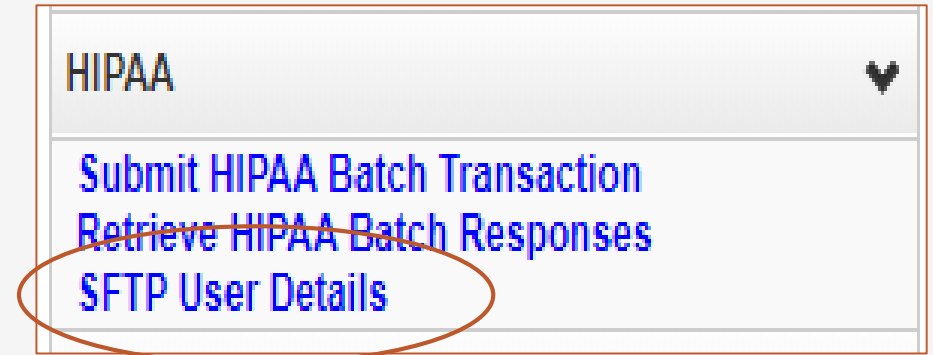
Note: Please review the OWCP program specific instructions for completion.

Secured File Transfer Protocol (FTP) Batch

- Electronic Data Interchange (EDI) bills can be submitted via a secured FTP Folder.
- EDI submission using secured FTP is available to all medical billing provider and billing agents/clearinghouses.
- EDI files and supporting documents **can** be uploaded. The provider and billing agent/clearinghouse can upload the EDI file and supporting document to the SFTP Inbound folder and retrieve the acknowledgement and 835 response from the SFTP Outbound folder.
- File size limit of **more than 50 MB** is allowed.

Secured File Transfer Protocol (FTP) Batch

- The WCMBP system allows the provider to create their SFTP user account through self-service using the provider portal.



- There is a one time activity required to set up an SFTP account. The instructions will be provided in the Companion Guides and an EDI tutorial that will be available on the WCMBP web portal on April 27, 2020.

Web Batch

- Electronic Data Interchange (EDI) bills can be submitted via the WCMBP Provider Portal through a HIPAA Batch Transaction link.
- Only EDI 837 file formats can be uploaded. Supporting documents (attachments) **cannot** be uploaded at this time.
- File size limit is not more than 50 MB.
- **Note:** Providers should use the SFTP method, if the file size is more than 50MB or has supporting documents to be attached with EDI file.



EDI Submission Methods

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		

EDI Submission – Testing Files

For legacy providers or first time users, it is **not mandatory but strongly recommended** to submit files in a test environment in order for successful transmission in the production environment. Testing also ensures proper billing and prompt medical bill processing and payment.

The submission and validation of the EDI file process follows 4 levels of **HIPAA compliance**:

- **Level 1:** Syntactical Integrity
- **Level 2:** Syntactical Requirements
- **Level 3:** HIPAA Balance
- **Level 7:** WCMBP defined custom rules

Note: For more information on testing your EDI files, please review the **Companion Guides** on the WCMBP web portal on April 27, 2020.

EDI Companion Guides

The 837/835 Companion Guides contains all the information that you need to submit EDI files to WCMBP directly:

- SFTP account setup and SFTP folder structure
- 837, TA1/999 Ack, 835 Response file naming convention
- Supporting document upload instruction and attachment file naming conventions
- EDI transaction specification changes:
 - For example: Loop 2010BB – **PAYER NAME** (Send your OWCP Provider ID using the REF (G2) segment.)

Note: A Quick Reference Guide of these changes will be available on the WCMBP web portal on April 27, 2020.

P2P Link Bill Submission

P2P Link for bill submissions will **NOT** be available with the new WCMBP system. However, the following bill submission methods can be used:

Secured FTP Batch OR Web Batch

- Free solution to electronically submitted bills
- Faster than paper billing methods
- Payments are processed faster, avoiding postage and mailing

Note: For more information, please register for the bill submission webinars.

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

Bill Related Templates

The following templates will be downloadable from the WCMBP web portal on April 27, 2020:

- **New Carrier Reimbursement Template** – is for healthcare insurance carriers seeking reimbursement for bills related to an existing workers' compensation claim.
- **New Adjustment Request Template** - is for making corrections to a previously paid bill or as proof of timely filing.

Appeals

An appeal can be submitted when a provider disagrees with the payment received from a previously submitted bill, they have the right to appeal the decision. An appeal of a bill should be related to a Fee Schedule criteria issue.

Fee Schedule Appeal Criteria:

- Actual procedure performed was coded with an incorrect code.
- The presents of a severe or concomitant medical condition made treatment especially difficult.
- The provider possesses an “unusual qualification” (However, Board Certification in a specialty is not sufficiently justified as an unusual qualification).

An **Appeal Template** will be available on the WCMBP Portal. Appeals will be mailed to the new correspondence address.

Billing Related Timeframes



Billing Related Time Frames

- Up to **28** calendar days to process a bill
- Up to **8** business days to process an bill adjustment
- Up to **20** calendar days to process Prompt Pay bills
- Remittance Vouchers (RVs) are mailed on **Mondays**
- Treasury payments are released on **Thursdays**

Timely Filing Guideline

Bills must be received by the end of the following year from the date services were rendered or by the end of the following year from when a claimants case was approved (i.e. Date Of Service or approval date is 03/15/19 bill must be received by 12/31/2020). Bills that are submitted after the timely filing must be submitted with **proof of timely**.

The following items within the timely filing guideline can be used as **proof of timely:**

- Claimants Acceptance Letter
- OWCP Explanation of Benefits
- Return to Provider Letter
- Transaction Control Number
- Private Insurance Explanation of Benefits

New Mailing Addresses



New Mailing Addresses

- There will be new mailing addresses for paper bill submissions effective April 27, 2020. The new addresses will be posted on the WCMBP web portal.
- Any documents sent to the Conduent mailboxes during the transition, will be forwarded to the appropriate CNSI mailing address.

Provider Preparation



Provider Preparation Tips

- Providers should expect to receive 2 mailings from CNSI outlining system access and registration processes.
- **DEEOIC & DCMWC** claimants will have new MBIC cards, request a copy for your files
- 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

System Billing Features



System Billing Features

- Faster payment processing through Electronic Data Interchange (EDI)
- More edits, checks and validations to ensure your bills are accurately submitted
- Bill Inquiry
- View Payments
- Online Bill Adjustments
- Resubmit Denied Bills
- Retrieve Saved Bills
- Create and Save Bill Templates
- View Correspondence

Thank you!

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

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