



## Georgia OCI Open Records FAQ

Version 1.0

### 1. What do the statuses within GovLink mean?

- **New**- This request has been submitted but has not yet been accepted or rejected by the GA OCI Administrator.
- **Sent to Division**- This request is waiting on more information to be submitted by the appropriate division.
- **Pending Requestor**- This request is waiting on payment to be submitted by the requestor user.
- **Pending Settlement**- This case has been accepted by OCI and the provider and payor should be attempting to negotiate a settlement offline or uploading additional supporting documentation to the case via GovLink.
- **Request Complete**- GA OCI has completed the request.
- **Request Canceled**- The request has been canceled by the requestor.
- **Closed**- the case was determined to no longer be valid or need to pursue and has been closed out.

### 2. Will I be notified when my request is updated?

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

### 3. I uploaded documentation that this case is not valid, but the case does not show a closed status?

Keep in mind that there can be up to 4 separate patients with each application. Although one or more of those applicants might have been ineligible and is closed, the case is still open for any eligible patient on that application. If you feel that all of the patients on the

application are ineligible and the case is still open in error, please reach out directly to OCI at [AdminProc@oci.ga.gov](mailto:AdminProc@oci.ga.gov).

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

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

Records which cost the viewer over \$1,000 will not be made available until after payment has been made.

**5. When will I hear from OCI?**

Typically, 3 days but should we require more time to process this request someone from the Office will contact you.

**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. Do I have to pay to see my documents?**

Not all records require payment.

Records under \$500 can be viewed before payment has been received but payment is expected.

Records over \$1000 require payment before the viewer can view the record.

**8. Do both electronic checks and credit cards require processing and service fees?**

Yes, all requests which require payment have a \$5 processing fee and 3.5% service charge.