Division of Energy Employees Occupational Illness Compensation
Branch of Medical Benefits Adjudication and Bill Processing (BMBABP)
Quarterly Provider Conference Call
Meeting Minutes

Program/Area:	Branch of Medical Benefits Adjudication and Bill Processing (BMBABP)
Meeting Purpose:	Guidance, education and communication regarding medical benefits adjudication.
Meeting Date(s)/Time(s):	April 22, 2020 (1:00pm - 2:00pm ET) and April 23, 2020 (2:00pm - 3:00pm ET)
Meeting Location:	Tele-conference
Meeting Facilitator:	Toni Eason, Chief, BMBABP
Meeting Presenters:	Toni Eason, Chief, BMBABP Douglas Dawkins, Assistant Payment Systems Manager Dionne Perry, Payment Systems Manager
Agenda Topic(s):	• Transition to the new Workers' Compensation Medical Bill Processing (WCMBP) System- Client Network Systems Incorporated (CNSI)

Presentation Discussion:

Introduction

On April 27, 2020, the Department of Labor's Office of Workers' Compensation Programs (OWCP) will launch a new Workers' Compensation Bill Process (WCMBP) system. The new system is the product of a collaborative effort between the Office of Workers' Compensation Programs (OWCP) and its new bill-processing agent, CNSI.

- The intent of the new system is to implement across the board efficiencies in how OWCP processes medical bill payments. Many of the changes involve significant enhancements to web-based interactions. While the OWCP medical bill payment website address (http://owcpmed.dol.gov), will remain the same, the new WCMBP system will introduce a new layout and content. OWCP is working hard to ensure a smooth transition to the new system and it will continue to interact with the OWCP stakeholders to explain changes to the medical bill processing system.

WCMBP System High- Level Overview

A few high-level issues of importance to note in the transition to CNSI include:

- Enrolled providers do not need to submit a new enrollment application because of the transition to the new WCMBP system. If your OWCP Provider ID is currently active with the legacy agent Conduent, it will transfer over to the new WCMBP system. Providers who had access to the old bill-processing portal will receive two letters before the new system launches. The first will be a letter with information on how to register in the OWCP connect system. 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.

- The second letter will provide a temporary password. Providers will need to follow the

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Presentation Discussion:

instructions for accessing the new WCMBP system with the temporary password and setting a new permanent one.

- Once logged on to WCMBP, enrolled providers will be able to view eligibility, submit authorization requests, check the status of authorization requests and attain updates on bill status.

- Medical providers may obtain billing information by calling the new bill-processing agent toll-free at (866) 272-2682. Pharmacies may contact the bill processing agent at (866) 664-558.

- Effective April 27, 2020, providers are to mail all bills for medical services covered under the EEOICP to the new medical bill-processing agent at:
  Energy Employees Occupational Illness Compensation Program
  P. O. Box 34930, San Antonio, TX 78265

WCMBP System Key Aspects

Note that some of the key aspects relevant to ensuring the seamless transition of this new system include:

- Medical providers are to continue submitting billing using the standard health insurance claim forms HCFA-1500 or the OWCP-4. Bills submitted to OWCP must relate to treatment of an accepted work-related medical condition.

- OWCP will continue to process medical charges submitted for payment within 30 days of receipt. Accurate billing submission is critical for timely processing including the use of up-to-date and proper billing coding (i.e. CPT, HCPCS, ICD).

- In situations where a bill contains an error or if OWCP needs additional information to process a charge, OWCP will mail the provider a remittance voucher. The remittance voucher will explain the reason(s) for non-payment and necessary steps needed for resubmission.

- The schedule for bill payment distribution is not changing. Enrolled providers, registered to receive Electronic Fund Transfer (EFT) will receive payments on the Thursday the week of the bill process. As before, all bills submitted for payment to OWCP are subject to the established fee schedule. The fee schedule is not changing because of the transition to the new bill processing system.

- OWCP will be mailing a Medical Benefits Identification Card (MBIC) to claimants prior to April 27, 2020.