



## Georgia OCI Surprise Billing FAQ

Version 1.0

### 1. I'm a payor. How do I create an account or log in?

All payor accounts must first be approved by Georgia OCI and then created by GovLink. Once approved, GovLink will ask the payor to provide one e-mail address to associate with your payor's GovLink account. If multiple people with one payor 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 payor 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. 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.
- **Waiting for Payor**- This case is waiting on more information to be submitted by the payor.
- **Waiting for Applicant**- This case is waiting on more information to be submitted by the applicant or provider.
- **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.
- **Settlement Reached**- GA OCI was notified by either the provider, payor, or both that a settlement was reached on the case.
- **In Arbitration**- This case was unable to reach a settlement and has been sent or is in process of being sent to the contracted arbitrator.
- **Arbitration Complete**- The case was sent to arbitration and the arbitration process has been completed.
- **Closed**- the case was determined to no longer be valid or need to be pursued and has been closed out.

- **Needs Review**- Additional documentation was submitted to the case by either the payor or the provider and is pending review from the OCI attorney to be accepted into the case.

### **3. 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.

### **4. How can I add information to my case?**

Information can be added to the case by the provider, payor, 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.

### **5. 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).

### **6. 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](mailto:AdminProc@oci.ga.gov) including the case number in question and the details that you feel are inaccurate and they will review.

### **7. When will I hear from OCI?**

- **Surprise Billing**- Both parties will be given 30 calendar days to negotiate a settlement on the claim before being sent to arbitration.
- **Open Records**- Typically, 3 days but should we require more time to process this request someone from the Office will contact you.

- **Regulatory**- Comments must be posted before designated closed comments date.

#### **8. 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.

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