Other Payer Process Guide

Instructions for Other Payers to Renew Employee Certificates

Instructions for Accessing the Other Payer menu

1. Get 'Other Payer' Code

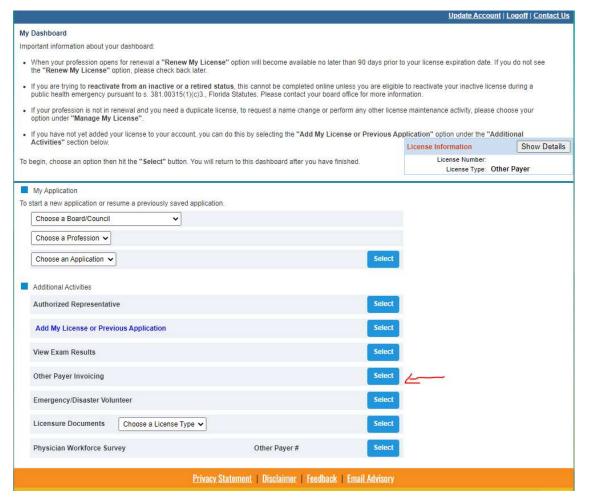
- a. Send a letter to Board office on school letterhead requesting a code. The letter needs to include the following information:
 - School name and address
 - ii. Contact person name, phone number and email address
 - iii. Federal Employer Identification Number or Tax identification number
 - iv. Any special instructions concerning the code
- b. The Board office will create other payer code and a MQA Services account then send the information to the contact person.
- c. The employer will provide the code to employees who are applying for renewal online.

2. Pay for Applications

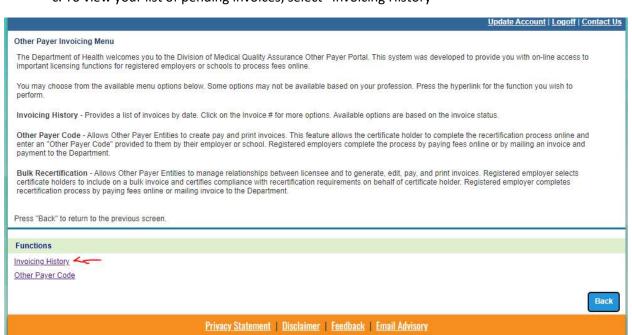
- a. When the organization is ready, log onto our MQA Online Services
 - Select 'Business Establishment' as the profession, enter the User ID and password, and click on the 'Sign in using our secure server' button
 - ii. The UserID and password can be found in the letter from the Board office.



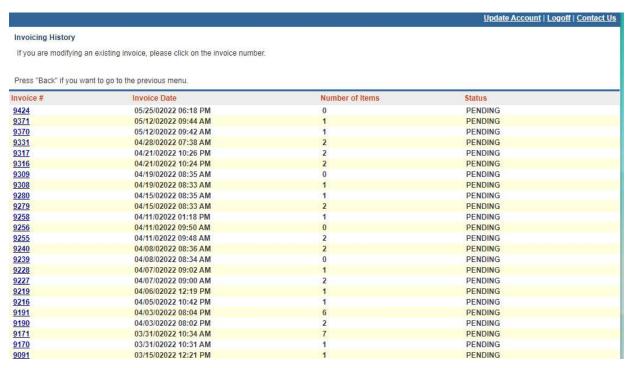
b. From "My Dashboard" select "Other Payer Invoicing"



c. To view your list of pending invoices, select "Invoicing History"



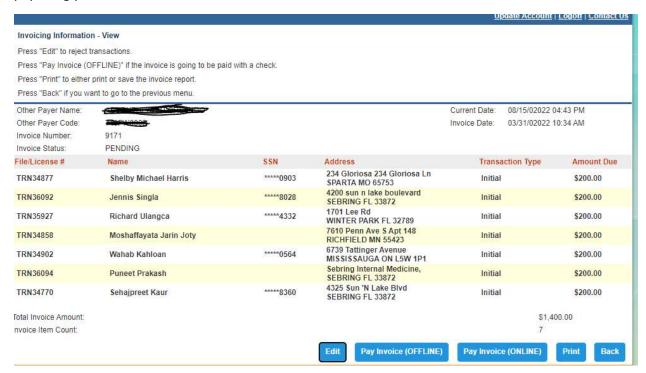
d. Select the invoice number you wish to review or modify.



e. To get started, verify the certificate holders' information with your records then press "edit" to reject individuals who are NOT eligible to use to use your Other Payer Code. Press "Save" to continue.



f. Please select "Pay Invoice (Offline) to print your invoices and mail by check. Or, Pay Invoice (Online) to pay using your MQA Online Services Account.



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.