GOVLINK

GovLink Regulatory Agencies

Georgia Office of Commissioner of Insurance and Safety Fire

Surprise Billing External User Guide
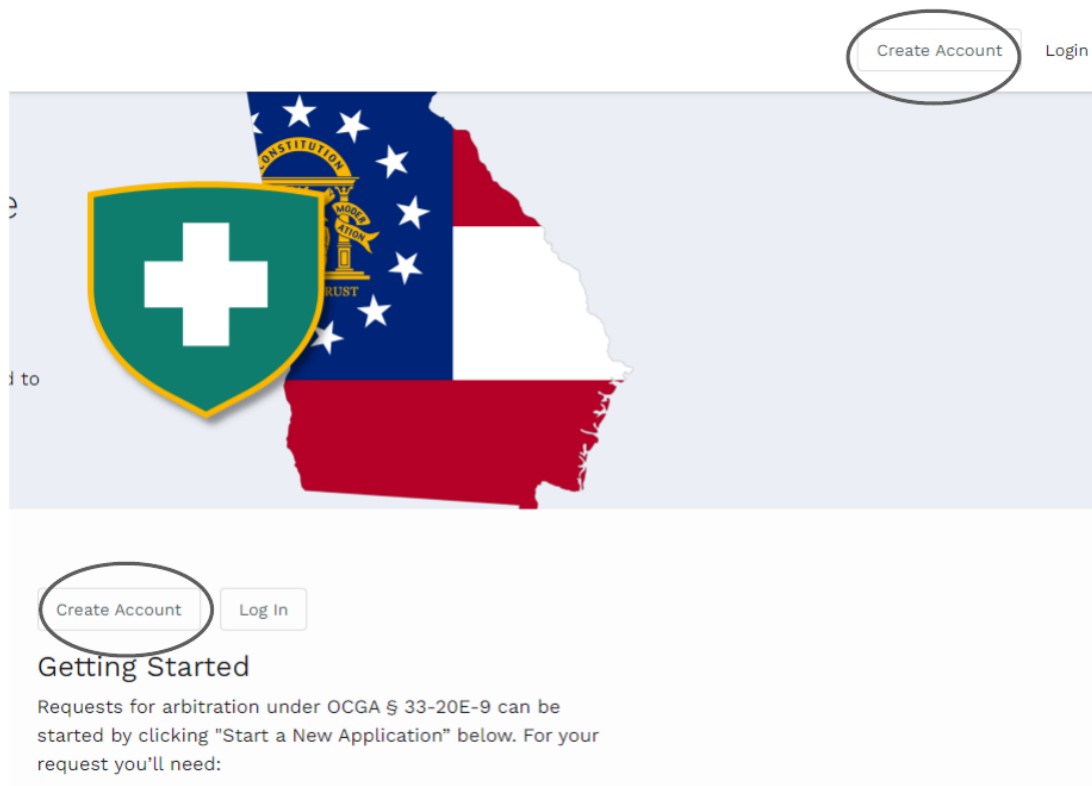
Version 1.0

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1.1 Creating an Account

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

1. Navigate to the GovLink OCI website GA OCI Surprise Billing.
2. Choose the "Create Account" Option in the center or top right corner of the page.

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

1. 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.

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

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Office of Commissioner of Insurance and Safety Fire

Create Account   or   Login

EMAIL *

PASSWORD *

⊘

→] Log In

Forgot Password?

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1.3 Submitting a Surprise Billing Application

Once a user has created an account and logged into that account, the option to "Start a New Application" will be available in the center of the home page.

1. The user will then need to complete the applicant and Payor information on Step 1. Users must also choose whether this application should be filed under the Federal No Surprises Act or GA Surprise Billing.
2. Once all required information is entered, the user will click "Next" to move to step 2.

3. The user will then need to download the OCI Surprise Billing Application .pdf and complete the required information. Once completed, the user should save the

completed form and upload it using the "Select File" Option beside "GA Arbitration Application."

4. Users can also upload any associated documentation such as Explanation of Payment/Benefits and anything else that may be beneficial to the case using the "Select File" option beside Explanation of Payment and/or Optional Files.

5. After the application and any optional documentation has been uploaded, the user can click "Next" in the bottom right corner to move to the next step.

6. The user can then see all documents that were uploaded and add any needed notes (up to 500 characters). Once all information is confirmed, users should click "Submit" in the bottom right corner.

7. After a user has submitted the application, they will receive a confirmation e-mail including a reference number to the e-mail address that is associated with their login account.

1.4 Tracking Submitted Applications

1. After an application has been submitted, users will receive e-mail notifications with any updates. E-mail notification will be sent when the application has been accepted or rejected.
2. Users can also log in their GovLink account to track the application.
3. Once a user has logged into their GovLink account, they can choose the "applications" option in the top right corner to see all of their submitted applications.
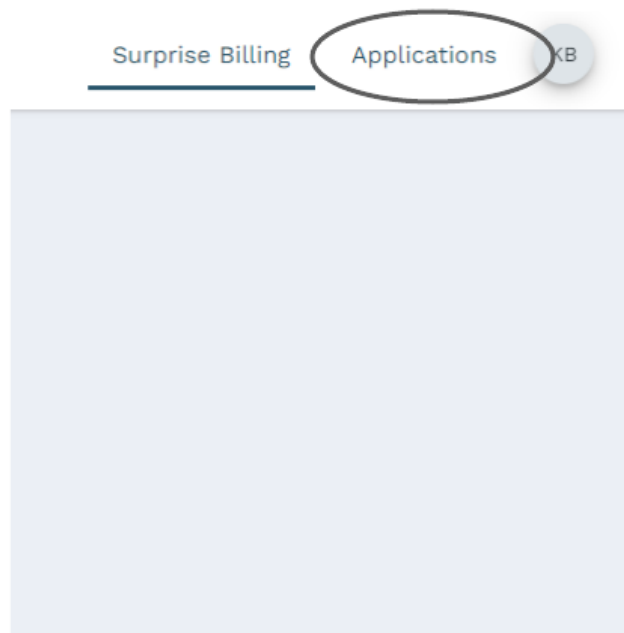
4. From within the applications view, users will see a list of all of their submitted applications on the left side of the page.
5. Users have the ability to filter this list based off of the case status by clicking the filter option and choosing the desired status.
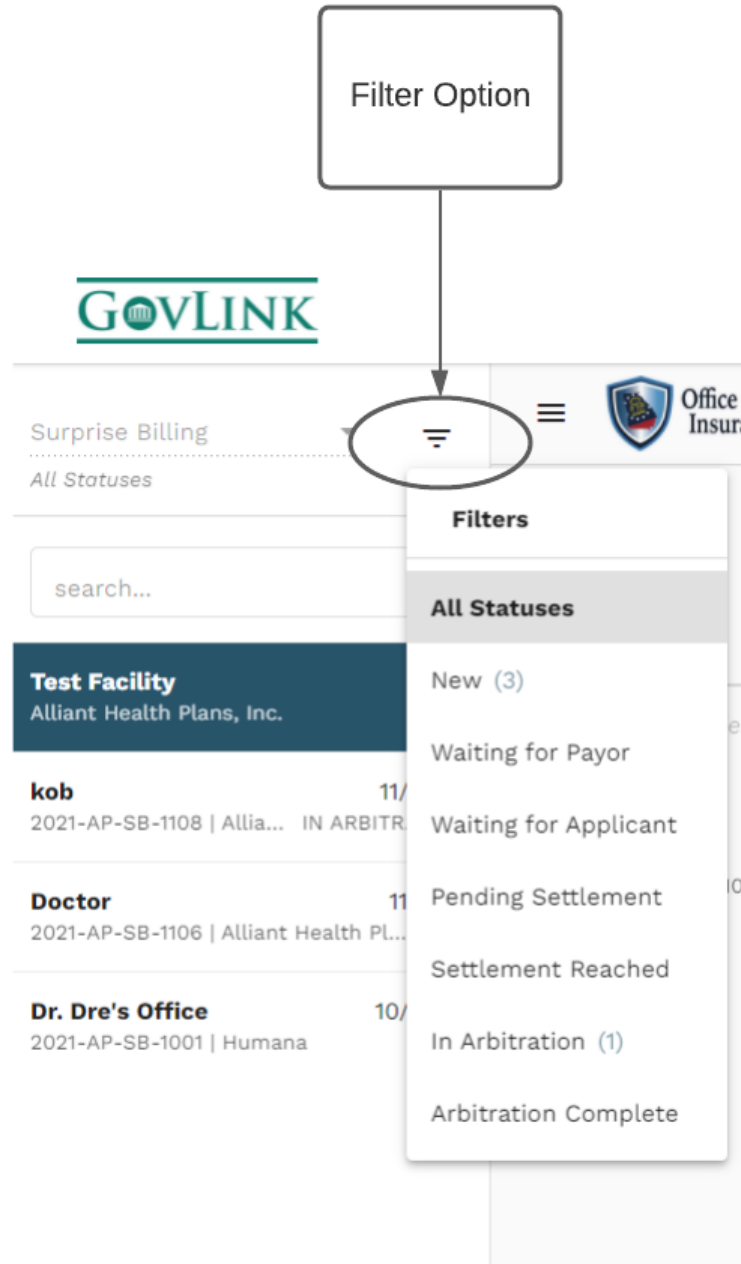
6. Users can then select their desired case to view the case information. All documentation that was originally uploaded with the application will be visible, along with the history of the case.
7. Once an application has been accepted, a case number will be assigned beside the reference number.
8. An accepted application will also provide a countdown tracker for the 30 day settlement period.
9. Users will be able to see a status in this display as well as receive e-mail notifications when the status of a case changes.
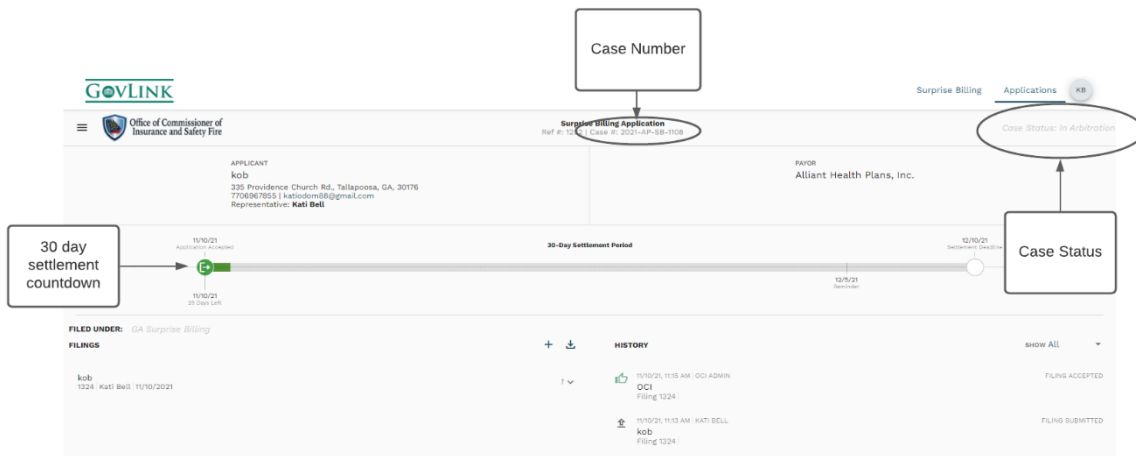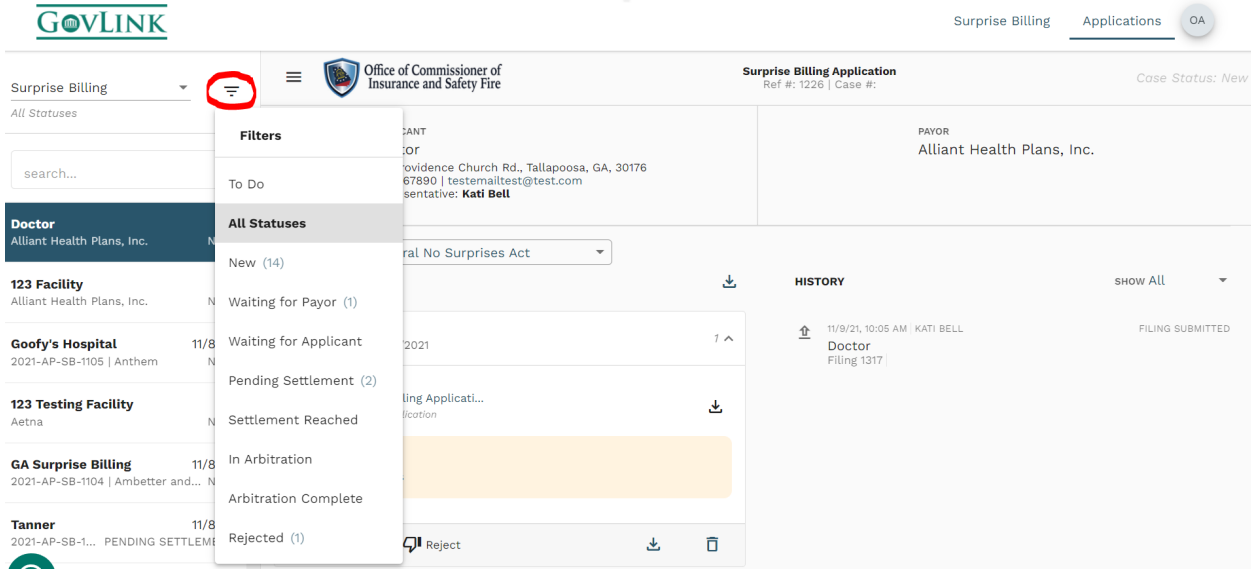

## 1.5 Reviewing a Surprise Billing Application

Once an application is submitted, it will be available to review from the OCI administrator's user account under the "applications" 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.

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."
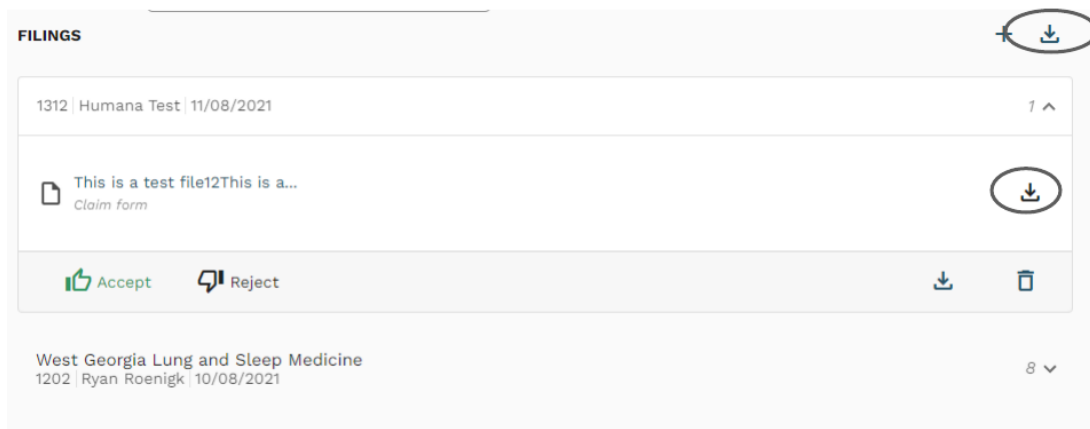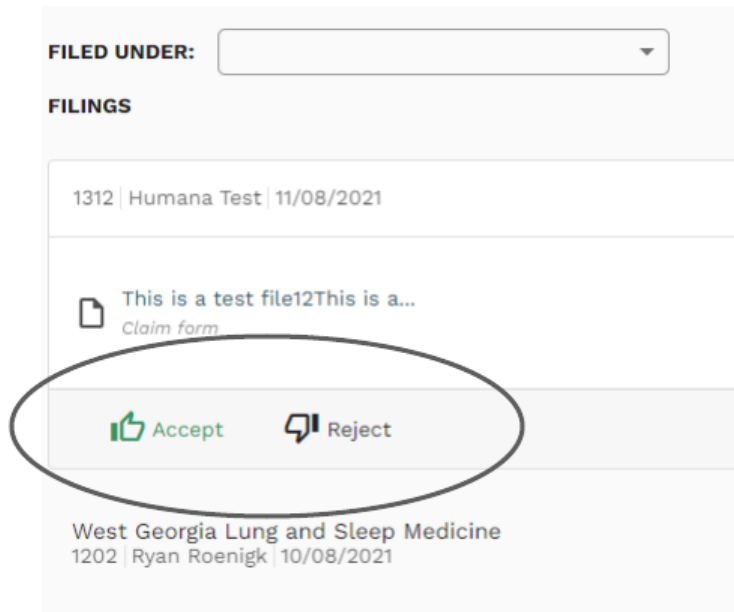

4. From this view, the administrator can change the "filed under" status if needed.
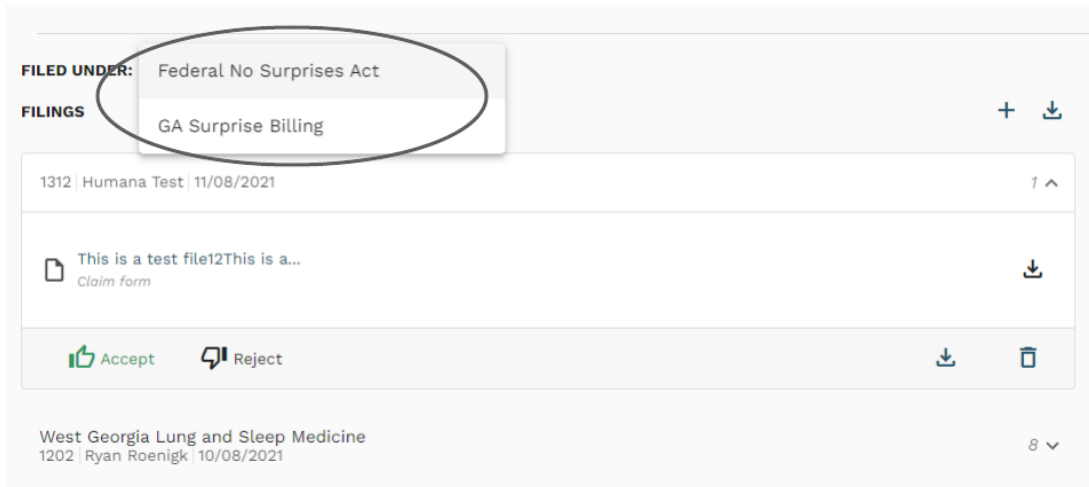
1.6 Rejecting a Submitted Filing

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

1. If a filing 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   ✕

APPLICANT	PAYOR
123 Testing Facility	Aetna

FILING

123 Testing Facility
#1313 | 123 Testing Facility | 11/8/21

Reason

```
This claim is lacking information...
```

Cancel   👎 Reject

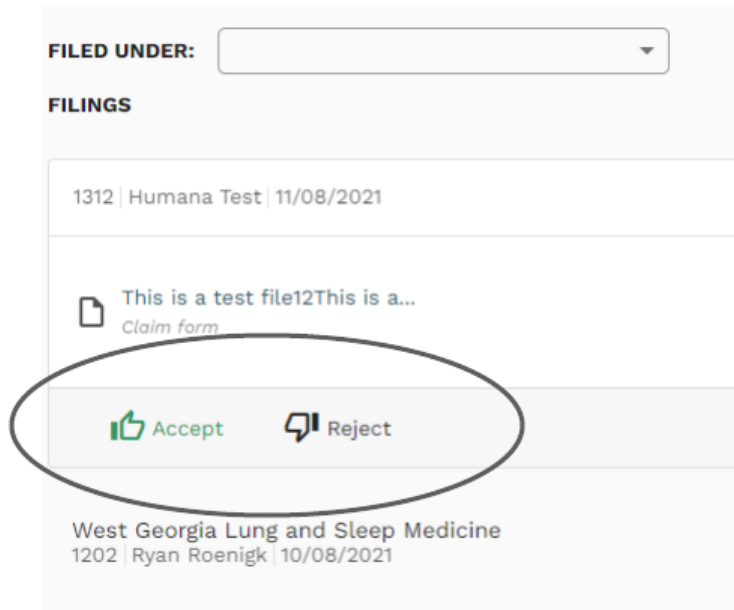2. The administrator can still view all rejected filings by choosing the "rejected" filter from the top left corner.

1.7 Accepting a Submitted Application

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

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
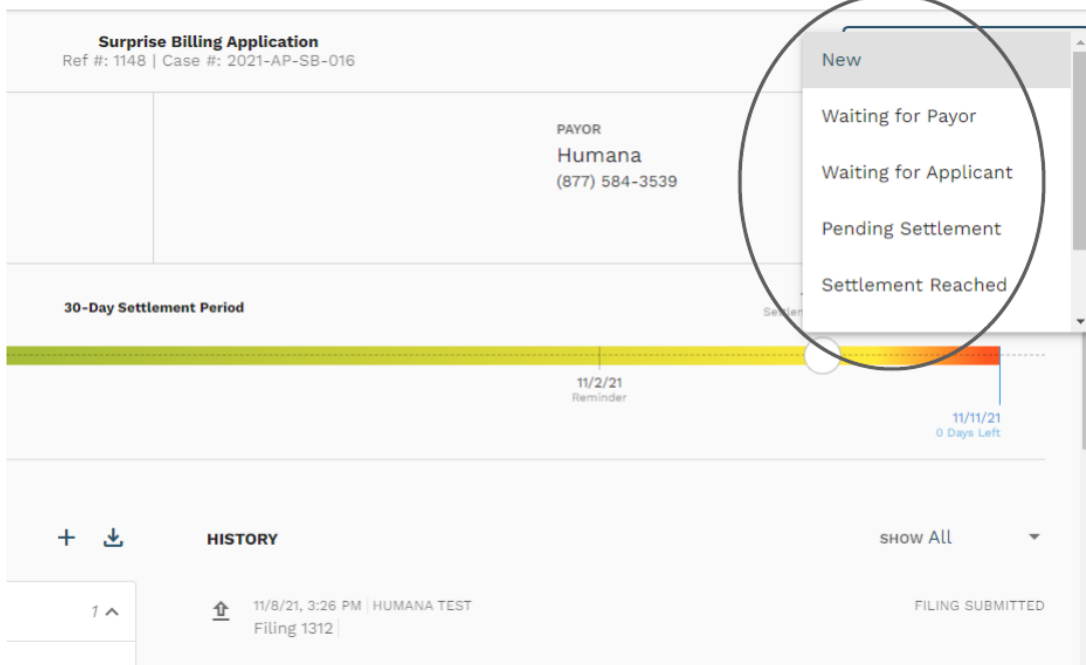1202 | Ryan Roenigk | 10/08/2021

1. Once a filing has been accepted, a case number will automatically be assigned. The existing reference number will remain as well.
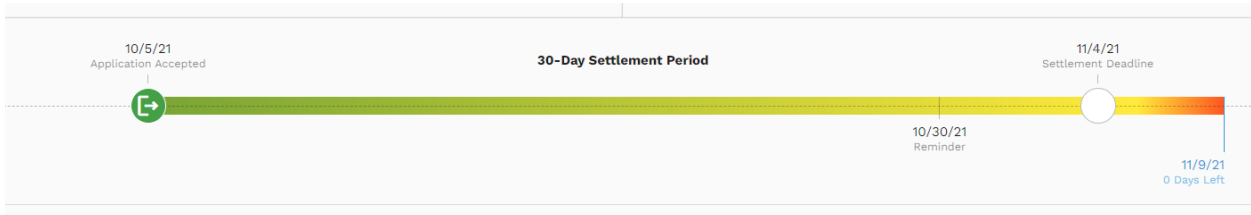2. Once accepted, the 30 day settlement countdown will begin and be displayed along with the case.
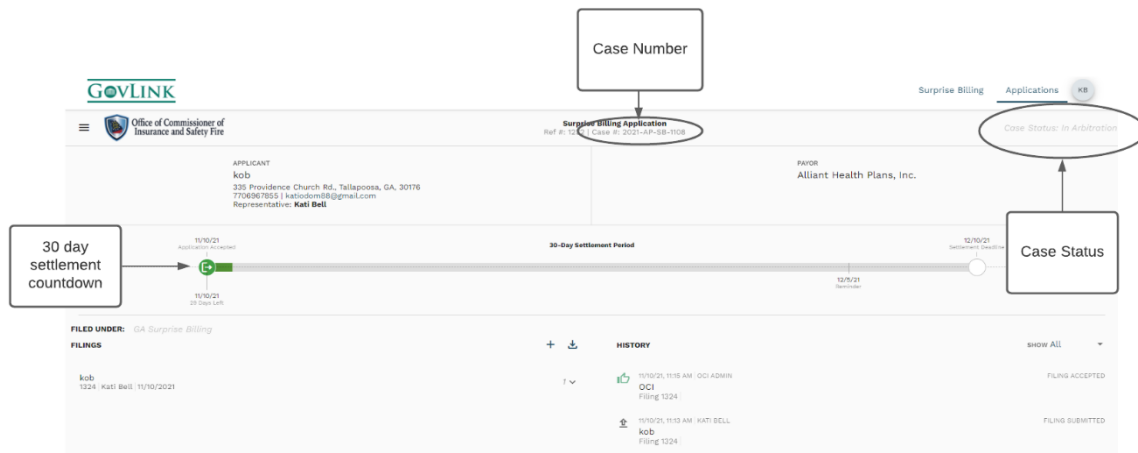
3. The administrator can change the status of the case by using the drop down in the top[right corner.

4. When a case is nearing the end of the 30 day settlement period, a reminder will automatically be sent to those associated with the case.

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