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# USER GUIDE

## OTHER PAYER PAYMENT OPTIONS

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## What is an Other Payer?

An Other Payer is a business entity paying the application fees for an applicant applying for licensure online

## How to Get Started

Go to [www.FLHealthsource.com](http://www.FLHealthsource.com) and select 'Licensee/Provider'

[www.FLHealthSource.com](http://www.FLHealthSource.com)

Find out about a health professional.....It's fast, It's free and It's available 24 hours a Day.



### Medical Quality Assurance (MQA) Services

The Department of Health through Medical Quality Assurance offers many services to our licensees, health care businesses, and citizens and visitors to Florida through our website. Working in conjunction with 22 boards and six councils, MQA licenses and regulates seven types of facilities and 200-plus license types in more than 40 healthcare professions. Below we have provided access to some of our most requested services.

Citizen/Consumer

Licensee/Provider

License  
Verification

Apply for Initial  
Licensure

Renew My  
License



## Other Payer Services

Click either the “Make Payments for Other Licensee Transactions” or “Practitioner Login” links

The screenshot shows the Florida Health website interface. At the top right is the logo "floridashealth.com". On the left is a vertical navigation menu with categories: "Citizen/Consumer" (containing Health Information Services, License Information Services, Citizen/Consumer FAQ), "Licensees" (containing Practitioner Login, License Verification, Board Information, Hot Topics, Current Licensee Services, Other License Services, Current Licensee FAQ), and "Applicants" (containing License Services, Licensee FAQ). A red box highlights the "Practitioner Login" and "Current Licensee Services" links, with a red arrow pointing to a text box that says "Click either the 'make Payments for Other Licensee Transactions' or 'Practitioner Login' links".

The main content area features a "Medical Quality Assurance (MQA) Services" header with sub-tabs for "Citizen/Consumer", "Licensees", "Contact MQA", "Hot Topics", and "FAQ's". Below this are three sections:

- Current Licensee Services**: The following online services are available for current licensees. Access to online services require practitioners to login.
  - [Renew License](#)
  - [Update Address](#)
  - [View Profile](#)
  - [Update Profile](#)
  - [Print Confirmation of License](#)
  - [Request Duplicate License](#)
  - [One Time Fee Assessment](#)
  - [Continuing Education](#)
  - [Subscribe to CE Broker](#)
  - [Customer Concerns and Suggestions Survey](#)
- New Licensee Services**: Do you need a Florida license? Verify your qualifications for a Florida license and request an application packet or apply online.
  - [Licensure Evaluation Tool](#)
  - [Apply for Licensure Online](#)
  - [MQA Examination Services](#)
  - [EMS Examination Services](#)
  - [Applicant Status Check](#)
- Other Licensee Services**: Want to know more about recent Practice Act changes or want to know more about how to change your license information.
  - [Request License Certification](#)
  - [Other License Activity](#)
  - [Important Changes to Your Practice Act](#)
  - [Make Payments for Other Licensee Transactions](#)
  - [DOES 456.0635, FS IMPACT YOU?](#)

On the right side, there is a "Profession Board/Council Home Pages" section with a dropdown menu and a ">>Go" button. Below that is the "Division of Medical Quality Assurance" logo and a "Swine Flu Information" banner. At the bottom right is a circular graphic for "HEALTH CARE LEGISLATION" with the text "Have you heard?", "1986 Impact", and "Health Care Fraud Convictions".

## Other Payer Login

- Select 'Other Payer' as the profession, enter your User ID and password, and click on the 'Sign in using our secure server' button
- Your user ID and password can be found in the letter sent to you by the Board office
- If you have lost this information, please contact the call center at (850) 488-0595, Monday through Friday from 8:00 a.m. to 6:00 p.m. ET



Welcome to the Division of Medical Quality Assurance Online Services.

If you know your User ID and Password:

1. Select your profession:

2. Enter your User ID:

3. Enter your Password:

\* NOTE: User ID and Password are case-sensitive.

[Sign in using our secure server](#)

Please note your User ID and Password were mailed with your **physical license**. Look in the center section and refer to the Online Services Instructions, item #5. Your security is important to us; therefore, this information is NOT located on postcard renewal notices.

----- OR -----

Select 'Other Payer' as the profession.

Enter in your UserID and Password from the letter sent to you by the Board of Pharmacy.

If you have lost this information, please contact the call center

## Other Payer Main Page

- Click on the code for which you will be paying. Some businesses may have multiple codes.
- The Pending transaction count is the total number of applications awaiting payment. Please note you will only be allowed to pay up to 999 applications at one time. If you have more than that, you will need to return to this screen to view the next invoice of 999 applicants.



[Update Login](#)

[Log Off](#)

Welcome to the Other Payer Code page. Click on the Payer Code below to review the individuals who submitted an application with your Other Payer Code as a payment option.

If the Pending Transaction Count is greater than 999, you will have to complete more than one payment transaction. After you have completed this transaction, please check back for additional applicants.

<a href="#">Other Payer Code</a>	<a href="#">Pending Transaction Count</a>
<a href="#">224KN0001</a>	2

**Click on the code for which you will be paying. Some businesses may have multiple codes.**

**The Pending transaction count is the total number of applications awaiting payment. Please note you will only be allowed to pay up to 999 applications at one time. If you have more than that, you will need to return to this screen to view the next invoice of 999 applicants.**

## List of Applicants

- To get started, first you will need to verify the below applicants' 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 you may click the 'Continue' button. You will not be able to add a 'rejected' applicant back to the list.
- 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, cashiers check or money order.
- If you are paying by check, you MUST include a copy of your invoice along with your payment. If you have any questions, please contact the Department of Health helpdesk at (850) 488-0595, press menu option 3.
- Please click 'Continue' for a link to print this invoice. The link will be located on the upper right side of the screen.
- Verify each applicant's information. If, for any reason, you are not willing to pay for an applicant, check the Reject box. Once you have verified the applicant's information, click the 'Continue' button to proceed to the next page.



[Practitioner Login](#)

[FAQ](#)

[Contact Information](#)

[CE Broker Registration](#)

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Please click 'Continue' for a link to print this invoice. The link will be located on the upper right side of the screen.

File Nbr	Last Name	First Name	City, State	Last 4 of SSN	Transaction Type	Amount Due	Reject
26479	GRAFF	JENNIFER	miami, FL	7744	APPLICATION	\$205.00	<input type="checkbox"/>
26478	JONES	MARY	Tallahassee, FL	9777	APPLICATION	\$205.00	<input type="checkbox"/>

## Rejecting Applicant's Request for Payment

- Upon rejecting an applicant, 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 applicant.



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Please click 'Continue' for a link to print this invoice. The link will be located on the upper right side of the screen.

<u>File Nbr</u>	<u>Last Name</u>	<u>First Name</u>
26479	GRAFF	JENNIFER
26478	JONES	MARY

Windows Internet Explorer

Do you wish to reject the request for payment for applicant:  
JENNIFER GRAFF

If so, click OK to proceed with reject, otherwise click Cancel.

OK Cancel

<u>Transaction Type</u>	<u>Amount Due</u>	<u>Reject</u>
APPLICATION	\$205.00	<input checked="" type="checkbox"/>
APPLICATION	\$205.00	<input type="checkbox"/>

Upon rejecting an applicant, 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 applicant.

Continue

## Payment by Check

- If 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.
- Click the 'Print Invoice' button to print a copy of the invoice to be submitted with the check.



[Practitioner Login](#)

[FAQ](#)

[Contact Information](#)

[CE Broker Registration](#)

**Invoice Information :** If you are paying by check, please print a copy of your invoice.

Other Payer Code : 224KN0001  
Other Payer Name :

[Print Invoice](#)

**Credit Card Information :**

Fee Amount : \$410.00

Credit Card Number :  (No spaces or dashes)

Credit Card Type :  (VS - Visa, MC - MasterCard, DS - Discover, AX - American Express)

Expiration Date (MM/YY) :

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

Name As It Appears On Card :

[Process](#)

**If 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.**

**Click the 'Print Invoice' button to print a copy of the invoice to be submitted with the check.**

[ABOUT SSL CERTIFICATES](#)

### 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 CIC 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/bank 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 CIC 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.

## Payment by Check – Example Invoice

- If you are paying by check, you MUST include a copy of your invoice along with your payment.
- Please provide a separate check for each invoice.
- Please mail to: Florida Board of P.O. Box Tallahassee, FL 32314-6320 If you have any questions, please contact the Department of Health the call center at (850) 488-0595, Monday through Friday from 8:00 a.m. to 6:00 p.m. ET

Division of  
Medical Quality Assurance



### Invoice Information

Other Payer Code : 224KN0001

Date : 4/1/2010 3:12:29 PM

Other Payer Name :

Invoice Number : 258

Invoice Amount : \$410.00

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<u>File Nbr</u>	<u>Last Name</u>	<u>First Name</u>	<u>City, State</u>	<u>Last 4 of SSN</u>	<u>Transaction Type</u>	<u>Amount Due</u>
26479	GRAFF	JENNIFER	miami, FL	7744	APPLICATION	\$205.00
26478	JONES	MARY	Tallahassee, FL	9777	APPLICATION	\$205.00
<b>Total Invoice Amount</b>						<b>\$410.00</b>

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If you are paying by check, you MUST include a copy of your invoice along with your payment. **Please provide a separate check for each invoice.**

Please mail to:  
Florida Board of  
P.O. Box  
Tallahassee, FL 32314-6320

If you have any questions, please contact the Department of Health helpdesk at (850) 488-0595, press menu option 3

**When paying by check, you MUST  
mail a copy of this invoice along with  
the check.**

**Also, you must provide a separate  
check for each invoice.**

## Payment by Credit Card

- When paying by credit card, enter the credit card information and click the 'Process' button to proceed to the next screen.
- The Fee Amount is the sum total of the Amount Due column from the List of Applicants page.



- [Practitioner Login](#)
- [FAQ](#)
- [Contact Information](#)
- [CE Broker Registration](#)

Invoice Information : [If you are paying by check, please print a copy of your invoice.](#)

[Print Invoice](#)

Other Payer Code : 224KN0001  
Other Payer Name :

Credit Card Information :

Fee Amount : \$410.00  
Credit Card Number :  (No spaces or dashes)  
Credit Card Type :  (VS - Visa, MC - MasterCard, DS - Discover, AX - American Express)  
Expiration Date (MM/YY) :   
CVV Number :  [What's This?](#)  
Name As It Appears On Card :

[Process](#)

When paying by credit card, enter the credit card information and click the 'Process' button to proceed to the next screen.

The Fee Amount is the sum total of the Amount Due column from the List of Applicants page.

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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 CIC 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/bank 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 CIC 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.

The following screen will appear after you pay by credit card. From this screen, you can click on the following links:

- 'Print Credit Card Receipt'
- 'Print Invoice'
- 'Return to Other Payer List'



Credit card submission was successful.

[Update Login](#)  
[Log Off](#)

[Print Credit Card Payment Receipt](#)

[Print Invoice](#)  
[Return to Other Payer List](#)

**Invoice Information :**

Other Payer Code :	224KN0001
Other Payer Name :	PT ONLY OTHER PAYER CODE

**Credit Card Information :**

Credit Card Number :	*1111
Credit Card Type :	VS
Credit Card Expiration Date :	01/11
Name On Card :	MCM
Order ID :	409213842
Merchant Transaction Number :	V54N43425753
Date/Time :	4/1/2010 4:42:16 PM
Reference Code :	00000000.

[ABOUT SSL CERTIFICATES](#)

The following screen will appear after you pay by credit card.

From this screen, you can click on the following links:  
'Print Credit Card Receipt'  
'Print Invoice'  
'Return to Other Payer List'  
'Log Off'

If you click the 'Return to Other Payer List' link, the main page will show the number of Pending Transaction Count as 0.

## **Other Payer Applicants**

- If an applicant is rejected, they will receive an email prompting them to provide payment.
- The payment can be made online by logging onto Online Services at [www.FLHealthsource.com](http://www.FLHealthsource.com) and paying by credit card or through the mail with a cashier check or money order.