

## Other Payer Process Guide

### Instructions for Other Payers to Renew Employee Certificates

#### *Instructions for Accessing the Other Payer menu*

#### 1. Get 'Other Payer' Code

- a. Send a letter to Board office on school letterhead requesting a code. The letter needs to include the following information:
  - i. School name and address
  - ii. Contact person name, phone number and email address
  - iii. Federal Employer Identification Number or Tax identification number
  - iv. Any special instructions concerning the code
- b. The Board office will create other payer code and a MQA Services account then send the information to the contact person.
- c. The employer will provide the code to employees who are applying for renewal online.

#### 2. Pay for Applications

- a. When the organization is ready, log onto our MQA Online Services
  - i. Select 'Business Establishment' as the profession, enter the User ID and password, and click on the 'Sign in using our secure server' button
  - ii. The UserID and password can be found in the letter from the Board office.

**MQA Online Services**

Home | FL HealthSource | FAQs | Telehealth

**Licensed Practitioner Login**

Licensee's Last Name :

Licensee's SSN :

Licensee's Date Of Birth :

*NOTE: Not all mobile devices are fully compatible with the online system at this time. It is highly recommended that you have access to a desktop or laptop computer.*

**Other Users Login Options**

\* For Out-of-State Telehealth, [click here.](#)

\* For Other Payer, [please click here.](#)

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Florida Department of Health | Division of Medical Quality Assurance Web Portal

b. From “My Dashboard” select “Other Payer Invoicing”

[Update Account](#) | [Logoff](#) | [Contact Us](#)

### My Dashboard

Important information about your dashboard:

- When your profession opens for renewal a “Renew My License” option will become available no later than 90 days prior to your license expiration date. If you do not see the “Renew My License” option, please check back later.
- If you are trying to reactivate from an inactive or a retired status, this cannot be completed online unless you are eligible to reactivate your inactive license during a public health emergency pursuant to s. 381.00315(1)(c)3., Florida Statutes. Please contact your board office for more information.
- If your profession is not in renewal and you need a duplicate license, to request a name change or perform any other license maintenance activity, please choose your option under “Manage My License”.
- If you have not yet added your license to your account, you can do this by selecting the “Add My License or Previous Application” option under the “Additional Activities” section below.

To begin, choose an option then hit the “Select” button. You will return to this dashboard after you have finished.

**License Information** Show Details

License Number: \_\_\_\_\_

License Type: **Other Payer**

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**My Application**

To start a new application or resume a previously saved application.

Choose a Board/Council

Choose a Profession

Choose an Application  Select

**Additional Activities**

Authorized Representative	<span>Select</span>
Add My License or Previous Application	<span>Select</span>
View Exam Results	<span>Select</span>
Other Payer Invoicing	<span>Select</span> ←
Emergency/Disaster Volunteer	<span>Select</span>
Licensure Documents <input type="text"/>	<span>Select</span>
Physician Workforce Survey <input type="text"/>	<span>Select</span>

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c. To view your list of pending invoices, select “Invoicing History”

[Update Account](#) | [Logoff](#) | [Contact Us](#)

### Other Payer Invoicing Menu

The Department of Health welcomes you to the Division of Medical Quality Assurance Other Payer Portal. This system was developed to provide you with on-line access to important licensing functions for registered employers or schools to process fees online.

You may choose from the available menu options below. Some options may not be available based on your profession. Press the hyperlink for the function you wish to perform.

**Invoicing History** - Provides a list of invoices by date. Click on the Invoice # for more options. Available options are based on the invoice status.

**Other Payer Code** - Allows Other Payer Entities to create pay and print invoices. This feature allows the certificate holder to complete the recertification process online and enter an “Other Payer Code” provided to them by their employer or school. Registered employers complete the process by paying fees online or by mailing an invoice and payment to the Department.

**Bulk Recertification** - Allows Other Payer Entities to manage relationships between licensee and to generate, edit, pay, and print invoices. Registered employer selects certificate holders to include on a bulk invoice and certifies compliance with recertification requirements on behalf of certificate holder. Registered employer completes recertification process by paying fees online or mailing invoice to the Department.

Press “Back” to return to the previous screen.

**Functions**

[Invoicing History](#) ←

[Other Payer Code](#)

Back

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d. Select the invoice number you wish to review or modify.

<a href="#">Update Account</a>   <a href="#">Logoff</a>   <a href="#">Contact Us</a>			
<b>Invoicing History</b>			
If you are modifying an existing invoice, please click on the invoice number.			
Press "Back" if you want to go to the previous menu.			
Invoice #	Invoice Date	Number of Items	Status
<a href="#">9424</a>	05/25/2022 06:18 PM	0	PENDING
<a href="#">9371</a>	05/12/2022 09:44 AM	1	PENDING
<a href="#">9370</a>	05/12/2022 09:42 AM	1	PENDING
<a href="#">9331</a>	04/28/2022 07:38 AM	2	PENDING
<a href="#">9317</a>	04/21/2022 10:26 PM	2	PENDING
<a href="#">9316</a>	04/21/2022 10:24 PM	2	PENDING
<a href="#">9309</a>	04/19/2022 08:35 AM	0	PENDING
<a href="#">9308</a>	04/19/2022 08:33 AM	1	PENDING
<a href="#">9280</a>	04/15/2022 08:35 AM	1	PENDING
<a href="#">9279</a>	04/15/2022 08:33 AM	2	PENDING
<a href="#">9258</a>	04/11/2022 01:18 PM	1	PENDING
<a href="#">9256</a>	04/11/2022 09:50 AM	0	PENDING
<a href="#">9255</a>	04/11/2022 09:48 AM	2	PENDING
<a href="#">9240</a>	04/08/2022 08:36 AM	2	PENDING
<a href="#">9239</a>	04/08/2022 08:34 AM	0	PENDING
<a href="#">9228</a>	04/07/2022 09:02 AM	1	PENDING
<a href="#">9227</a>	04/07/2022 09:00 AM	2	PENDING
<a href="#">9219</a>	04/06/2022 12:19 PM	1	PENDING
<a href="#">9216</a>	04/05/2022 10:42 PM	1	PENDING
<a href="#">9191</a>	04/03/2022 08:04 PM	6	PENDING
<a href="#">9190</a>	04/03/2022 08:02 PM	2	PENDING
<a href="#">9171</a>	03/31/2022 10:34 AM	7	PENDING
<a href="#">9170</a>	03/31/2022 10:31 AM	1	PENDING
<a href="#">9091</a>	03/15/2022 12:21 PM	1	PENDING

e. To get started, verify the certificate holders' information with your records then press "edit" to reject individuals who are NOT eligible to use to use your Other Payer Code. Press "Save" to continue.

<a href="#">Update Account</a>   <a href="#">Logoff</a>   <a href="#">Contact Us</a>						
<b>Invoicing Information - Edit</b>						
To avoid errors and overpayments, we recommend that you verify the information at least twice before rejecting or approving. The refund process may take longer than normal. Individuals who are rejected will be sent an automated email indicating that they are now responsible for payment, either by credit card, cashier's check or money order. We anticipate the ability to use electronic checks as a form of payment in the future. Please stay tuned.						
Check the item you want to reject and press "Save" to save your changes.						
Press "Cancel" if you do not want to save your changes.						
Other Payer Name:	[REDACTED]			Current Date:	08/15/2022 04:40 PM	
Other Payer Code:	[REDACTED]			Invoice Date:	03/31/2022 10:34 AM	
Invoice Number:	9171					
Invoice Status:	PENDING					
File/License #	Name	SSN	Address	Transaction Type	Amount Due	Reject
TRN34877	Shelby Michael Harris	****0903	234 Gloriosa 234 Gloriosa Ln SPARTA MO 65753	Initial	\$200.00	<input checked="" type="checkbox"/>
TRN36092	Jennis Singla	****8028	4200 sun n lake boulevard SEBRING FL 33872	Initial	\$200.00	<input type="checkbox"/>
TRN35927	Richard Ulangca	****4332	1701 Lee Rd WINTER PARK FL 32789	Initial	\$200.00	<input type="checkbox"/>
TRN34858	Moshaffayata Jarin Joty		7610 Penn Ave S Apt 148 RICHFIELD MN 55423	Initial	\$200.00	<input type="checkbox"/>
TRN34902	Wahab Kahloan	****0564	6739 Tattinger Avenue MISSISSAUGA ON L5W 1P1	Initial	\$200.00	<input type="checkbox"/>
TRN36094	Puneet Prakash		Sebring Internal Medicine, SEBRING FL 33872	Initial	\$200.00	<input type="checkbox"/>
TRN34770	Sehajpreet Kaur	****8360	4325 Sun 'N Lake Blvd SEBRING FL 33872	Initial	\$200.00	<input type="checkbox"/>
Total Invoice Amount:					\$1,400.00	
Invoice Item Count:					7	
					<a href="#">Save</a>	<a href="#">Cancel</a>
<a href="#">Privacy Statement</a>   <a href="#">Disclaimer</a>   <a href="#">Feedback</a>   <a href="#">Email Advisory</a>						

