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 and select ‘Licensee/Provider’
Other Payer Services

Click either the “Make Payments for Other Licensee Transactions” or “Practitioner Login” links
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: Other Payer
2. Enter your User ID: testn11
3. Enter your Password: ********

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

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.

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 ------------------------
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.
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, cashier's 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.
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.
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.
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

Invoice Information

<table>
<thead>
<tr>
<th>File No.</th>
<th>Last Name</th>
<th>First Name</th>
<th>City, State</th>
<th>Last 4 of SSN</th>
<th>Transaction Type</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>26479</td>
<td>GRAFF</td>
<td>JENNIFER</td>
<td>Miami, FL</td>
<td>7744</td>
<td>APPLICATION</td>
<td>$205.00</td>
</tr>
<tr>
<td>26478</td>
<td>JONES</td>
<td>MARY</td>
<td>Tallahassee, FL</td>
<td>9777</td>
<td>APPLICATION</td>
<td>$205.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Total Invoice Amount</td>
<td>$410.00</td>
</tr>
</tbody>
</table>

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.
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.
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'

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 and paying by credit card or through the mail with a cashier check or money order.