



GovLink Regulatory Agencies

Georgia Office of Commissioner of Insurance and Safety Fire

Surprise Billing External User Guide

Version 1.0

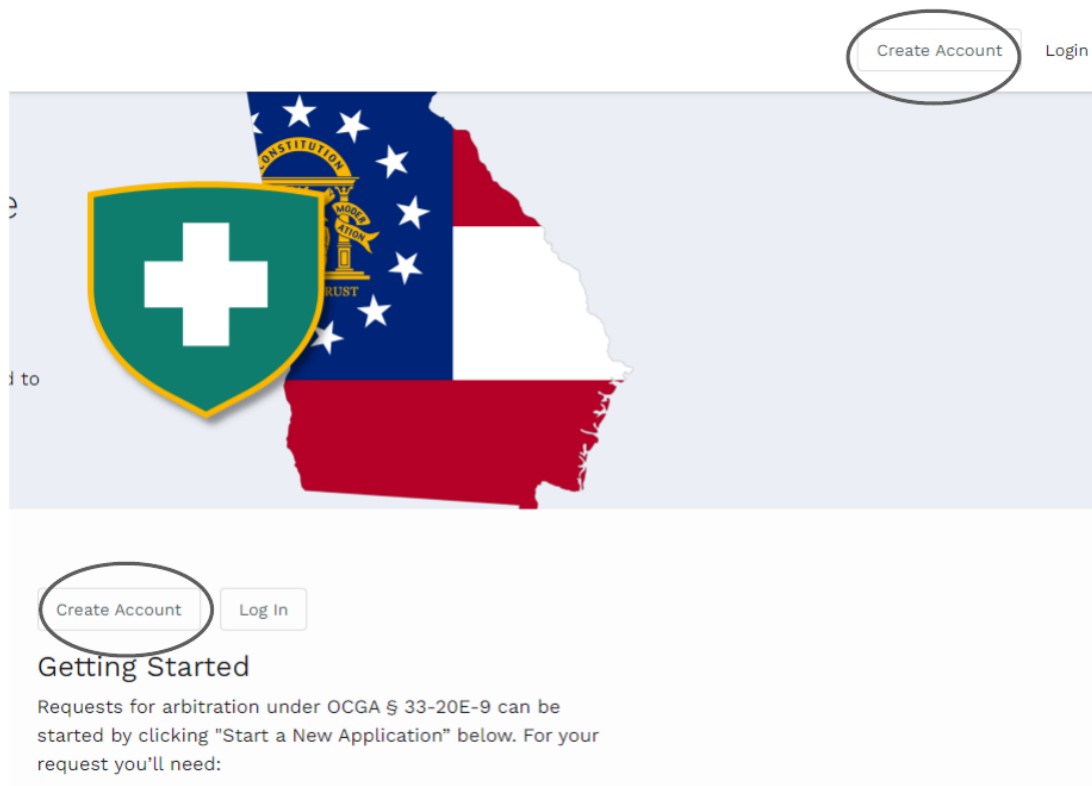
## **Table of Contents**

<b>1.1 Creating an Account .....</b>	<b>3</b>
<b>1.2 Login.....</b>	<b>4</b>
<b>1.3 Submitting a Surprise Billing Application .....</b>	<b>7</b>
<b>1.4 Tracking an Application/Case.....</b>	<b>9</b>
<b>1.5 Reviewing an Application/Case .....</b>	<b>11</b>
<b>1.6 Rejecting an Application.....</b>	<b>13</b>
<b>1.7 Rejecting an Application.....</b>	<b>15</b>

## 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

## 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.

Create Account

Log In



Create Account

Log In

## Getting Started

Requests for arbitration under OCGA § 33-20E-9 can be started by clicking "Start a New Application" below. For your request you'll need:

2. 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 \*

 Log In

[Forgot Password?](#)

Powered by 

### 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.

The screenshot shows the official site for filing Surprise Billing claims in the State of Georgia. It features a header with a green shield containing a white cross and a map of Georgia with the state flag. The main text reads: "The official site for filing Surprise Billing claims in the State of Georgia. If you provided out-of-network medical care for a patient which led to surprise billing, you can apply for arbitration here." Below this is a section titled "What is surprise billing?" with a paragraph explaining the concept. To the right, a button labeled "Start a New Application" is circled in red. Below the button is a section titled "Getting Started" with text explaining that requests for arbitration under OCGA § 33-20E-9 can be started by clicking "Start a New Application" below.

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.

The screenshot shows the "Surprise Billing Application" form, Step 1: Parties. The form is divided into two main sections: "Applicant" and "Payor". The "Applicant" section includes fields for "PROVIDER'S OR FACILITY'S NAME \*", "STREET ADDRESS \*", "CITY \*", "STATE \*", "ZIP CODE \*", "PHONE NUMBER", and "EMAIL". The "Payor" section includes a dropdown menu for "Alliant Health Plans, Inc.". At the bottom, there is a question: "Are you submitting this application under the federal No Surprises Act or GA Surprise Billing? \*" with radio buttons for "Federal No Surprises Act" and "GA Surprise Billing". A "Next" button with a right arrow is circled in red at the bottom right.

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.”

- 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.

Surprise Billing Application

Parties Documents Summary

APPLICANT: Test Facility PAYER: Alliant Health Plans, Inc.

**GA Arbitration Application \***  
You must include the official form used to challenge inadequate out-of-network payment from commercial health insurance companies.  
[Download PDF Application](#)

Drop file to upload, or... [Select File](#)

**Explanation of Payment**  
Please include the EOP from the payor showing reimbursements and/or denials based on claims processed by the patient's plan.

Drop file to upload, or... [Select File](#)

**Optional Files**  
Additional files may be uploaded here, such as the Explanation of Benefits, Enrollee's Health Benefit Plan, Enrollee's Health Plan Card, Claim Forms, Correspondence and more.

Drop file to upload, or... [Select File](#)

[← Prev](#) [Cancel](#) [Next →](#)



- 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.

Surprise Billing Application

Parties Documents Summary

APPLICANT: Test Facility PAYER: Alliant Health Plans, Inc.

**GA Arbitration Application \***  
You must include the official form used to challenge inadequate out-of-network payment from commercial health insurance companies.  
[Download PDF Application](#)

OCI Surprise Billing Applicat...  

**Explanation of Payment**  
Please include the EOP from the payor showing reimbursements and/or denials based on claims processed by the patient's plan.

Drop file to upload, or... [Select File](#)

**Optional Files**  
Additional files may be uploaded here, such as the Explanation of Benefits, Enrollee's Health Benefit Plan, Enrollee's Health Plan Card, Claim Forms, Correspondence and more.

Drop file to upload, or... [Select File](#)

[← Prev](#) [Cancel](#) [Next →](#)

- 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.



Parties Documents Summary

APPLICANT: Test Facility PAYER: Alliant Health Plans, Inc.

**Documents**

OCI Surprise Billing Applicati...  
GA Arbitration Application

**Next Steps**

Your application will be reviewed by the Office of the Commissioner of Insurance & Safety Fire. You can track the status of your case on GovLink and you will receive emails notifying you of status changes.

If you would like to share any further details with the OCI, please add a note here.

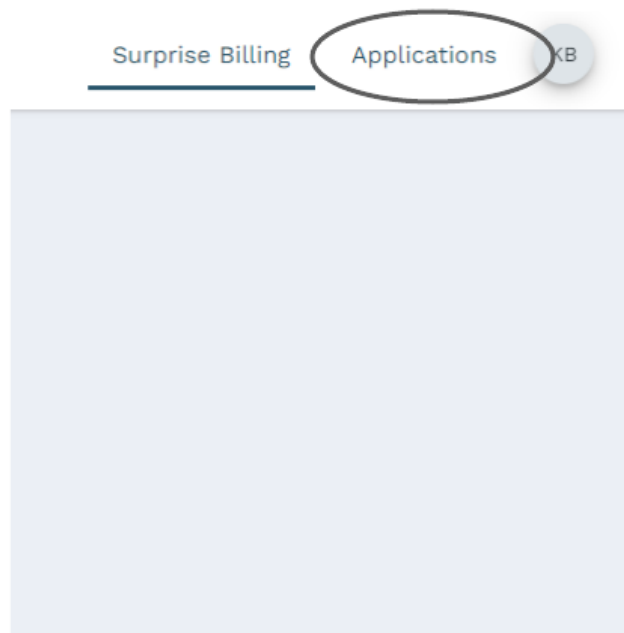
Please process this application... 35 / 500

← Prev Cancel Submit

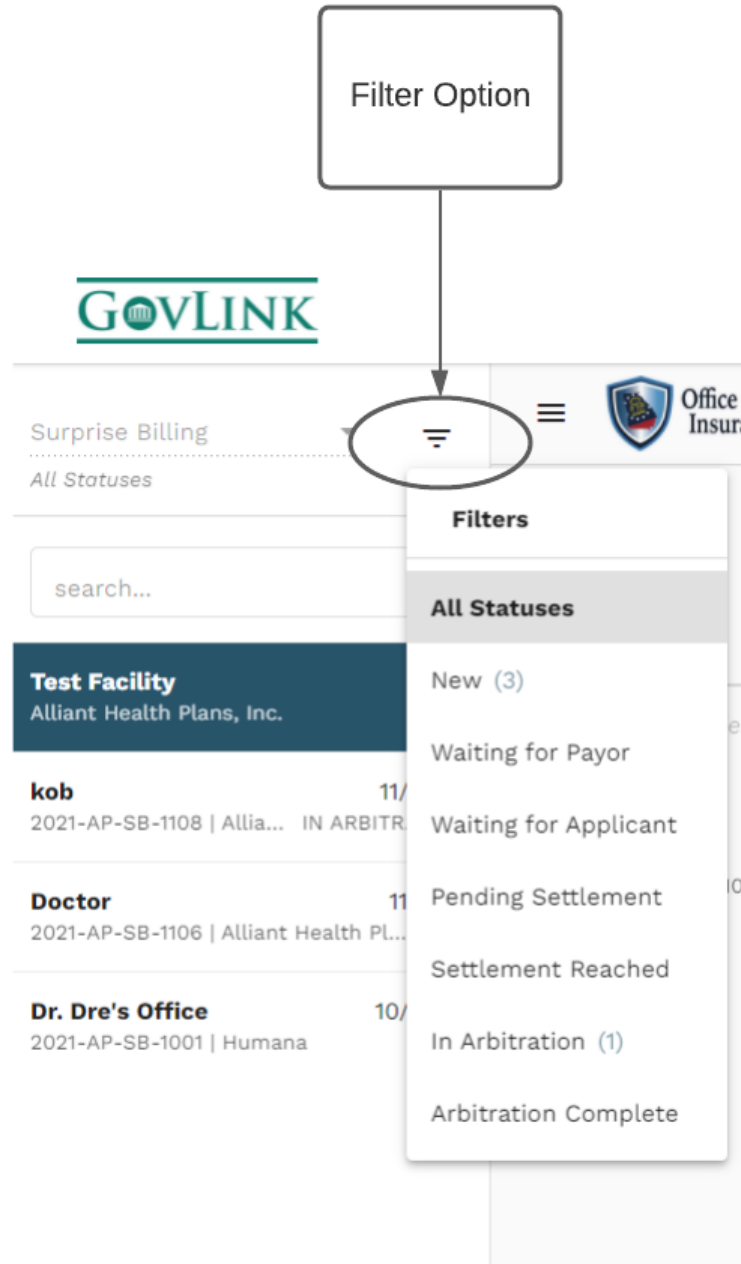
7. After a user has submitted the application, they will receive a confirmation e-mail including a reference number to the e-mail address that is associated with their login account.

### 1.4 Tracking Submitted Applications

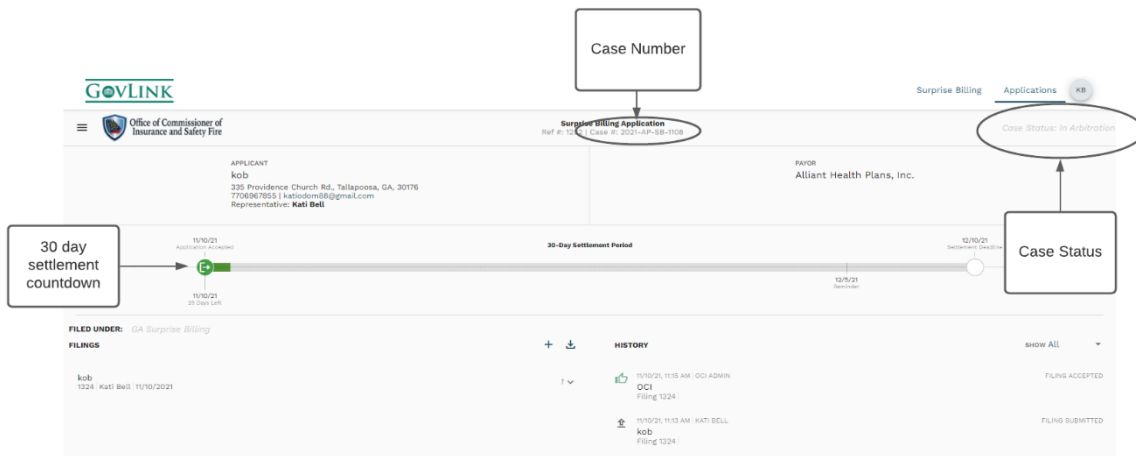
1. After an application has been submitted, users will receive e-mail notifications with any updates. E-mail notification will be sent when the application has been accepted or rejected.
2. Users can also log in their GovLink account to track the application.
3. Once a user has logged into their GovLink 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.



- 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.
- Once an application has been accepted, a case number will be assigned beside the reference number.
- An accepted application will also provide a countdown tracker for the 30 day settlement period.
- 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.

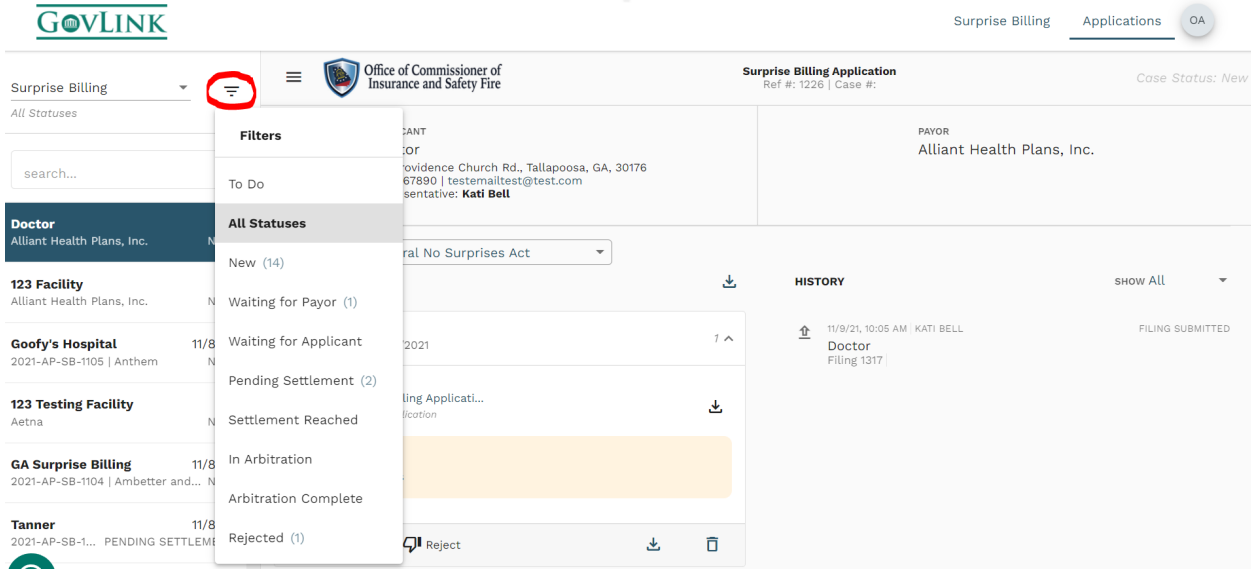


## 1.5 Reviewing a Surprise Billing Application

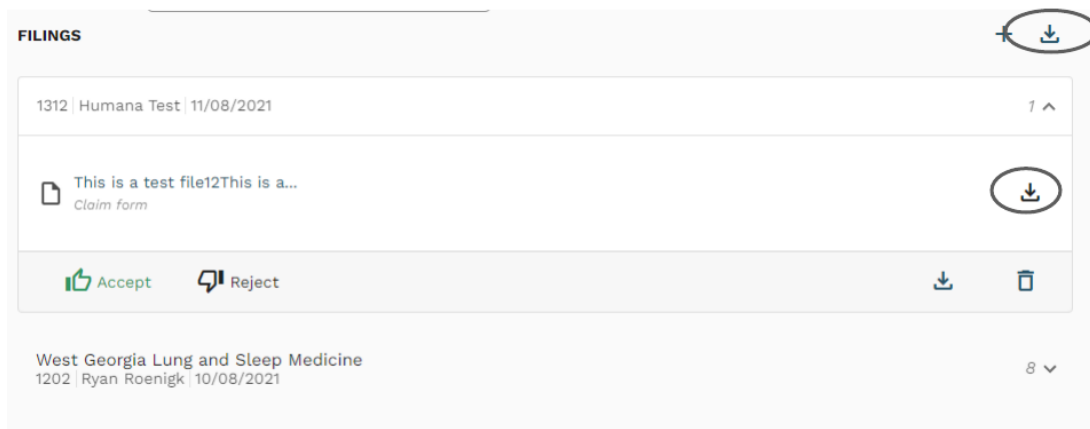
Once an application is submitted, it will be available to review from the OCI administrator's user account under the "applications" option in the top right corner.



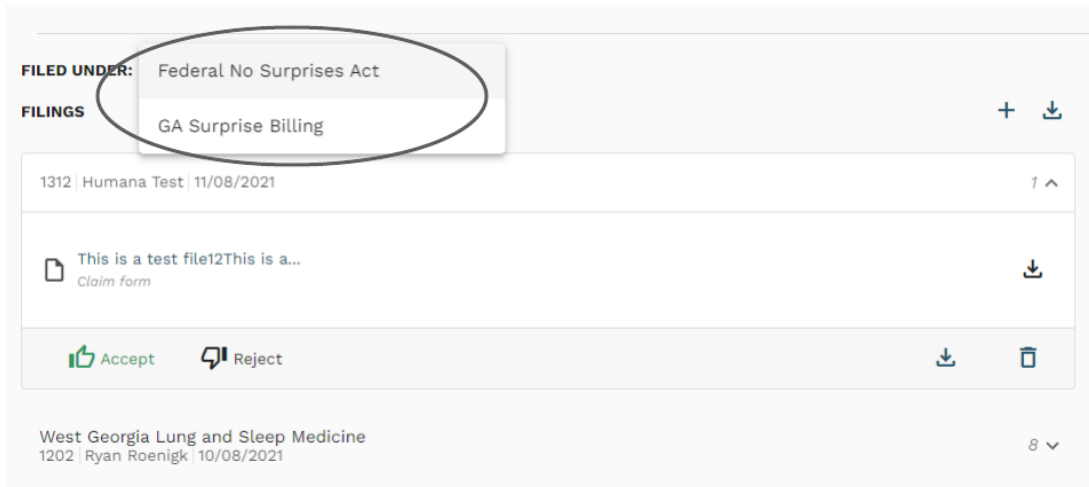
- The administrator can filter cases based off status in the top left corner by clicking the filter icon in the screenshot below.



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.”

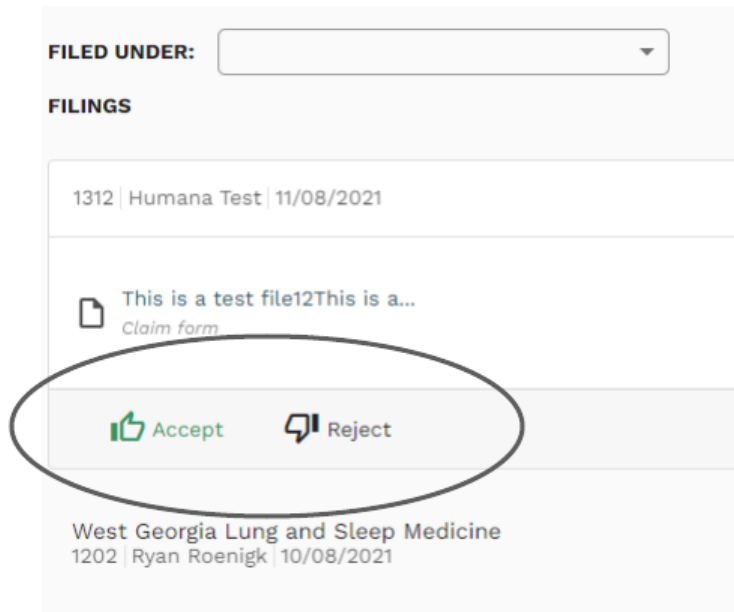


4. From this view, the administrator can change the “filed under” status if needed.



## 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 123 Testing Facility	PAYOR Aetna
-----------------------------------	----------------

FILING

### 123 Testing Facility

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

### Reason

This claim is lacking information..|

Cancel



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

Office of Commissioner of Insurance and Safety Fire

Surprise Billing

New

search...

**Filters**

- To Do
- All Statuses
- New (11)**
- Waiting for Payor (1)
- Waiting for Applicant
- Pending Settlement (2)
- Settlement Reached (1)
- In Arbitration (3)
- Arbitration Complete
- Rejected (4)**

APPLICANT  
West Georgia  
101 Professional I  
4049390022 | rye  
Representative: I

10/8/21  
Application Accepted

10/8/21  
NEW

10/8/21  
NEW

10/21  
NEW

10/18  
NEW

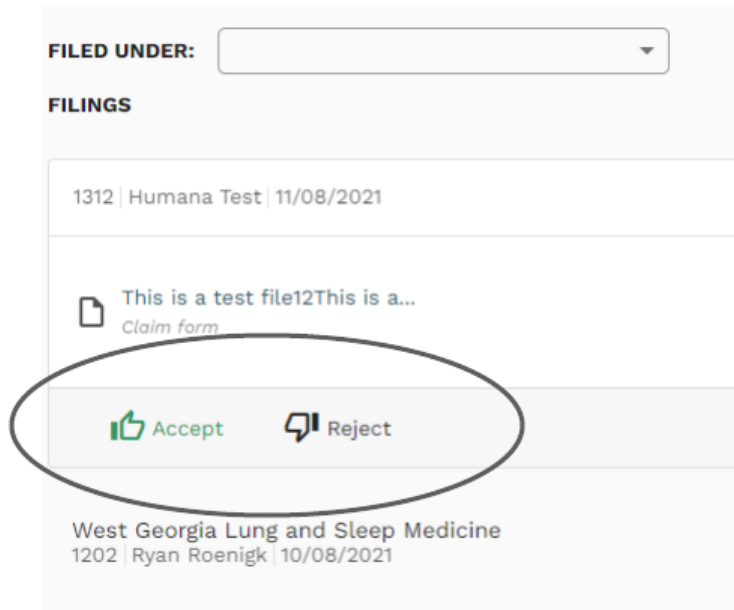
10/8/21  
NEW

10/6/21

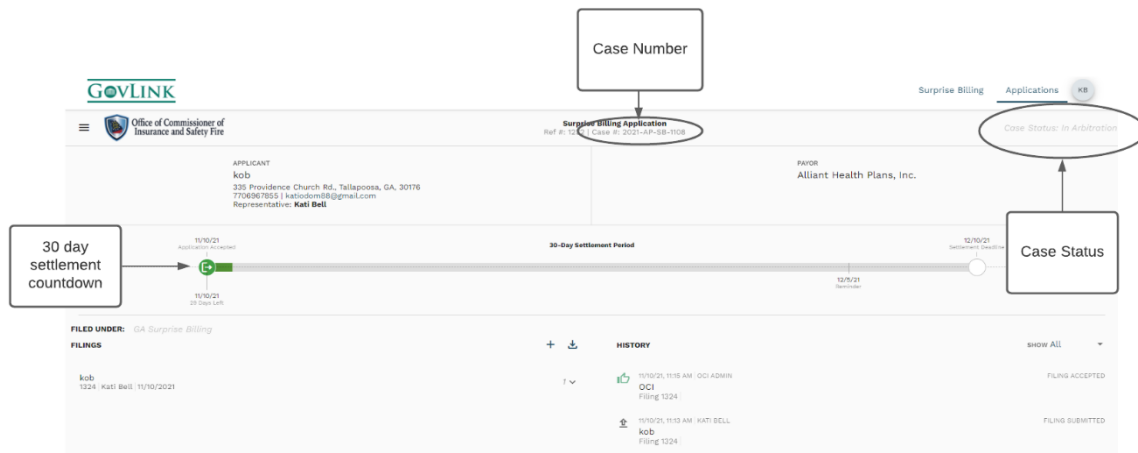
Accept Reject

## 1.7 Accepting a Submitted Application

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

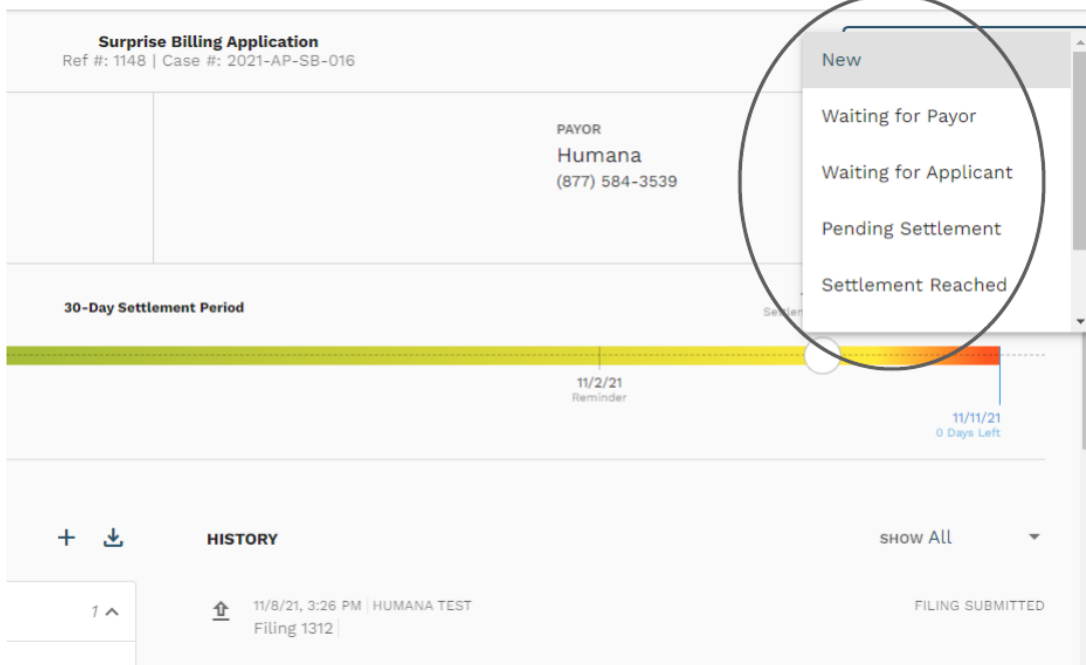


1. Once a filing has been accepted, a case number will automatically be assigned. The existing reference number will remain as well.
2. Once accepted, the 30 day settlement countdown will begin and be displayed along with the case.

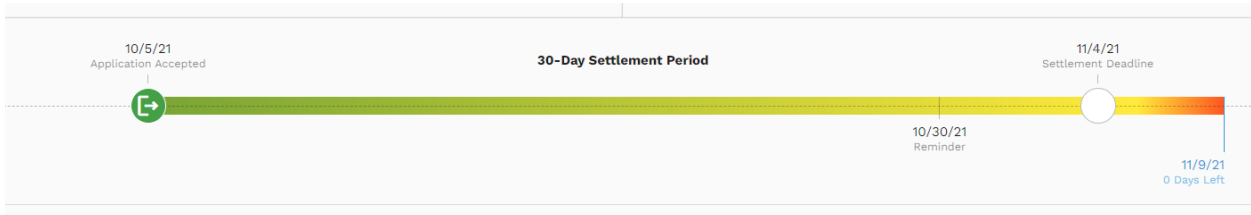


3. The administrator can change the status of the case by using the drop down in the top right corner.





- 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.



- The administrator can change the “filed under” status at any point, even after the case has been accepted.

