



Georgia OCI License Hearing FAQ

Version 1.0

1. I'm an Adjudicator. How do I create an account or log in?

All adjudicator accounts must first be approved by Georgia OCI and then created by GovLink. Once approved, GovLink will ask the adjudicator to provide one e-mail address to associate with your adjudicator's GovLink account. If multiple people with one adjudicator will be accessing the account, they will need a shared or group e-mail address.

Once the account has been created on the GovLink side, one user from the adjudicator will need to use the provided e-mail address and the "forgot password" link on the GovLink website to reset the password for all users.

2. I'm an Intervener/ Limited Participant. How do I create an account or log in?

All interveners/ limited participants will have to be granted permission to access their case, by OCI.

Interveners/ limited participants will then need to know the case number of the case for which they are filing.

The user will need to use the provided e-mail address and the "forgot password" link on the GovLink website to reset the password.

3. What do the statuses within GovLink mean?

- **New**- This case has been submitted but has not yet been accepted or rejected by the GA OCI Administrator.
- **Petition for Review**- This petition is waiting on a review from OCI.
- **Petition Denied**- This petition has been reviewed and denied.

- **Petition Dismissed**- The petition has been reviewed and is not longer under review of OCI
- **Discovery**- The petition is awaiting trial and is undergoing investigation.
- **Hearing in Progress**- The OCI legal team is reviewing and hearing the appeal a petition denial.
- **Hearing Concluded**- The OCI legal team has finished hearing the appeal of a petition denial.
- **Final Order**- A final judgement has been made about the petition.
- **Commissioner's Review in Process**- The case is being reviewed by the OCI commissioner.
- **Commissioner's Review Concluded**- The OCI commissioner has made a decision regarding the appeal and petition.
- **Appealed to Superior Court**- The case is being heard by the Superior Court.
- **Archived**- The case is being stored by OCI
- **Settlement Reached**- GA OCI was notified by either the provider, payor, or both that a settlement was reached on the case.

4. Will I be notified when my case is updated?

As long as you have your notifications turned on, you will be notified of status changes associated with your case. Notifications are defaulted to on. To adjust the settings, click your user initials in the top right-hand corner of the GovLink Surprise Billing page. All notifications will be sent to the email associated with your Govink login.

5. I don't think my case status is correct?

Example: My case shows a "settlement reached" status but we've not yet reached a settlement. Please reach out directly to AdminProc@oci.ga.gov including the case number in question and the details that you feel are inaccurate and they will review.

6. Where is my case number?

Case numbers of accepted cases can be found at the top of the home screen. The case number can also be found in the case history at the bottom right of the screen.

7. How can I add information to my case?

Information can be added to the case by the provider or OCI internal by clicking the “+” beside filings. Users can upload .pdf or .docx files and add notes along with the files that are uploaded. All subsequent documentation must be reviewed and accepted into the case by the OCI attorneys.