Instructions for Other Payers to Add/Remove Related Licenses

Introduction
The purpose of this document is to assist EMS providers with adding and removing related licenses to their Other Payer Code. By using the new ‘Related Licenses’ screens through the MQA Services website, the provider will be able to add and remove related licenses to their other payer code that will be used to build the recertification invoice for certificate holders at the time of renewal. This new functionality will allow the providers to add and remove licenses to and from their list at their convenience throughout the 2 years prior to the next recertification period. This list can then be used during future renewals to build an invoice based on the related licenses that are associated with their other payer code. Other Payers will want to take advantage of this new functionality if they intend to use bulk recertification, so they can easily generate an invoice of eligible certificate holders to recertify. The next section of this document explains how to access the new ‘Related Licenses’ screens and demonstrates how to print and view the list of licenses, add new related licenses, and remove related licenses.

Instructions for Accessing the ‘Related License’ function
1. The EMS provider (Other Payer) logs into MQA Services at https://appsmqa.doh.state.fl.us/mqaservices/login.asp?mult=&pass=Y&voprof=9801
2. Select profession (Other Payer) from the drop down list.
3. Enter User ID and Password (as provided in your registration confirmation letter).
4. Click the ‘Sign in using our secure server’ button.
**MQA Services Main Page**

The main screen will contain the link on the left sidebar menu to ‘Manage Related Licenses’

The ‘Manage Related Licenses’ link takes you to the Relationship Maintenance home screen

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**Relationship Maintenance Home Page**

Click on the ‘Manage Relationships’ link. This will take you to the Manage License Relationships screen. This allows the other payer (EMS Provider) to view, add, and remove licenses related to their other payer code.

The ‘View Relationship Summary’ link allows the other payer to view and print a summary listing of all licenses related to their other payer code.
**Manage Related Licenses**

This screen displays an overview of the type and number of licenses related to your other payer code. Please note that if you participated in the bulk recertification option for the December 2010 renewal period, the EMTs and PMDs that were on your invoice have automatically been added as related licenses to your other payer code and will appear on your list. To see a detailed listing of licenses, select the profession that you want to view.

### Sorting the List

This page allows you to view all of the licenses/certificates that are related to your license or Other Payer Code. This list can be sorted by clicking on the column headers as indicated by the red arrows in the screen shot below. For example, to sort by name, click on the 'Name' column header. This screen also provides the option to add or remove licenses from your list.
Navigating Multiple Pages on the List

The top left section of the screen, as shown below, displays how many licenses are on your list for the specific profession. In this example, there are 39 related EMT licenses to this other payer code. If there are more than 20 licenses on the list, then multiple pages will be displayed, but you can view 10, 20, 50 or 100 per page using the number of items per page selection. Navigate to each page by selecting the number of the page navigation, as shown at the bottom of the screen shot below.
## Remove Related Licenses

To remove a license from the list, 1. click on the ‘Remove’ link in the Action column for a record to be removed and then 2. a confirmation pop-up window will appear confirming the related licenses to be removed. Click ‘OK’ to proceed with removing the records, or ‘Cancel’ to return to the screen without making changes.

<table>
<thead>
<tr>
<th>Name</th>
<th>License Number</th>
<th>License Status</th>
<th>Practice Location Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALTANO, MICHAEL</td>
<td>624597</td>
<td>Clear</td>
<td>9411 EVERGREEN PLACE DAVE, FL 33324</td>
<td>Remove</td>
</tr>
<tr>
<td>CRAMER, CYRUS</td>
<td>44279</td>
<td>Clear</td>
<td>*** CONFIDENTIAL *** *** CONFIDENTIAL ***</td>
<td>Remove</td>
</tr>
<tr>
<td>EUBANKS, CHARLES</td>
<td>510326</td>
<td>Clear</td>
<td>5920 CORNHALL LANE DAVE, FL 33331</td>
<td>Remove</td>
</tr>
<tr>
<td>FLORISCH, DONALD</td>
<td>55616</td>
<td>Expired</td>
<td>153601 UNGROVE LARSON, FL 33374</td>
<td>Remove</td>
</tr>
</tbody>
</table>

After you click ‘OK’ the record will be removed from your list and the count and will display Relationship removed in red above the list.
Related License Instruction Guide

Add Related Licenses
To add a license to the list, click the 'Add License' button.

The search screen will open and allow you to search for a license based on one or more of following fields: License Number, Last Name, First Name, Business Name or City.

Partial name searches are allowed as shown in the example below. ‘Smith’ was entered as the last name and ‘B’ was entered for the first name. ‘Benjamin Smith’ was returned in the results because it contains the letters ‘B’ within the first name and ‘Smith’ as the last name.

Relationship Maintenance

This page allows you to search for a license by license number or name, and then select to add them to your related licenses. After entering your search criteria, select the 'Search' button. Any matches to your search criteria will display in the results section. Click on the column heading to sort the results by that column. Click on the 'Select' link to add a relationship. A relationship status of 'Not Eligible' indicates the practitioner is in a status that prevents them from being added as a related license. A relationship status of 'Relationship Exists' indicates the practitioner has already been selected as a related license.

If you need assistance, please contact the program staff at Medical Quality Assurance or (800) 488-0880.

License Number:  
Last Name: Smith  
First Name: B  
Business Name:  
City:  

Search  Reset Search Criteria

Return to Manage Relationships
To search for a license:

1. Click the ‘Search for License’ button once you have entered your search criteria. Results will be displayed in the lower portion of the screen.
2. The results can be sorted by clicking on the column header (i.e. Name, Practice Location Address)
3. To execute another search, either retype over what was previously entered or select the ‘Reset Search Criteria’ button and the search fields will be cleared out.

4. Once you have found the license that you are searching for, click the ‘Select’ link in the ‘Action’ column. Do this for each record that should be added (as shown in the screen shot on the following page.) Please note that a license record marked as ‘Not Eligible’ indicates the license status prevents this record from being added as a related license to your other payer code. Examples include licenses holding a status of ‘Retired’, ‘Revoked’, or ‘Disciplinary Relinquished’. A license marked as ‘Relationship Exists’ indicates it has already been added as a related license and is waiting for changes to take effect in the system. Updates to the system can take up to 24 hours. Records marked as ‘Relationship Exists’ will appear on both the Relationship Summary and the Print List.
5. When selecting the records to add, click the ‘Select’ Link of the record you are trying to add.
6. A confirmation pop-up window will appear confirming the addition of the licenses to your list. Click ‘Ok’ to proceed with adding the records, or ‘Cancel’ to return to the screen without making changes.
7. When finished, select the ‘Return to Manage Relationships’ button at the bottom of the page to return to the Relationship Maintenance home page. There you will be able to Select Manage Relationships link to see or print the listing of ONLY those licenses for the individual profession that you are working OR, to see and print a full listing of related licenses for both the EMT and PMD professions, select the View/Print Relationship Info link at the bottom of the page.
Print Related Licenses

There are several options for printing.

1. To print a listing of all licenses, including both PMD and EMT professions, related to this other payer code, select the View Relationship Summary link on the left sidebar menu.

2. A new window or tab will open displaying a full summary of all licenses related to the other payer code. As shown below, this screen will include an icon for printing the list, a summary of the total number of records, and column headers that can be clicked on to sort the list. The web browser print button can also be used to print the list.

3. When selecting to print, please change the orientation of the paper to ‘Landscape’ to allow for better formatting.

4. When done, please close the browser tab or window to return to the previous screen.
When you are finished printing and managing your related licenses, please click on the Log Off link on the left sidebar 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.