Other Payer Process Guide

Instructions for Other Payers to Renew Employee Certificates

Instructions for Accessing the Other Payer menu

1. Get ‘Other Payer’ Code
   a. Send a letter to Board office on organization letterhead requesting a code. The letter needs to include the following information:
      i. Organization name and address
      ii. Contact person name, phone number and email address
      iii. Federal Employer Identification Number or Tax identification number
      iv. Any special instructions concerning the code
   b. The Board office will create an other payer code and a MQA Services account and send this information to the organization contact person
   c. The organization can then provide the code to applicants/licensees applying online for initial licensure or renewal.

* For Other Payer, please click here.
2. Pay for Applications
   a. When the organization is ready, they will log into Online Services
      i. Select 'Other Payer' as the profession, enter the User ID and password, and click on the 'Sign in using our secure server' button
      ii. The UserID and password can be found in the letter from the Board office
   b. From the main screen, select 'Other Payer Invoicing' from the left hand menu.
   c. Click on the code for which you will be paying. Some businesses may have multiple codes.
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i. The Pending transaction count is the total number of applications awaiting payment.

d. To get started, verify the certificate holders' information with your records and reject the individuals who are NOT eligible to use this Other Payer Code. After the ineligible individuals are rejected, then click the 'Continue' button. You will not be able to add a 'rejected' certificate holder back to the list.

   i. To avoid errors and overpayments, we recommend that you verify the information at least twice before rejecting or approving. The refund process may take longer than normal. Individuals who are rejected will be sent an automated email indicating that they are now responsible for payment, either by credit card, cashier's check or money order.
e. Verify each certificate holder’s information. If, for any reason, you are not willing to pay for a certificate holder, check the Reject box. Once you have verified the certificate holder’s information, click the ‘Continue’ button to proceed to the next page.
   i. Upon rejecting a certificate holder, a confirmation box will pop up asking if you wish to reject the request for payment. Click ‘OK’ if so, or click ‘Cancel’ if you want to pay for that particular certificate holder.

f. The payment screen is displayed.
   i. If you are paying by credit card, enter in the card information at this time.
   ii. If you are paying by check, you **MUST** include a copy of your invoice along with your payment. Click the ‘Print Invoice’ button to print a copy of the invoice to be submitted with the check.
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If you are paying by check, you MUST include a copy of the invoice so the processing staff will know exactly which applicants you are paying for and how to apply the money received.

Terms and Conditions
Each time credit card information is submitted, an authorization request is sent to your credit card company. Your credit card company verifies that the card number is valid and that the amount of your transaction is available. If the card number is valid and the funds are available, the credit card company puts an authorization hold on the funds. Even if you receive an invalid CVC or CVV error message, the credit card company or bank will still apply an authorization hold on the funds and immediately deduct those funds. Please note this DOES affect your available credit limit or account balance. It is strongly recommended for debit/credit card users to use a credit card so as not to affect their checking account balance.

It is best to avoid the inconvenience of the pending or duplicate charge by double-checking the CVC code before submitting the payment. An authorization is only a hold on the funds for a possible future transfer. This hold is temporary and if the transaction is not settled it will expire without any action, usually within 7 days. It is not a completed transaction and no funds are transferred at that time. Your credit card company may still show a temporary authorization hold on the funds after your transaction is completed. It can take several working days for them to process the void on the transaction. The time will vary amongst companies. Unfortunately, many customer service staff at banks or credit card companies are not aware of the difference between an authorization hold and a settled transaction. They will tell you that it is a valid transaction even though we have processed a void on the authorization. Credit card companies process authorizations and charges immediately; however, they may take up to 7 days to process voids or credits.

floridashealth.com

Invoice Information

Other Payer Code: 41129001
Other Payer Name: EXAMPLE MASSAGE SCHOOL
Invoice Number: 991

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<tr>
<th>File No. / License No.</th>
<th>Last Name</th>
<th>First Name</th>
<th>City, State</th>
<th>Last 4 of SSN</th>
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<th>Amount Due</th>
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Total Invoice Amount: $875.00

g. Print your receipt and log out of MQA Services

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**Quick Notes about Other Payer**
- If paying by credit card, you have to pay the entire amount due. Please make sure that you are authorized to charge this amount and that the credit limit is not exceeded.
- If a certificate holder is rejected, they will receive an email prompting them to provide payment. Their payment can be made online by logging onto MQA Online Services at www.FLHealthsource.com and paying by credit card or through the mail with a cashier check or money order.
- If you have provided your email address, you will receive a weekly email reminder that pending applications are waiting your action.
- The UserID and Password provided is system generated. The Department of Health encourages the user to update the UserID and Password to something more familiar to them. Refer to the OnlineServices menu on the left hand side of the screen when you are logged in.

**Changes to ‘Other Payer’ Code**
- Please contact the Board office if you have any changes to your Other Payer code or if a new/additional code is needed.
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Instructions for the Certificate Holder:

After the attestation screen, the applicant/licensee will be presented with the Fee and Summary Report. From here they need to click the ‘Pay Now’ button.

Next, Click the ‘Other Payer Button’ located on the right side of the screen.
On the next screen, enter the ‘Other Payer Code’ and click ‘Save’.

When you are finished printing and managing your related licenses, please click on the Log Off link on the menu and you will be logged out of the system. For additional questions or assistance, please contact the Call Center at (850) 488-0595 and select Menu Option 3.