Bulk Renewal Process Guide

Instructions for Other Payers with Bulk Renewal Modifier

1. First begin by visiting www.flhealthsource.gov, and clicking the link below. See: “For Other Payer, please click here.”
2. Next, please login by entering the user ID and password that was provided to you.
3. Select 'Other Payer' as the profession, enter the User ID and password, and click on the 'Sign in using our secure server' button.
4. The UserID and password can be found in the letter from the Board office.

ONLINE SERVICES - ACCOUNT LOG IN

Sign in to your account

1. Select your Profession: Other Payer
2. Enter your User ID: [Input Field]
   (User ID is case sensitive)
3. Enter your Password: [Input Field]
   (Password is case sensitive)

Sign in using our secure server  Get Login Help?

Existing Licensee:
Your original User ID and Password is included on your initial physical license. Please look at the center section and refer to the Online Services Instructions, item P5. Sample Here

Applicant:
If applicable, your original User ID and Password is included in a Deficiency letter sent by the board office. Please look near the bottom of the letter and the information is shown in bold. (Deficiency Letters are sent only to applicants who may need to send additional information.)

To log in using your File Number, Click: Get Login Help? (File Numbers may be found in Initial Eligibility Letter or confirmation email, if applicable.)

Incomplete Online Applicant:
Click Returning Applicant to complete and submit your online application. To retrieve Log in information for incomplete online applications Click: Email My Login Info.

Is your account locked?
Email: MDLicensingServices@health.state.md.us to obtain your User ID and Password. Licensure Services will provide requested User ID and Password within 24 hours of email receipt except on weekends or state holidays. Our hours of operation are from 8:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

Please include the following information for verification purposes:

- Your first and last name
- Last four digits of your social security number
- Date of birth
- Profession
- License number

* The system will automatically unlock your account within 24 hours.
5. After successfully logging in, you will see this home page where you can update log in information, access Other Payer Invoicing, or Manage Related Licenses.
6. From the main screen, select ‘Other Payer Invoicing’ from the left hand menu.
7. This is the screen you will see after clicking “Other Payer Invoicing”. If you have the Bulk Other Payer Modifier attached your account you will see two options, “Other Payer” and “Bulk Recertification”.
8. If you click on Bulk Recertification, you will be brought to this screen where you can review the certificate holders you would like to renew, and their status.
If you click “Generate Invoice”, you will come to this page.

9. To generate an invoice based on your existing relationships, select **Generate Invoice**. This option will add up to 150 certificate holders to an invoice. If you have more than 150 relationships, then you will need to repeat this process until all of your **Eligible** certificate holders have been added to an invoice. An invoice can be modified to add or remove individuals by selecting the **Update Invoice** button at the bottom of the invoice.

10. 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.

11. 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.

If you select the radio button above for Emergency Medical Technician that has 15 relationships attached, and click **Generate Invoice**, within a few moments, your invoice information will appear.
12. This is the screen you will see once your Invoice Information is ready. If the certificate holders have open renewals, you will see their information here, and be able to verify the renewal fee amount.

13. If you are ready to pay for the certificate holders’ renewal, then click “Pay Invoice”. The next screen will appear where you have the option of printing an invoice and paying by mail, or paying online with a credit card.

14. If you are paying by credit card, enter in the card information at this time.
15. 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.
16. After entering your credit card information, and clicking “Process”, you will receive a confirmation with options to print a receipt, print invoice, or pay another invoice.

17. At this point, you can pay for another invoice, use the navigation bar on the left-hand side, or log out of your account. Please allow up to 15 minutes for the payment to update in our computer system.
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.