

## Bulk Renewal Process Guide

# Instructions for Other Payers with Bulk Renewal Modifier

1. First begin by visiting [www.flhealthsource.gov](http://www.flhealthsource.gov), select "Account Login" to access the account, and clicking the link below. See: "For Other Payer, please click here."

**Florida HEALTH**  
Medical Quality Assurance

# MQA Online Services

[Home](#) | [FL HealthSource](#) | [FAQs](#) | [Telehealth](#)

### Licensed Practitioner Login

Licensee's Last Name :

Licensee's SSN :

Licensee's Date Of Birth :

[Login](#)

*NOTE: Not all mobile devices are fully compatible with the online system at this time. It is highly recommended that you have access to a desktop or laptop computer.*

### Other Users Login Options

[Create New Applicant Account](#)

[Business Establishment / School](#)

[Returning Applicant Login](#)

[Prescription Pad Vendor Login](#)

\* For Out-of-State Telehealth, [click here.](#)

\* For Other Payer, [please click here.](#)

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Florida Department of Health | Division of Medical Quality Assurance Web Portal

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

[MQA Services](#)

[Practitioner Login](#)

[Continuing Education](#)

[Account Locked Help](#)

[Email My ID & Password](#)

## ONLINE SERVICES - ACCOUNT LOG IN

Sign-in to your account

1. Select your Profession:
2. Enter your User ID:  (User ID is case sensitive)
3. Enter your Password:  (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 #5. [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 Applicants](#) 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: [MQALicensureServices@flhealth.gov](mailto:MQALicensureServices@flhealth.gov) 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.



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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 (Bulk)**.



## Medical Quality Assurance (MQA) Services



[Update Login](#)

[Other Payer Invoicing](#)

[Manage Related Licenses](#)

[Log Off](#)

The Department of Health welcomes you to the Division of Medical Quality Assurance Other Payer Portal. This system was developed to provide you with on-line access to important licensing functions regarding your Florida license.

You may choose from the available menu options. Some options may not be available based on your profession.

We have provided a brief description of the menu options below.

**Other Payer Invoicing** -Allows Other Payer Entities to manage other payer invoices and bulk recertifications.

**Manage Related Licenses** -Allows Other Payer Entities to manage relationships between licensees.



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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".

Florida HEALTH

## Medical Quality Assurance (MQA) Services

Welcome to the Other Payer Invoice option

To review the applications that were submitted using your other payer code or to make payment, please select "Other Payer".

To create a new bulk invoice or to make payment for an existing invoice, please select "Bulk Recertification". For a detailed instruction guide, please click [here](#).

### Recertification Options

[Other Payer](#) [Bulk Recertification](#)

VeriSign Secured  
VERIFY

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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.



Medical Quality Assurance (MQA) Services

Welcome to the Bulk Recertification option

The Bulk Recertification option allows the provider to complete a recertification on the certificate holder's behalf. By using this option, the certificate holder will not be responsible for submitting any additional recertification documentation.

There are two options to create invoices for recertification. The provider can select **Generate Invoice**, which will create an invoice based on your related licenses, or the provider can **Create New Invoice** and add each certificate holder individually. Please Note: adding an individual to an invoice will not create a relationship between you and the certificate holder, if you want to create a relationship please select the **Manage Related License** link from the left hand menu.

Before you begin creating an invoice, please ensure all of your certificate holders have updated their mailing and practice addresses online at [www.FLHealthsource.com](http://www.FLHealthsource.com). Upon recertification approval, the new certificate will be sent to the mailing address on record.

If you are modifying an existing invoice, please click on the invoice number in the Invoice History section.

**Invoice History**

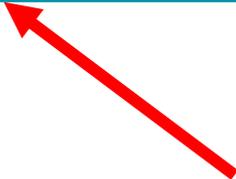
To add additional applications, or to make payment, please click on the desired Invoice Number below.

Invoice #	Invoice Date	# of Items	Status
1341	10/12/2010 11:14:35 AM	14	PAID
206013	10/18/2012 4:10:40 PM	12	PAID
1310025	10/22/2014 12:09:43 PM	14	PAID
1323234	8/19/2016 11:01:44 AM	1	PENDING
1323235	8/19/2016 11:03:12 AM	1	PENDING

**Bulk Recertification Attestation**

By creating a Bulk Recertification Invoice, you are attesting that the EMS provider has the authority of each of the certificate holders whose numbers are contained in the invoice for bulk recertification to make the following statement on their behalf. "I certify compliance with all requirements for recertification (per FS 401 and FAC 64J-1 including CEUs) and I have not been convicted or pled no contest, regardless of adjudication, to a felony charge since my last recertification."

[Create New Invoice](#) [Generate Invoice](#)



If you click “Generate Invoice”, you will come to this page.

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.

For each invoice, you will have the option to pay online by credit card or print to pay by mail. Each invoice you create will be saved in your **Invoice History**.

Professions	Nbr of Relationships
<input checked="" type="radio"/> Emergency Medical Technician	15
<input type="radio"/> Paramedic	0

[Generate Invoice](#)



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- 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.
- 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.
- 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.

- 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.

Please review the invoice below. If you would like to add or remove certificate holders, click **Update Invoice** to be redirected back to the Update Screen.

Please do not use your browser's "Back" button.

Use **Invoice History** button to take you back to your Invoice list.

To pay your invoice online by credit card please select **Pay Invoice** button.

To print and mail your invoice along with a check please select **Pay Invoice** button then **Print Invoice** link on the next page.

Division of  
Medical Quality Assurance

**MQA**

### Invoice Information

[Print Page](#)

Other Payer Name: [REDACTED]

Invoice Number: [REDACTED]

Invoice Status: PENDING

Date: 8/19/2016 11:03 AM  
Invoice Amount: \$20.00  
Invoice Item Count: 1  
Invoice Date: 8/19/2016 11:03 AM

License / Certificate Nbr	Last Name	First Name	City, State - Zip	Transaction Type	Amount Due
EMT48224	CLEMENTS	MICHAEL	CLEARWATER, FL - 33762	RENEWAL	\$20.00
				<b>Total Invoice Amount</b>	<b>\$20.00</b>

[Invoice History](#)
[Update Invoice](#)
[Pay Invoice](#)

If you are paying by check, you MUST include a copy of your invoice along with your

- 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.
- If you are paying by credit card, enter in the card information at this time.
- 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.



## Medical Quality Assurance (MQA) Services



[Update Login](#)

[Other Payer Invoicing](#)

[Manage Related Licenses](#)

[Log Off](#)

### Invoice Information :

If you are paying by mail, please print a copy of your invoice.

[Print Invoice](#)

[Pay Another Invoice](#)

Other Payer Name : AIRCRAFT RESCUE FIREFIGHTING DIVISION

### Credit Card Information :

By making payment, you are completing the recertification process for all certificate holders listed on this invoice.

Fee Due : \$20.00

Card Number :  (No spaces or dashes)

Card Type :

Expiration Date :  /  (MM/YY)

CVV Number :  [What's This?](#)

Cardholder Name :

Billing Address :

City :

State :  (Only required for United States/Canada)

Country :  United States/Canada  Other

Postal/Zip :  (No spaces or dashes)

### 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.



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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.

