



GovLink Regulatory Agencies

Georgia Office of Commissioner of Insurance and Safety Fire

License and Safety Fire Hearings Internal User Guide

Version 1.0

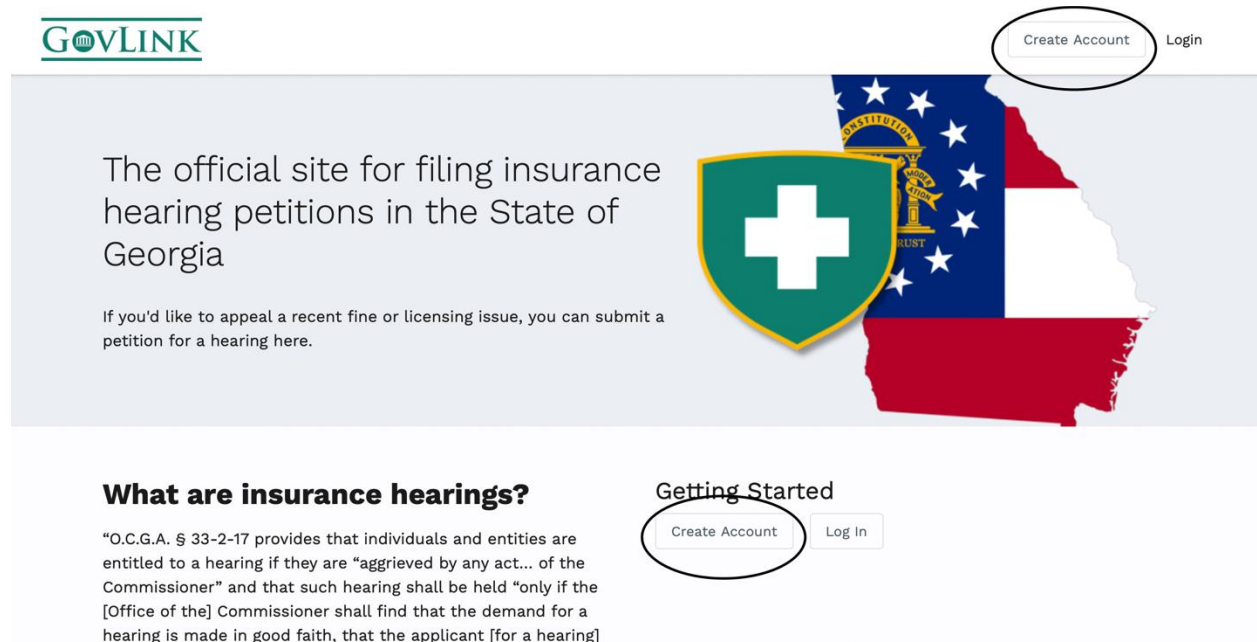
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## 1.1 Creating an Account

All users who access the GovLink petition, both internal to OCI and external to OCI, will need to create an account.

1. Navigate to the GovLink OCI website [GA OCI License Hearings Requests](#) or [GA OCI Safety Fire Petitions](#).
2. Choose the “Create Account” Option in the center or top right corner of the page.



The screenshot shows the GovLINK website homepage. At the top left is the GovLINK logo. In the top right corner, there are two buttons: "Create Account" and "Login". The "Create Account" button is circled in red. The main content area features a large graphic with a green shield containing a white cross, overlaid on a map of Georgia with the state flag. Text on the page reads: "The official site for filing insurance hearing petitions in the State of Georgia" and "If you'd like to appeal a recent fine or licensing issue, you can submit a petition for a hearing here." Below this, there are two sections: "What are insurance hearings?" and "Getting Started". The "Getting Started" section has a "Create Account" button circled in red and a "Log In" button next to it.

**GovLINK**

The official site for filing insurance hearing petitions in the State of Georgia

If you'd like to appeal a recent fine or licensing issue, you can submit a petition for a hearing here.

**What are insurance hearings?**

"O.C.G.A. § 33-2-17 provides that individuals and entities are entitled to a hearing if they are "aggrieved by any act... of the Commissioner" and that such hearing shall be held "only if the [Office of the] Commissioner shall find that the demand for a hearing is made in good faith, that the applicant [for a hearing]"

**Getting Started**

Create Account Log In

3. Insert the necessary information to create your account.



## Office of Commissioner of Insurance and Safety Fire

Create Account

or

Login

FIRST NAME \*

LAST NAME \*

EMAIL \*

RE-ENTER EMAIL \*

PASSWORD \*

RE-ENTER PASSWORD \*

Create Account

Powered by **GOVLINK**

## 1.2 Login

2. Once a user has created an account, the user can login from the home page choosing the “Login” option in the center or top right corner of the page.

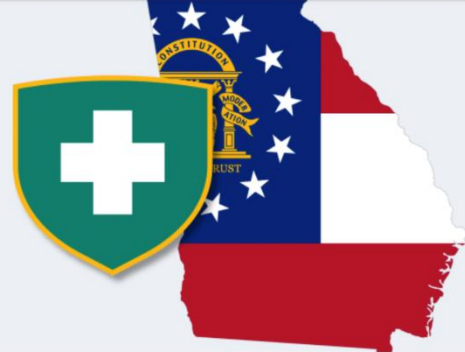


Create Account

Login

The official site for filing insurance hearing petitions in the State of Georgia

If you'd like to appeal a recent fine or licensing issue, you can submit a petition for a hearing here.



### What are insurance hearings?

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### Getting Started

Create Account

Log In

- Users will then need to enter the e-mail and password they used to create their account.

×




Office of Commissioner of  
Insurance and Safety Fire

Create Account or Login

EMAIL \*

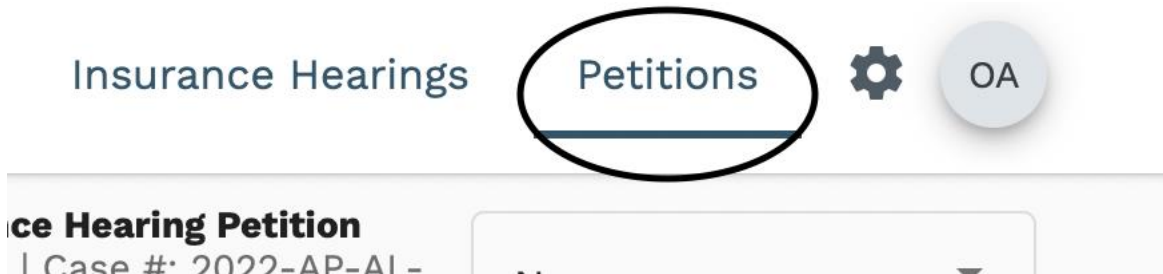
PASSWORD \*

[Forgot Password?](#)

Powered by 

### 1.3 Reviewing a License Hearing Petition

Once a petition is submitted, from an external petitioner, it will be available to review from the OCI administrator's user account under the "petition" option in the top right corner.



1. The administrator can filter cases based off status in the top left corner by clicking the filter icon in the screenshot below.

The screenshot displays the GovLINK interface. On the left is a table of license hearing cases. On the right is a detailed view of a petition. A filter icon (three horizontal lines) is circled in the top left of the case list, with an arrow pointing to it and the text "Filter Icon" in a box. The detailed view shows the case name "John Doe" and the petitioner "Commissioner John King".

| License Hearing                         | Status               |
|---|----------------------|
| Buddy Elf III<br> The North Pole        | REJECTED             |
| Jane Doe<br>2022-AP-AL-060003           | 6/2/22<br>DISCOVE... |
| <b>John Doe</b>                         | NE...                |
| Wrenn Parrish<br>2022-AP-AL-060002  DCS | 6/2/22<br>NE...      |

**Insurance Hearing Petition**  
Ref #: 1483 | Case #: 2022-AP-AL-060004

John Doe vs. Commissioner John King

Grant Access to Intervener/Limited Participant

**FILINGS** +

Jol 172 Accepted | View Petition

**ATTORNEY**  
ocigovlink attorney2

**ADJUDICATOR**  
ociadjudicator govlink

2. To review a filing, the administrator can click on the desired filing from the list on the left side of the page.
3. Once selected, all information submitted with the filing will be available to view/download. The administrator can download documents individually by clicking the down arrow next to the document, or download ALL documents at once by clicking the down arrow beside “filings.”

## 1.4 Rejecting a Submitted Petition


Once the administrator has reviewed the petition, they can either accept or reject the petition.





**FILED UNDER:**

**FILINGS**

1312 | Humana Test | 11/08/2021

 This is a test file12This is a...  
*Claim form*

 Accept  Reject

West Georgia Lung and Sleep Medicine  
1202 | Ryan Roenigk | 10/08/2021

1. If a petition is rejected, the administrator will get a screen to provide a reason for rejection. The reason for rejection will be sent to the submitter in an e-mail notice along with the reference number. A reference number will still be associated with the rejected claim.

# Reject Filing



Test  
Run



Administrative Procedure Division, Office of Insurance  
and Safety Fire  
**Commissioner John King**

FILING

#1736 | Test Run | 6/3/22

## Reason

Reason for rejecting...

Cancel

Reject

- 2. The administrator can still view all rejected filings by choosing the “rejected” filter from the top left corner.

The screenshot displays the GOVLINK interface for Insurance Hearings. A 'Filters' dropdown menu is open, listing various petition statuses. A box labeled 'Filter Options' with an arrow points to the 'All Statuses' option. The background shows a list of license hearings and a detailed view of an 'Insurance Hearing Petition' for Commissioner John King.

## 1.5 Accepting a Submitted Petition

Once the administrator has deemed that the filing is acceptable, they can choose the “accept” option on the filing.

The screenshot shows the 'FILED UNDER:' dropdown and the 'FILINGS' section. A filing titled '1312 | Humana Test | 11/08/2021' is displayed with a document icon and the text 'This is a test file12This is a... Claim form'. Below the filing, there are two buttons: 'Accept' (with a thumbs up icon) and 'Reject' (with a thumbs down icon). The 'Accept' button is circled in black.

1. Once a petition has been accepted, a case number will automatically be assigned. The existing reference number will remain as well.

The screenshot shows the 'Insurance Hearing Petition' interface. On the left is a sidebar with a search bar and a list of cases. The main area displays the case details for 'Tester Test' vs 'Commissioner John King'. The status is 'Accepted' with a 'View Petition' button. A dropdown menu in the top right corner is set to 'Petition for Review'.

| Case Name                               | Status             |
|---|--------------------|
| Tester Test                             | PETITION FOR RE... |
| Test Run                                | REJECTED           |
| Chipper Jones<br> Major League Baseball | NE...              |
| Buddy Elf III<br> The North Pole        | REJECTED           |
| Jane Doe<br>2022-AP-AL-060003           | 6/2/22<br>NE...    |

2. The administrator can change the status of the case by using the drop down in the top right corner.

This screenshot is similar to the first one but shows a dropdown menu open in the top right corner. The menu options are: 'New', 'Petition for Review', 'Petition Denied', 'Petition Dismissed', and 'Discovery'. The 'Petition for Review' option is highlighted.

3. The administrator can change the "filed under" status at any point, even after the case has been accepted.

- The administrator will also change the attorney and adjudicator assigned from the drop down menu on the right side of the page. The administrator will also determine the initial hearing date.

The screenshot shows the GovLink interface for an Insurance Hearing Petition. On the left, a sidebar lists various cases, including 'Tester Test', 'Test Run', 'Chipper Jones', 'Buddy Elf III', 'Jane Doe', and 'John Doe'. The main area displays the details for the 'Tester Test' petition, including the filings status (Accepted) and a 'View Petition' button. On the right, a form allows for selecting an attorney and adjudicator, and setting initial and appeal hearing dates. A circle highlights these selection fields.

- The administrator may change the petition status if needed, located in the upper right-hand corner of the page.

This screenshot shows the GovLink interface for an Insurance Hearing Petition. The left sidebar lists cases such as 'Buddy Elf III', 'Jane Doe', 'John Doe', and 'Wrenn Parrish'. The main area displays the details for the 'Jane Doe' petition. In the upper right corner, a dropdown menu is highlighted with a box and an arrow, with a text box indicating it can be used to view more statuses. The right side of the page shows the assigned attorney and adjudicator.

- The administrator can assign to the case an attorney, adjudicator, and hearing dates. This can be completed on the right side of the page using the drop down menus on the right.

The screenshot displays the GovLink interface for an 'Insurance Hearing Petition'. On the left, a sidebar shows a list of cases, with 'Jane Doe' (2022-AP-AL-060003) highlighted. The main panel shows the case details for 'Jane Doe vs Commissioner John King'. A 'Grant Access to Intervener/Limited Participant' checkbox is present. Below this is a 'FILINGS' section showing a filing by 'Jai 172' that is 'Accepted' with a 'View Petition' button. On the right, a panel allows for assigning an 'ATTORNEY' (ocigovlink attorney2), an 'ADJUDICATOR' (ociadjudicator govlink), and setting 'INITIAL HEARING DATE' and 'APPEAL HEARING DATE'.

## 1.6 Grant Access to an Intervener/ Limited Participant

- Once an intervener or limited participant has applied under the case, the administrator will need to accept or reject that party into the case.

License Hearing All Statuses

search...

|   |                 |
|---|-----------------|
| <b>Kati Bell</b><br> GreenCourt                   | REJECTED        |
| <b>Kati Bell</b><br>2022-AP-AL-060006  GreenCourt | 6/8/22<br>NE... |
| <b>Tester Test</b><br>2022-AP-AL-060005           | 6/3/22<br>NE... |
| <b>Test Run</b>                                   | REJECTED        |
| <b>Chipper Jones</b><br> Major League Baseball    | NE...           |

Office of Commissioner of Insurance and Safety Fire **Insurance Hearing Petition** Ref #: 1495 | Case #: 2022-AP-AL-060005 New

Grant Access to Intervener/Limited Participant

**FILINGS** + ↓

Test 173 Accepted 1 View Petition ↓

**Limited Participant** Pending 1 ^

1775 Limited Participa

Document.pdf Motion ↓

Accept Reject [trash] [download]

**ATTORNEY**  
ocigovlink attorney1

**ADJUDICATOR**  
ociadjudicator govlink

**INITIAL HEARING DATE**  
06/16/2022 [calendar] [x]

**APPEAL HEARING DATE**  
[calendar]

- After an Intervener or Limited Participant has been accepted to the case, the administrator will need to check the box located in the middle of the page to grant access. This will enable an intervener/ limited participant to view/download all existing documents in the case and add subsequent documentation.

License Hearing All Statuses

search...

|   |                 |
|---|-----------------|
| <b>Kati Bell</b><br> GreenCourt                   | REJECTED        |
| <b>Kati Bell</b><br>2022-AP-AL-060006  GreenCourt | 6/8/22<br>NE... |
| <b>Tester Test</b><br>2022-AP-AL-060005           | 6/3/22<br>NE... |
| <b>Test Run</b>                                   | REJECTED        |
| <b>Chipper Jones</b><br> Major League Baseball    | NE...           |

Office of Commissioner of Insurance and Safety Fire **Insurance Hearing Petition** Ref #: 1495 | Case #: 2022-AP-AL-060005 New

Grant Access to Intervener/Limited Participant

**FILINGS** + ↓

Test 173 Accepted 1 View Petition ↓

**Limited Participant** Pending 1 ^

1775 Limited Participa

Document.pdf Motion ↓

Accept Reject [trash] [download]

**ATTORNEY**  
ocigovlink attorney1

**ADJUDICATOR**  
ociadjudicator govlink

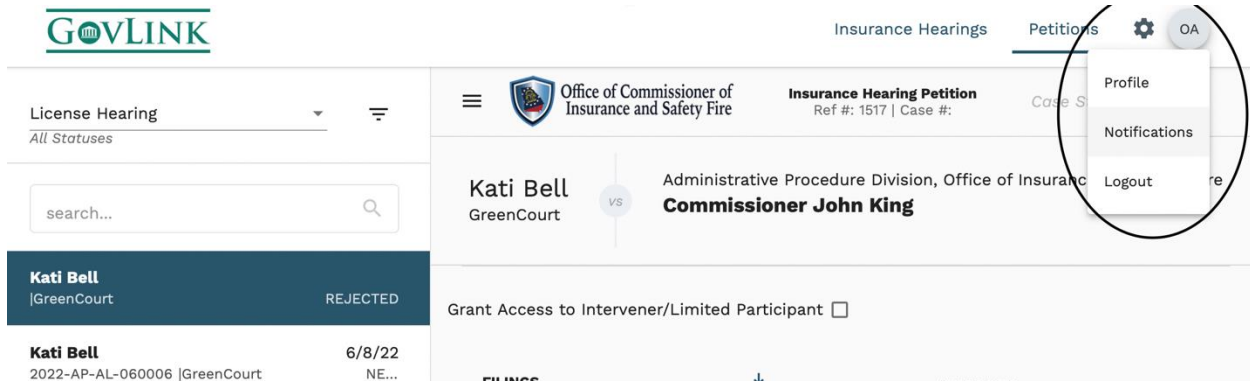
**INITIAL HEARING DATE**  
06/16/2022 [calendar] [x]

**APPEAL HEARING DATE**  
[calendar]

## 1.7 Notifications

All internal and external GovLink users will receive updates on their petition status if they have enabled their notifications. Notifications will be sent to the email associated with the user's account login.

1. To enable notifications click on the user profile, where the user's initials appear, in the top right of the page and select "Notifications."



The screenshot shows the GovLink interface. At the top left is the GovLINK logo. Below it is a navigation menu with 'License Hearing' and 'All Statuses'. A search bar is present. The main content area shows 'Office of Commissioner of Insurance and Safety Fire' and 'Insurance Hearing Petition' with reference and case numbers. The case involves 'Kati Bell GreenCourt' vs 'Commissioner John King'. A dropdown menu is open in the top right corner, showing options for 'Profile', 'Notifications', and 'Logout'. The 'Notifications' option is highlighted. The user's initials 'OA' are visible next to the dropdown trigger.

2. To turn on or off a notification click on the button to change the status. A darkened button means the notification is on and the user will receive email updates. A grey button means the notification is off and the user will not receive email updates.



Profile

**Notifications**

**NOTIFICATIONS**

Select preferences for email notifications.

- Filing Submitted
- Filing Accepted
- Filing Rejected
- Settlement Period Lapsed
- Case Status Update
- Payment Submitted
- Documents Published
- Division Assigned
- Request Overdue
- Estimated Cost Sent
- Arbitrator Assigned

Notification is turned on

Notification is turned off