


Centralized Performance System (CPS) Indemnity Module



CPS Logon Page

Division of Workers' Compensation



FLORIDA
DEPARTMENT OF
FINANCIAL
SERVICES


CPS

Centralized Performance System

Username: **Password:** **Enter -->**

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Division of Workers' Compensation



FLORIDA
DEPARTMENT OF
FINANCIAL
SERVICES

CPS

Centralized Performance System

Username:

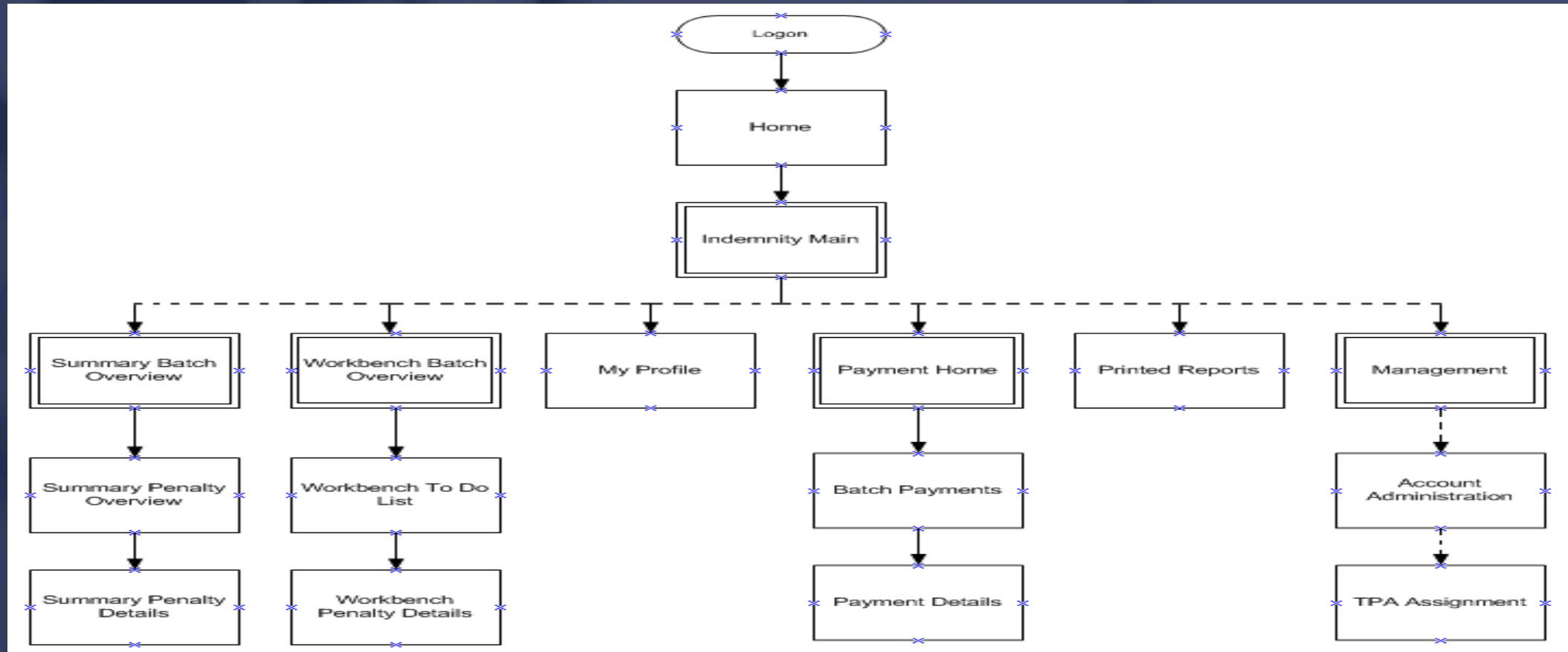
Password:

Enter -->

Please enter your password.

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CPS Organizational Chart



CPS Overview

- Performance information is detailed and summarized in CPS on a monthly basis.
- A batch is the sum of First Reports (DWC-1s) submitted by insurers and processed by the Division in a calendar month.

Summary Batch Overview

Indemnity Main Summary Workbench Payments Reports Management										
> Summary Selection > Batch Overview										
Insurer: <input type="text"/>										
<input type="checkbox"/> Show All Batches										
Month Submitted	DWC-1	Timely Filing		Timely Payment		Stage	Stage Deadline (Insurer Deadline)	Status	Filing Penalty Payment Status	Notes
		Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
December, 2018	156	6	\$1,900.00	4	\$765.41	Preliminary Violation	2/18/2019 (2/3/2019)	Submitted to Division	Pending Payment	2
November, 2018	94	5	\$900.00	4	\$328.96	Notice of Violation		Notice of Violation Sent	Pending Payment	4

Summary Penalty Overview

Indemnity Main

Summary

Workbench

Payments

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Management

> Summary Selection > Batch Overview > **Penalty Overview**

Insurer:

Month: December, 2018

Stage: Preliminary Violation

Stage Deadline: 2/18/2019

Insurer Deadline: 2/3/2019

Current Batch Status: Submitted to Division

Total Filing Penalty Assessed: \$1,900.00

Balance Due to Division: \$1,900.00

Total P&I Assessed and Due to Injured Worker: \$765.41

Balance Due to Injured Worker: \$0.00

[Batch Documents](#)
[Email-Insurer](#)

Click on a column header to sort by that column

Claims Handling Entity	Number of DWC-15	Timely Filing				Timely Payment			
		Insurer		Employer		Insurer		Employer	
		Total Late Filings	Total Filing Penalty Assessed	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed	Total Late Payments	Total P&I Assessed
	155	6	\$1,900.00	0	\$0.00	4	\$765.41	0	\$0.00
	1	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
TOTAL	156	6	\$1,900.00	0	\$0.00	4	\$765.41	0	\$0.00

Summary Penalty Detail

Indemnity Main Summary Workbench Payments Reports Management

> [Workbench Selection](#) > [Batch Overview](#) > [To Do List](#) > **Penalty Detail**

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
May, 2018	3	\$1,100.00	1	\$821.00	Final Order		Pending Legal Referral	Pending Payment	4

Claims Handling Entity:

Click on a column header to sort by that column

Claims Handling Entity	Timely Filing			Timely Payment		
	Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
<input type="text"/>	3	\$1,100.00	3	1	\$821.00	1

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing					Notes	Timely payment				
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Reset Status	Select All		Insurer P&I Assessed	Insurer Status	Specialist Status	Notes	Reset Status
<input type="text"/>	<input type="text"/>	02/27/2018	4	\$100.00	Dispute	New	B	<input type="checkbox"/>	1	\$0.00	-	-	0	R
		10/24/2017	69	\$500.00	Dispute	New	B	<input type="checkbox"/>	1	\$821.00	Dispute	New	1	B
		11/07/2017	155	\$500.00	Dispute	New	B	<input type="checkbox"/>	1	\$0.00	Dispute	Accepted	3	R

Penalty and interest was paid in 1st Payment and noted on DWC1.

Records: (1 - 3) of 3

Set Status for Selected Status View All

Penalty Detail View

Click on the SSN hyperlink to access the injured worker's First Report (DWC-1) claim data.

Indemnity Main Summary **Workbench** Payments Reports Management

> [Workbench Selection](#) > [Batch Overview](#) > [To Do List](#) > **Penalty Detail**

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
May, 2018	3	\$1,100.00	1	\$821.00	Final Order		Pending Legal Referral	Pending Payment	4

Click on a column header to sort by that column

Claims Handling Entity:

Claims Handling Entity	Timely Filing			Timely Payment		
	Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
<input type="text"/>	3	\$1,100.00	3	1	\$821.00	1

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing					Notes	Timely payment				
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Reset Status	Insurer P&I Assessed		Insurer Status	Specialist Status	Notes	Reset Status	
xxx-xx-8488		02/27/2018	4	\$100.00	Dispute	New	B	<input type="checkbox"/>	1	\$0.00	-	-	0	R
		10/31/2017	60	\$800.00	Dispute	New	B	<input type="checkbox"/>	1	\$821.00	Dispute	New	1	B
		11/07/2017	155	\$500.00	Dispute	New	B	<input type="checkbox"/>	1	\$0.00	Dispute	Accepted	3	R

1
Penalty and interest was paid in 1st Payment and noted on DWC1.

Records: (1 - 3) of 3

Set Status for Selected Status View All

Penalty Detail View

Specific claim and penalty information is populated on this screen.

Claim	
SSN: xxx-xx-8488	Claims Handling Entity Code: <input type="text"/>
JCN: <input type="text"/>	Claims Handling Entity Name: <input type="text"/>
Claimant Name: <input type="text"/>	Claims Handling Entity File #: <input type="text"/>
Accident Date: 2/27/2018	Claim Type: ML
First Reported Date: 2/27/2018	Disability Type: TT
Last Date Employee Worked: 2/27/2018	Salary in Lieu of Comp: YES
First Day of Disability Date: 2/27/2018	Salary End Date: 4/22/2018
8th Day of Disability Date: 4/23/2018	Comp Rate: 475.44
Entity's Knowledge of 8th Day Date: 4/27/2018	AWW Amount: 713.12
Return to Work Date:	First Payment Mailed Date: 5/10/2018
Received by Claims Handling Entity Date: 2/27/2018	
Sent to Division Date: 5/14/2018	
Division Received Date: 5/14/2018	
Source Established: EDI3	
CPS Code: NULL	
Initial Filing Penalty Assessed: \$100.00	
Num of Days: 5	
Initial P&I Assessed & Due to Injured Worker: \$0.00	

Penalties	
Late Reason Code:	
Timely Filing Penalty Assessed:	\$100.00
Number of Days Late:	4
Total P&I Assessed & Due to Injured Worker:	\$0.00
P&I Paid in 1st Payment:	\$0.00
Amount Due to Injured Worker:	\$0.00

Payment Penalty and Interest Installments				
Date Due	Installment Amt	Days Late	Penalty	Interest

Insurer	
Name:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
Country:	<input type="text"/>
Carrier Code:	<input type="text"/>
FEIN:	<input type="text"/>
Phone:	<input type="text"/>
State:	<input type="text"/>
Zip:	<input type="text"/>

Employer	
Name:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
Country:	<input type="text"/>
FEIN:	<input type="text"/>
Phone:	<input type="text"/>
State:	<input type="text"/>
Zip:	<input type="text"/>

How To: Switch From One TPA to Another



Use the 'Claims Handling Entity' dropdown box to switch TPAs.

Indemnity Main Summary **Workbench** Payments Reports Management

> [Workbench Selection](#) > [Batch Overview](#) > [To Do List](#) > [Penalty Detail](#)

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
November, 2018	3	\$1,100.00	8	\$79.09	Notice of Violation		Notice of Violation Sent	Pending Payment	5

Click on a column header to sort by that column

Claims Handling Entity: **All Late**

Claims Handling Entity			Total Late Filings	Total Filing Penalty Assessed	To Do
			0	\$0.00	
			0	\$0.00	
			0	\$0.00	
			0	\$0.00	
			0	\$0.00	
			0	\$0.00	
			2	\$700.00	
			1	\$400.00	
			0	\$0.00	

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Insurer Filing Penalty Assessed	Insurer Status	Timely Filing			Notes	Timely payment				
						Specialist Status	Reset Status	Select All		Insurer P&I Assessed	Insurer Status	Specialist Status	Notes	Reset Status
xxx-xx-7608		09/20/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$0.00	Dispute	Accepted	1	R
xxx-xx-8945		09/18/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	2	B
xxx-xx-7518		10/26/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	2	B

Select 'View All' to view all First Reports (DWC-1s) submitted in a particular batch. This information can be downloaded into Excel or CSV format.

Click on a column header to sort by that column

Claims Handling Entity				Timely Filing		Timely Payment			
				Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
				4	\$500.00	4	7	\$137.61	0

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing					Timely payment					
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Reset Status	Select All	Notes	Insurer P&I Assessed	Insurer Status	Specialist Status	Notes	Reset Status
		09/07/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$107.61	Concur	Accepted	0	R
		10/13/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	0	R
		10/02/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	0	R
		04/16/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	2	R
		04/18/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	0	R
		06/14/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	2	R
		10/01/2018	0	\$0.00	-	-	R	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	2	R
		09/27/2018	1	\$100.00	Dispute	New	R	<input type="checkbox"/>	1	\$0.00	-	-	0	R
		01/08/2018	10	\$200.00	Dispute	New	R	<input type="checkbox"/>	1	\$0.00	-	-	0	R
		09/13/2018	7	\$100.00	Dispute	New	R	<input type="checkbox"/>	1	\$0.00	-	-	0	R
		08/04/2018	1	\$100.00	Dispute	New	R	<input type="checkbox"/>	1	\$0.00	-	-	0	R

Penalty and interest was paid in 1st Payment and noted on DWC1.

Set Status for Selected

Status

View All

Records: (1 - 11) of 11

How To: Send Batch to Workbench



To send the batch to your workbench, click on the hyperlink under the 'Action' header on the Summary Home page.

HOME INDEMNITY MY PROFILE HELP LOG OFF											
Indemnity Main Summary Workbench Payments Reports Management											
> Summary Batch Overview											
Month Submitted	DWC-1	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Filing Penalty Payment Status	Notes	Actions
		Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed						
July, 2019	1	1		0	\$0.00	Preliminary Violation	9/3/2019	Closed	Full Payment Received	4	View Summary Details
February, 2019	1	0		0	\$0.00	Preliminary Violation	4/3/2019	Closed	No Payment Required	1	View Summary Details
July, 2018	1	0		0	\$0.00	Preliminary Violation	9/3/2018	Closed	No Payment Required	1	View Summary Details
June, 2018	1	0		0	\$0.00	Preliminary Violation	8/3/2018	Closed	No Payment Required	1	View Summary Details
March, 2018	1	0		0	\$0.00	Preliminary Violation	5/4/2018	Closed	No Payment Required	1	View Summary Details
October, 2017	1	0		1	\$5.00	Preliminary Violation	12/4/2017	Closed	No Payment Required	1	View Summary Details

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Indemnity Main

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> [Batch Overview](#) > [Penalty Overview](#)

Insurer:

Month: July, 2019

Stage: Preliminary Violation

Stage Deadline: 9/3/2019

Total Filing Penalty Assessed:

[Batch Documents](#)

Balance Due to Division: \$0.00

Total P&I Assessed and Due to Injured Worker: \$0.00

Balance Due to Injured Worker: \$0.00

Current Batch Status: Closed

Click on a column header to sort by that column

Claims Handling Entity	Number of DWC-1s	Timely Filing				Timely Payment			
		Insurer		Employer		Insurer		Employer	
		Total Late Filings	Total Filing Penalty Assessed	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed	Total Late Payments	Total P&I Assessed
<input type="text"/>	1	1	<input type="text"/>	0	\$0.00	0	\$0.00	0	\$0.00
TOTAL	1	1	<input type="text"/>	0	\$0.00	0	\$0.00	0	\$0.00

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Indemnity Main

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> [Summary Batch Overview](#) > [Penalty Overview](#) > [Penalty Detail](#)

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
July, 2019	1	<input type="text"/>	0	\$0.00	Preliminary Violation	9/3/2019	Closed	Full Payment Received	4

Claims Handling Entity: ▼

Click on a column header to sort by that column

Claims Handling Entity	Timely Filing		Timely Payment	
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed
<input type="text"/>	1	<input type="text"/>	0	\$0.00

Social Security Number/JCN	Claimant's Name	Date of Accident	# of Days Late	Timely Filing				Timely payment			
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Notes	Insurer P&I Assessed	Insurer Status	Specialist Status	Notes
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	New	-	2	\$0.00	-	-	0

The Workbench 'To Do List' displays batch penalties for insurers and employers. Please note that only an insurer will have access to their penalties.

Indemnity Main Summary **Workbench** Payments Reports Management

> [Workbench Selection](#) > [Batch Overview](#) > **To Do List**

Insurer: <input type="text"/>	Total Filing Penalty Assessed: \$1,900.00	Batch Documents E-mail Insurer View Payments Return To Insurer Recalculate Regenerate NOV (First run recalculations)
Month: December, 2018	Balance Due to Division: \$1,900.00 Clear Balance	
Stage: Preliminary Violation	Total P&I Assessed and Due to Injured Worker: \$765.41	
Stage Deadline: 2/18/2019	Balance Due to Injured Worker: \$0.00 Clear Balance	
Insurer Deadline: 2/3/2019		
Current Batch Status: Submitted to Division		
Pre NOV Sent Date: 1/5/2019	First Collections Date: <input type="text"/>	
NOV Sent Date:	Second Collections Date: <input type="text"/>	
Change Batch Status To: <input type="text" value="Submitted to Division"/>	<input type="button" value="Update Status"/>	<input type="button" value="Update"/>

DOAH Values and Dates:

Certified Date: <input type="text"/> (mm/dd/yyyy)	DOAH Protest Date: <input type="text"/> (mm/dd/yyyy) <input type="button" value="Calendar"/>
DOAH Hearing Date: <input type="text"/> (mm/dd/yyyy) <input type="button" value="Calendar"/>	DOAH Outcome: <input type="text" value="Select Outcome"/>
DOAH Date of Final Order: <input type="text"/> (mm/dd/yyyy) <input type="button" value="Calendar"/>	

Workbench 'To Do List' (con't...)

Click on a column header to sort by that column

<u>Claims Handling Entity</u>	<u>Number of DWC-1s</u>	Timely Filing						Timely Payment					
		Insurer			Employer			Insurer			Employer		
		<u>Total Late Filings</u>	<u>Total Filing Penalty Assessed</u>	<u>To Do</u>	<u>Total Late Filings</u>	<u>Total Filing Penalty Assessed</u>	<u>To Do</u>	<u>Total Late Payments</u>	<u>Total P&I Assessed</u>	<u>To Do</u>	<u>Total Late Payments</u>	<u>Total P&I Assessed</u>	<u>To Do</u>
	155	6	\$1,900.00	6	0	\$0.00	0	4	\$765.41	0	0	\$0.00	0
	1	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0
<u>TOTAL</u>	156	6	\$1,900.00	6	0	\$0.00	0	4	\$765.41	0	0	\$0.00	0

Workbench 'To Do List' - Penalty Detail Overview

Indemnity Main Summary **Workbench** Payments Reports Management

> [Workbench Selection](#) > [Batch Overview](#) > **To Do List** > [Penalty Detail](#)

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
December, 2018	6	\$1,900.00	4	\$765.41	Preliminary Violation	2/18/2019	Submitted to Division	Pending Payment	2

Claims Handling Entity:

Click on a column header to sort by that column

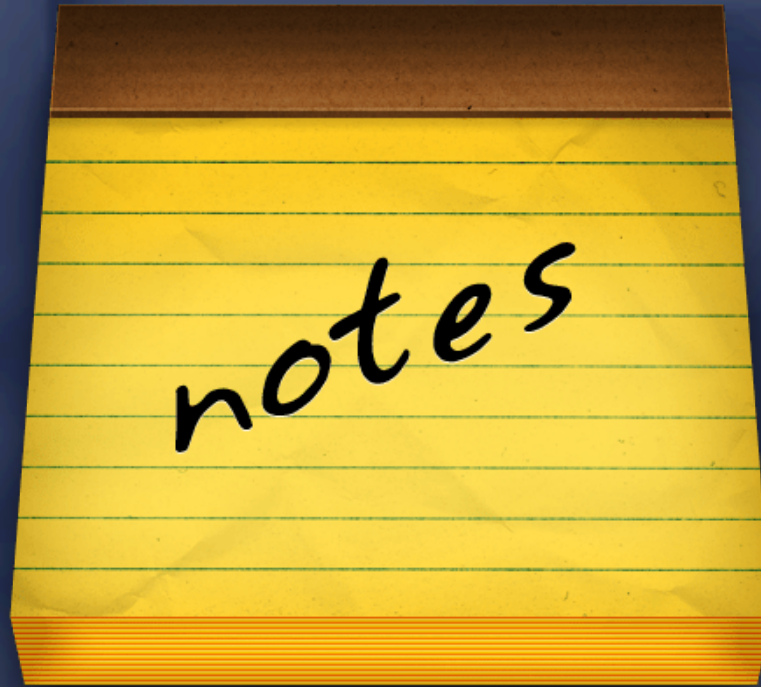
Claims Handling Entity	Timely Filing			Timely Payment		
	Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
<input type="text"/>	0	\$0.00	0	0	\$0.00	0

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing				Select All	Notes	Timely payment				Reset Status
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Reset Status			Insurer P&I Assessed	Insurer Status	Specialist Status	Notes	
1														

Records: (0 - 0) of 0

Set Status for Selected Status View All

How To:



Notes:

- Can be viewed from the Workbench or Summary page.
- Can only be added from the Workbench.
- May include attachments (e.g. htm, html, pdf, txt, doc, xls, etc.).
- Are permanent.

Types of Notes

CPS Indemnity

- Batch - Apply to the batch as a whole. They can be added at any time and viewed by all.
- Detail (Penalty) - Apply to a specific penalty, filing or payment. They can only be viewed by Division staff after the batch has been submitted.

IMPORTANT INFORMATION

- Notes may include attachments.
- All notes are permanent.
- Attachments can be in either htm, html, pdf, txt, doc, xls, tif, tiff or rtf formats.

Viewing Batch Documents

Batch notes can be viewed from the 'Summary' or 'Workbench' tab.

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Indemnity Main | Summary | **Workbench** | Payments | Reports | Management

> [Batch Overview](#) > To Do List

Insurer: Total Filing Penalty Assessed: \$2,000.00 [Batch Documents](#)

Month: June, 2010 Balance Due to Division: \$2,000.00

Stage: Preliminary Violation Total P&I Assessed and Due to Injured Worker: \$72.12

Stage Deadline: 8/3/2010 Balance Due to Injured Worker: \$72.12

Current Batch Status: Returned to Insurer

Click on a column header to sort by that column

Claims Handling Entity	Number of DWC-1s	Timely Filing				Timely Payment					
		Insurer		Employer		Insurer			Employer		
		Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed	To Do	Total Late Payments	Total P&I Assessed
	9	4	\$2,000.00	0	0	\$0.00	3	\$72.12	0	0	\$0.00
TOTAL	9	4	\$2,000.00	0	0	\$0.00	3	\$72.12	0	0	\$0.00

[Workers' Compensation Rules & Forms](#)
[Statutes](#)

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 Division Of Workers' Compensation

Viewing Batch Documents

Indemnity Main Summary **Workbench** Payments Reports Management

> [Workbench Selection](#) > [Workbench Batch Overview](#) > [To Do List](#) > **Batch Documents/Notes**

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
January, 2020	4	\$500.00	1	\$5.00	Preliminary Violation	3/20/2020	Closed	No Payment Required	5

Notes/Document History:

Date	Who	Representing	Note	Note/Document Type	View Document
2/25/2020 Delete	Patience Aninakwa	Specialist	The attached email was sent to the Insurer.	EMAIL	Email.pdf
2/25/2020 Delete	Patience Aninakwa	Specialist	Non-worked email sent	NOTE	
2/25/2020 Delete	Patience Aninakwa	Specialist	The attached email was sent to the Insurer.	EMAIL	Email.pdf
2/24/2020 Delete	Patience Aninakwa	Specialist	\$500.00 payment received for <input type="text"/> <input type="text"/> January, 2020 batch.	CHECK RECEIVED	Image
2/5/2020	System Administrator	Specialist	Preliminary Notice of Violation - Indemnity Data Reporting - <input type="text"/>	EMAIL	AutomatedEmail.txt

How To: Adding Penalty Notes



Adding Penalty Notes

- Each time a filing penalty is disputed, a note must be added to explain the reason for the dispute.
- All statuses (concur or dispute) for penalty payments must be accompanied by a note.
- Batches cannot be submitted to the Division until each disputed penalty has a note entered.

Adding Penalty Notes

Indemnity Main Summary **Workbench** Payments Reports Management

> [Workbench Selection](#) > [Batch Overview](#) > [To Do List](#) > **Penalty Detail**

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
November, 2019	1	\$100.00	1	\$88.23	Preliminary Violation	1/18/2020	Closed	Full Payment Received	4

Claims Handling Entity:

Click on a column header to sort by that column

Claims Handling Entity	Timely Filing			Timely Payment		
	Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
<input type="text"/>	1	\$100.00	0	1	\$88.23	0

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing					Timely payment						
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Reset Status	Select All	Notes	Insurer P&I Assessed	Insurer Status	Specialist Status	Notes	Reset Status	
<input type="text"/>	<input type="text"/>	10/08/2019	2	\$100.00	Concur	Accepted	R	<input type="checkbox"/>	<input type="checkbox"/>	0	\$88.23	Concur	Accepted	2	R

Records: (1 - 1) of 1

Set Status for Selected Status View All

Adding Penalty Notes

Indemnity Main Summary Workbench Payments Reports Management

> [Summary Selection](#) > [Summary Batch Overview](#) > [Penalty Overview](#) > [Penalty Details](#) > **Penalty Documents/Notes**

[Print All Claim Documents](#)

Click on a column header to sort by that column

<u>Social Security Number/JCN</u>	<u>Claimant's Name</u>	<u>Date of Accident</u>	<u># of Days Late</u>	Timely Filing				Timely payment			
				<u>Insurer Filing Penalty Assessed</u>	<u>Insurer Status</u>	<u>Specialist Status</u>	<u>Notes</u>	<u>Insurer P&I Assessed</u>	<u>Insurer Status</u>	<u>Specialist Status</u>	<u>Notes</u>
		03/24/2020	14	\$200.00	Dispute	New	1	\$97.10	Concur	Accepted	2

1
Records: (1 - 1) of 1

Timely Filing Work Area

Specialist Status New

Filing Penalty Amount 200


Notes/Document History:

<u>Date</u>	<u>Who</u>	<u>Representing</u>	<u>Note</u>	<u>Note/Document Type</u>	<u>Penalty Type</u>	<u>View Document</u>
5/26/2020		Insurer Specialist 1		NOTE	Insurer Timely Filing	

Adding Penalty Notes

Add Notes

Note:

Note/Document Type: Select 

Enter notes here.

Click "Browse" to add an attachment then save.

☒ Attach:

Browse...

☐ Scan Document

Save

Return

Timely Filing and Timely Payment Penalty Status



Timely Filing & Timely Payment Penalty Status

- **Dispute:** The insurer representative should select this option when the First Report (DWC-1) information has been reviewed and they do not agree with the assessed penalty.
- **Concur:** The insurer representative should select this option when the First Report (DWC-1) information has been reviewed and they agree with the assessed penalty.

Timely Filing Penalty Claims

Indemnity Main Summary Workbench Payments Reports Management

> [Workbench Batch Overview](#) > [To Do List](#) > [Penalty Details](#) > [Penalty Documents/Notes](#)

Click on a column header to sort by that column

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Insurer Filing Penalty Assessed	Timely Filing			Insurer PHI Assessed	Timely payment		
					Insurer Status	Specialist Status	Notes		Insurer Status	Specialist Status	Notes
xxx-xx-7695		01/23/2009	430	\$500.00	Concur	-	1	\$0.00	-	-	0

Records: (1 - 1) of 1

Timely Filing Work Area

Insurer Status:

Filing Penalty Amount:

Notes/Document History:

Date	Who	Representing	Note	Note/Document Type	Penalty Type	View Document
7/20/2010		Insurer	Concur	NOTE	Insurer Timely Filing	

Add Notes

Note:

Note/Document Type:

Attach:

Timely Filing Penalty Claims

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Indemnity Main Summary Workbench Payments Reports Management

> [Workbench Batch Overview](#) > [To Do List](#) > [Penalty Details](#) > [Penalty Documents/Notes](#)

Click on a column header to sort by that column

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing			Notes	Insurer P&I Assessed	Timely payment		
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status			Insurer Status	Specialist Status	Notes
xxx-xx-1744		11/16/2005	117	\$500.00	New	-	2	\$62.12	New	-	2

Records: (1 - 1) of 1

Timely Payment Work Area

Insurer Status

Payment Penalty Amount

Notes/Document History:

Date	Who	Representing	Note	Note/Document Type	Penalty Type	View Document
7/19/2010		Insurer Specialist 1	see attached penalty check made to the claimant.	NOTE	Insurer Timely Payment	penalty June-10.doc
7/19/2010		Insurer Specialist 1	see attached interest check to the claimant	PROOF OF PAYMENT	Insurer Timely Payment	interest June-10.doc

Add Notes

Note: Note/Document Type:

Attach:

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Timely Filing Penalty Claims (multiple)

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Indemnity Main Summary Workbench Payments Reports Management

> [Workbench Batch Overview](#) > [To Do List](#) > [Penalty Detail](#)

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total P&I Assessed					
June, 2010	4	\$800.00	6	\$571.81	Preliminary Violation	8/3/2010	In Evaluation	Pending Payment	0

Claims Handling Entity: [All Late](#)

Click on a column header to sort by that column

Claims Handling Entity	Timely Filing			Timely Payment		
	Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
	4	\$800.00	4	6	\$571.81	4

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing				Timely payment				
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Select All	Notes	Insurer P&I Assessed	Insurer Status	Specialist Status	Notes
xxx-xx-9584		03/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$344.80	Concur	Accepted	0
xxx-xx-8749		05/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	New	-	0
xxx-xx-5644		04/15/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$207.01	New	-	0
xxx-xx-3092		05/23/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	0
xxx-xx-8623		05/22/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	New	-	0
xxx-xx-2016		05/15/2010	17	\$300.00	New	-	<input checked="" type="checkbox"/>	0	\$0.00	-	-	0
xxx-xx-8910		04/23/2010	19	\$300.00	New	-	<input checked="" type="checkbox"/>	0	\$0.00	-	-	0
xxx-xx-0500		04/29/2010	7	\$100.00	New	-	<input checked="" type="checkbox"/>	0	\$0.00	-	-	0
xxx-xx-8400		06/10/2009	1	\$100.00	New	-	<input checked="" type="checkbox"/>	0	\$5.00	New	-	0

Penalty and interest was paid in 1st Payment and noted on DFC1.

Records: (1 - 9) of 9

Set Status for Selected Status View All

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Division of Workers' Compensation

Timely Filing Penalty Claims

Addressing multiple timely filing claims (concur).

Indemnity Mail Summary Workbench Payments Reports Management

> Workbench Batch Overview > To Do List > **Penalty Detail**

Insurer:

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Timely Filing Payment Status	Notes
	Total Late Filings	Total Filing Penalty Assessed	Total Late Payments	Total PHI Assessed					
June, 2010	4	\$800.00	6	\$571.81	Preliminary Violation	6/3/2010	In Evaluation	Pending Payment	Q

Claims Handling Entity: All Late

Click on a column header to sort by that column

Claims Handling Entity	Timely Filing			Timely Payment		
	Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total PHI Assessed	To Do
	4	\$800.00	4	6	\$571.81	4

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing				Notes	Timely payment			
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Select All		Insurer PHI Assessed	Insurer Status	Specialist Status	Notes
		03/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$344.80	Concur	Accepted	Q
		05/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	New	-	Q
		04/15/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$207.01	New	-	Q
		05/23/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	Q
		05/22/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	New	-	Q
		05/15/2010	17	\$300.00	New	-	<input checked="" type="checkbox"/>	Q	\$0.00	-	-	0
		04/23/2010	19	\$300.00	New	-	<input checked="" type="checkbox"/>	Q	\$0.00	-	-	0
		04/29/2010	7	\$100.00	New	-	<input checked="" type="checkbox"/>	Q	\$0.00	-	-	0
		06/10/2009	1	\$100.00	New	-	<input checked="" type="checkbox"/>	Q	\$5.00	New	-	Q

Penalty and interest was paid in 1st Payment and noted on DFC L.

Set Status for Selected Status: [Status](#) [Concur](#) [Dispute](#) View All

Records: (1 - 9) of 9

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Timely Filing Penalty Claims

A closer look at Timely Filing Penalty Status...

DWC1.

Timely Filing Penalty Claims (individual)

Click on the “New” hyperlink under the “Insurer Status” to access a specific claim.

Click on a column header to sort by that column

Claims Handling Entity				Timely Filing				Timely Payment			
				Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do		
				4	\$800.00	4	6	\$571.81	1		

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing				Timely payment				
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Select All	Notes	Insurer P&I Assessed	Insurer Status	Specialist Status	Notes
		03/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$344.80	Concur	Accepted	0
		05/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Concur	New	1
		04/15/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$207.01	Concur	New	1
		05/23/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	0
		05/22/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Dispute	New	1
		05/15/2010	17	\$300.00	New	-	<input type="checkbox"/>	0	\$0.00	-	-	0
		04/23/2010	19	\$300.00	New	-	<input type="checkbox"/>	0	\$0.00	-	-	0
		04/29/2010	7	\$100.00	New	-	<input type="checkbox"/>	0	\$0.00	-	-	0
		06/10/2009	1	\$100.00	New	-	<input type="checkbox"/>	0	\$5.00	New	-	1

Penalty and interest was paid in 1st Payment and noted on DWC1.

Records: (1 - 9) of 9

Set Status for Selected

Status

View All

Timely Filing Penalty Claims

Endowment Main Summary Workbench Payments Reports Management
> Workbench Batch Overview > To Do List > Penalty Details > Penalty Documents/Notes

Click on a column header to sort by that column

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Insurer Filing Penalty Assessed	Timely Filing			Insurer PHI Assessed	Timely payment		
					Insurer Status	Specialist Status	Notes		Insurer Status	Specialist Status	Notes
xxx-xx-8910		04/23/2010	19	\$300.00	New	-	0	\$0.00	-	-	0

Records: (1 - 1) of 1

Timely Filing Work Area

(1) Select "Insurer Status"

Insurer Status:

Filing Penalty Amount:

Notes/Document History:

Date	Who	Representing	Note	Note/Document Type	Penalty Type	View Document
No Available Notes						

Add Notes

Note:

Note/Document Type:

(3) Type in Note text.

Attach:

(4) Click Browse to add attachment

(5) Remember to click "Save"

Timely Payment Penalty Claims

- Timely payment penalties can only be evaluated one at a time.
- All timely payment penalties are evaluated from the Timely Payment Work Area - which can be accessed via the Workbench Penalty Details Page.

Timely Payment Penalty Claims (individual)

Click on the “New” hyperlink under the “Insurer Status” to access a specific claim.

Click on a column header to sort by that column

				Timely Filing			Timely Payment		
Claims Handling Entity				Total Late Filings	Total Filing Penalty Assessed	To Do	Total Late Payments	Total P&I Assessed	To Do
				4	\$800.00	4	6	\$571.81	1

Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Timely Filing				Timely payment				
				Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Select All	Notes	Insurer P&I Assessed	Insurer Status	Specialist Status	Notes
		03/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$344.80	Concur	Accepted	0
		05/27/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Concur	New	1
		04/15/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$207.01	Concur	New	1
		05/23/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Concur	Accepted	0
		05/22/2010	0	\$0.00	-	-	<input type="checkbox"/>	0	\$5.00	Dispute	New	1
		05/15/2010	17	\$300.00	New	-	<input type="checkbox"/>	0	\$0.00	-	-	0
		04/23/2010	19	\$300.00	New	-	<input type="checkbox"/>	0	\$0.00	-	-	0
		04/29/2010	7	\$100.00	New	-	<input type="checkbox"/>	0	\$0.00	-	-	0
		06/10/2009	1	\$100.00	New	-	<input type="checkbox"/>	0	\$5.00	New	-	1

1 Penalty and interest was paid in 1st Payment and noted on DWC1.

Records: (1 - 9) of 9

Set Status for Selected

Status

View All

Timely Payment Penalty Status (Insurer)

- **Dispute:** The insurer representative should select this option when the First Report (DWC-1) information has been reviewed and they do not agree with the assessed penalty.
- **Concur:** The insurer representative should select this option when the First Report (DWC-1) information has been reviewed and they agree with the assessed penalty. Proof of payment must be submitted to the Division through CPS.

Timely Payment Penalty Claims (individual)

Timely Filing									Timely payment		
Social Security Number	Claimant's Name	Date of Accident	# of Days Late	Insurer Filing Penalty Assessed	Insurer Status	Specialist Status	Notes	Insurer PHI Assessed	Insurer Status	Specialist Status	Notes
xxx-xx-8400		06/10/2009	1	\$100.00	New	-	0	\$5.00	New	-	1

Records: (1 - 1) of 1

Timely Payment Work Area

Insurer Status: **1. Select "Insurer Status."**

Payment Penalty Amount:

Notes/Document History:

Date	Who	Representing	Note	Note/Document Type	Penalty Type	View Document
1/18/2011		Insurer	payment made	NOTE	Insurer Timely Payment	

Add Notes

Note: Note/Document Type:

2. Enter notes here.

Attach: **1. Click "Browse" to add attachment.**

4. Remember to click "Save."

Batch Submissions



Batch Submissions

- Before submitting a batch to the Division, all penalties must have an insurer status of concur or dispute.
- A note must be added to each filing penalty with an insurer status of dispute.
- A note must be added to all payment penalties as well as proof of payment or documentation to support a dispute.

Batch Submissions (performing final check)

The CPS “To Do” List displays the number of penalties (filing and payment) that still need to be addressed before submission.

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Indemnity Main Summary **Workbench** Payments Reports Management

[Workbench Batch Overview](#) > [To Do List](#)

[Batch Documents](#)

Insurer: Filing Penalty Amount Due to Division: \$6,100.00
Month: May, 2005 Balance Due to Division: \$6,100.00
Stage: Preliminary Violation Penalties & Interest Due to Injured Employees: \$40,618.38
Stage Deadline: 7/19/2005 Balance Due to Injured Employees: \$0.00
Current Batch Status: In Evaluation

Claims Handling Entity	Number of DWC-Is	Timely Filing				Timely Payment					
		Insurer		Employer		Insurer		Employer			
		Total Late Filings	Total Penalty Amount	To Do	Total Late Filings	Total Penalty Amount	Total Late Payments	Total P&I Amount	To Do	Total Late Payments	Total P&I Amount
	168	18	\$6,100.00	0	23	\$5,700.00	17	\$40,618.38	11	5	\$3,435.61
TOTAL	168	18	\$6,100.00	0	23	\$5,700.00	17	\$40,618.38	11	5	\$3,435.61

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Completed **Not completed**

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Batch Submissions (performing final check)

- All penalties that have not been addressed will have a status of “New.”
- The system will not indicate which penalties do not contain notes.

HINT: To avoid confusion later, it's best to add notes when the penalty status is assigned.

Batch Submissions (completed)

- Click on the batch that needs to be submitted.
- Check to ensure that both the Timely Filing and Timely Payment Penalties are “Complete” (Y).
- Click on “Submit.”

(con't...)


Batch Submissions (completed)

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Indemnity Main | Summary | Workbench | Payments | Reports | Management

> Workbench Batch Overview

"Y" means both penalties (filing and payment) are ready for submission.

Month Submitted	Status	DWC-1	Total Late Filings	Timely Filing Total Filing Penalty Assessed	Complete	Total Late Payments	Timely Payment Total PBI Assessed	Complete	Stage	Stage Deadline	Filing Penalty Payment Status	Notes	Batch Selection
June, 2010	In Evaluation	66	4	\$800.00	Y	6	\$571.81	Y	Preliminary Violation	8/3/2010	Pending Payment	Q	

This is a high-level "workbench" view of your company's indemnity data for the chosen month. Click on the blue underlined months above in order to respond to the record-level details for that month.

Notes can be viewed or added by clicking the blue link under the column entitled "Notes." You may also upload documentation in support of your reasons for disputing any of the penalties assessed.

If you wish to view the summary details for your company's indemnity data submissions, please click "Summary" tab above.

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Batch Submissions

Remove this item from my workbench feature:

- This should only be used if you wish to cancel all changes made during the processing of the batch and send it back.
- This is the only method in which “Notes” can be deleted but in doing so, it eliminates all work performed in the batch as well.

Batch Submissions (confirmation page)

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Indemnity Main Summary **Workbench** Payments Reports Management

> Workbench Confirmation

I, _____, representing _____, certify that the information submitted in the following response is correct and accurate to the best of my knowledge.

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Batch Submissions

- After clicking the “Batch Selection” button, click the “Submit” button to initiate the batch system review.
- If penalties have not been addressed or if disputed filing penalties do not have a “Note” entered, the system will prompt the user.
- Batches that pass the final check are submitted to the Division for evaluation.

Batch Submissions

- If the batch is not complete, after clicking the “Submit” button, the message on the next page will appear.

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Indemnity Main Summary Workbench Payments Reports Management

> Workbench Batch Overview

"N" indicates batch needs to be addressed before submission.

Month Submitted	Status	DWC-1	Total Late Filings	Timely Filing Total Filing Penalty Assessed	Complete	Total Late Payments	Timely Payment Total P&I Assessed	Complete	Stage	Stage Deadline	Filing Penalty Payment Status	Notes	Batch Selection
May, 2010	Returned to Insurer	1	1	\$100.00	N	0	\$0.00	Y	Notice of Violation	7/4/2010	Pending Payment		4

This is a high-level "workbench" view of your company's indemnity data for the chosen month. Click on the blue underlined months above in order to respond to the record-level details for that month.

Notes can be viewed or added by clicking the blue link under the column entitled "Notes." You may also upload documentation in support of your reasons for disputing any of the penalties assessed.

If you wish to view the summary details for your company's indemnity data submissions, please click "Summary" tab above.

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Batch Submissions (confirmation page)

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Indemnity Main | Summary | Workbench | Payments | Reports | Management

> [Workbench Batch Overview](#) > Workbench Confirmation

I, _____, representing _____, certify that the information submitted in the following response is correct and accurate to the best of my knowledge.

The batch can not be submitted to the Division.
Please check for the following omissions and errors.

1. Some of the items have not been worked on.
2. The items that have been disputed, there are no corresponding notes entered for them.

Please correct them and then try to submit the batch.

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Batch Submissions

If the batch submission was successful:

- The batch will no longer appear on the insurer's workbench.
- The batch can be viewed on the insurer's summary page.

(con't...)

Batch Submissions

- The batch moves to the Division of Workers' Compensation CPS Analyst's workbench.
- CPS Analysts are assigned specific insurers and are responsible for working those batches.



Batch Submissions

Next Steps:

- The assigned CPS Analyst will process the submitted batch within 15 business days.
- The assigned CPS Analyst will review all disputed penalties and the associated notes and/or attachments.

(con't...)

Batch Submissions

- After reviewing the Florida Statutes, Division Rules and policies, the assigned CPS Analyst will determine if any of the disputes are acceptable.
- The assigned CPS Analyst will recalculate the batch if any disputed penalties are accepted and return the batch to the insurer's workbench reflecting the new penalty amount.

(con't...)

Batch Submissions

- The insurer can choose to pay the assessed penalty in full or in part; however, the batch will not be closed until full payment has been received.
- If an insurer has been assessed a “Timely Filing” penalty in excess of \$10,000, the penalty will be recalculated so that each untimely filing above \$10,000 will be assessed a penalty of \$25 (see Division Rule 69L-24).

Batch Payment Information



Batch Payment Information

Let's assume that the batch will be returned and the insurer has decided to pay for the batch in full or in part.

- Once a batch has been submitted to the Division, it can no longer be accessed on the insurer's workbench.
- Payment information can be accessed from the Summary or Payments tab.

(con't...)

Batch Payment Information

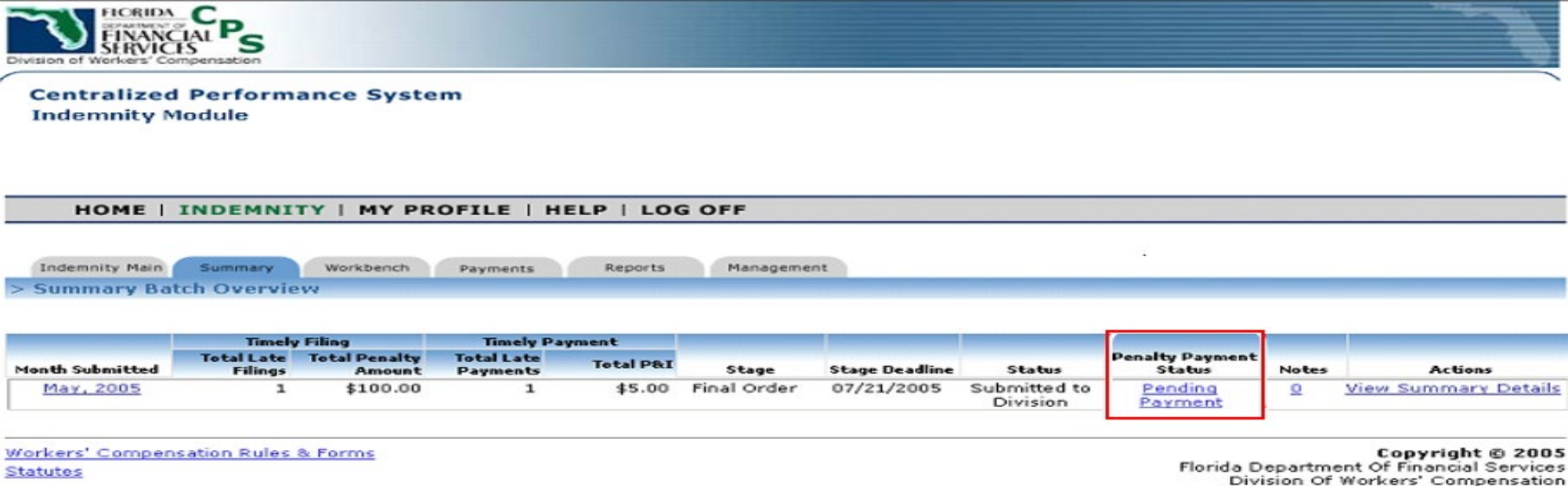
Note:

Partial payments will not be reflected on the “Summary” tab. Please be sure to review the payment tab before issuing payment.



Batch Payment Information

Do not make payments using this screen since this page does not reflect partial payments and could result in overpayment.



FLORIDA DEPARTMENT OF FINANCIAL SERVICES
Division of Workers' Compensation

Centralized Performance System
Indemnity Module

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Indemnity Main | Summary | Workbench | Payments | Reports | Management

> Summary Batch Overview

Month Submitted	Timely Filing		Timely Payment		Stage	Stage Deadline	Status	Penalty Payment Status	Notes	Actions
	Total Late Filings	Total Penalty Amount	Total Late Payments	Total P&I						
May, 2005	1	\$100.00	1	\$5.00	Final Order	07/21/2005	Submitted to Division	Pending Payment	0	View Summary Details

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Batch Payment Information

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> [Payment Home](#) > Batch Payments

Batch Level Payment Summary

Entity Name:
Month: June, 2010
Stage: Preliminary Violation
Current Batch Status: In Evaluation
Total Penalty Amount: \$1,100.00
Balance Due: \$1,100.00
Total Payments: 0
Current Payment Status: Pending Payment
Current DOAH Outcome:
Invoice Number:

[Batch Documents](#)
[Recalculate](#)
For traditional check payments
[New Payment](#)
[New Refund](#)

Payments/Refunds History

Type	Date	Date Received	Payment Amount	Refund Amount
------	------	---------------	----------------	---------------

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Batch Payment Information

When viewing information on the “Payment” tab, consider the following:

- The batch payment amount is current as of the last saved batch action.
- The batch payment amount might change once reviewed by the assigned CPS Analyst as a result of a recalculation.

(con't...)

Batch Payment Information

- Batch payments can be made at any time.
- The batch payment amount is current as of the last saved batch action.
- In general, a batch penalty amount can decrease according to the number of disputed penalties that are accepted by the assigned CPS Analyst.
- Data corrections can change the penalty amount that is due.

Batch Payment Information

Penalty recalculations:

- If a Notice of Violation (NOV) has been sent and the batch has been processed by both the insurer's representative and Division's CPS Analyst, a new copy of the NOV can be requested (if needed).
- Payment for the batch can be made without a new copy of the NOV.

Batch Payment Options

- Payments can be made manually with a check.
- There are two payment options available:
 1. Full Payment (total batch payment amount)
 2. Partial Payment (sum of all concurred filing penalties in a batch)

Partial Payments

- A partial payment can be made if the Insurer receives the initial review of the batch penalties and feels that some or all of the disputed penalties that were denied by the Analyst should be reviewed again by the Division of Workers' Compensation.
- The Centralize Performance System automatically calculates the partial payment amount as the sum of all concurred penalties in the batch.

(con't...)

Partial Payments

- Disputed penalties that were accepted by the Division are nullified and do not have an effect on the batch penalty amount.



Full Payments

- A full payment should be made when the insurer agrees that all batch penalties have been sufficiently evaluated and no further action is necessary.
- Once the full payment amount is received by the Division, the balance will be adjusted to zero and the batch will be closed.
- A closed batch can only be viewed on the “Summary” page and cannot be reopened.

Making Payments



John Smith
555 Your St.
Your Town 54321

DATE

PAY TO

MEMO

1234 5678 9876 543210

Making Payments

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Indemnity Main Summary Workbench **Payments** Reports Management

> [Payment Home](#) > [Batch Payments](#) > Payments

Payment Details

☐ Partial Payment ☐ Full Payment

Today's Date 1/18/2011

Check Date: Amount:

Check Number:

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Enter the check
information.

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Indemnity Main Summary Workbench **Payments** Reports Management

> [Payment Home](#) > [Batch Payments](#) > Payments

Payment Details

☐ Partial Payment ☐ Full Payment

Today's Date 1/18/2011

Check Date: Amount:

Check Number:

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Division Of Workers' Compensation

Making Payments

Print the “Payment Statement” and send it along with the payment mailed to the Division. Also, be sure to include the applicable Revenue Source Code (RSC) in the memo of the check.

Indemnity RSC = 5431J

Medical RSC = 5436J

The screenshot shows a web application interface for the Florida Department of Financial Services. At the top is a navigation bar with links: HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF. Below this is a sub-navigation bar with tabs: Indemnity Main, Summary, Workbench, Payments (selected), Reports, and Management. The main content area is titled "Payment Details" and shows a breadcrumb trail: > Payment Home > Batch Payments > Payments. A red box highlights a link that says "Click Here to Print Payment Statement" with the instruction "(Please print and submit this document along with your payment)". Below this, the form displays "Created Date" as 1/18/2011 and "Amount" as \$1,100.00. The "Check Date" is set to 1/18/2011 with a calendar icon, and the "Check Number" is 100. There are "Save" and "Cancel" buttons at the bottom of the form. The footer contains links for "Workers' Compensation Rules & Forms" and "Statutes", and a copyright notice for 2011 from the Florida Department of Financial Services, Division of Workers' Compensation.

HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF

Indemnity Main | Summary | Workbench | **Payments** | Reports | Management

> Payment Home > Batch Payments > Payments

Payment Details

[Click Here to Print Payment Statement](#)
(Please print and submit this document along with your payment)

Created Date: 1/18/2011 Amount: \$1,100.00

Check Date: 1/18/2011 Check Number: 100

Save Cancel

[Workers' Compensation Rules & Forms](#)
[Statutes](#)

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Florida Department Of Financial Services
Division Of Workers' Compensation

Making Payments

[HOME](#) | [INDEMNITY](#) | [MY PROFILE](#) | [HELP](#) | [LOG OFF](#)

[Indemnity Main](#) | [Summary](#) | [Workbench](#) | [Payments](#) | [Reports](#) | [Management](#)

> [Payment Home](#) > [Batch Payments](#)

Batch Level Payment Summary

[Batch Documents](#)
[Recalculate](#)
[New Payment](#)
[New Refund](#)

Entity Name:
Month: June, 2010
Stage: Preliminary Violation
Current Batch Status: In Evaluation
Total Penalty Amount: \$1,100.00
Balance Due: \$1,100.00
Total Payments: 0
Current Payment Status: Full Payment Sent
Current DOAH Outcome:
Invoice Number: 062010011531

Payments/Refunds History

Type	Date	Date Received	Payment Amount	Refund Amount
Payment	1/18/2011			

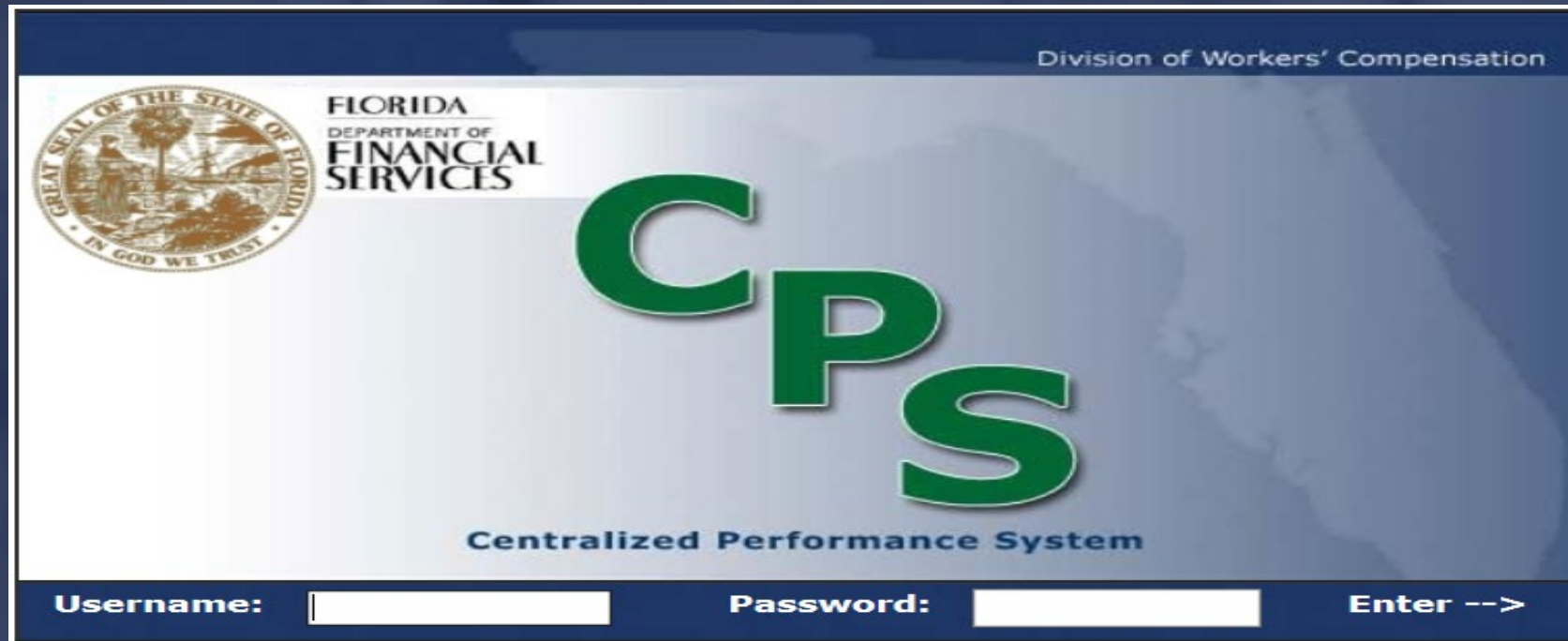
Administrative Functions



Administrative Functions

The link to the Centralized Performance System is:

<https://apps.fldfs.com/cps/Logon.aspx>



The screenshot shows the login interface for the Centralized Performance System (CPS). At the top right, it says "Division of Workers' Compensation". On the left, there is the Florida Department of Financial Services logo, which includes the Great Seal of the State of Florida and the text "FLORIDA DEPARTMENT OF FINANCIAL SERVICES". In the center, the letters "CPS" are displayed in large, green, 3D-style font. Below this, the text "Centralized Performance System" is written in a smaller, dark blue font. At the bottom, there are two input fields: "Username:" followed by a white text box, and "Password:" followed by a white text box. To the right of these fields is a button labeled "Enter -->".

Administrative Functions

The insurer's CPS Administrator can:

- Create new sub-accounts
- Edit the permissions of existing sub-accounts
- Lock/unlock sub-accounts
- Control TPA access to batches

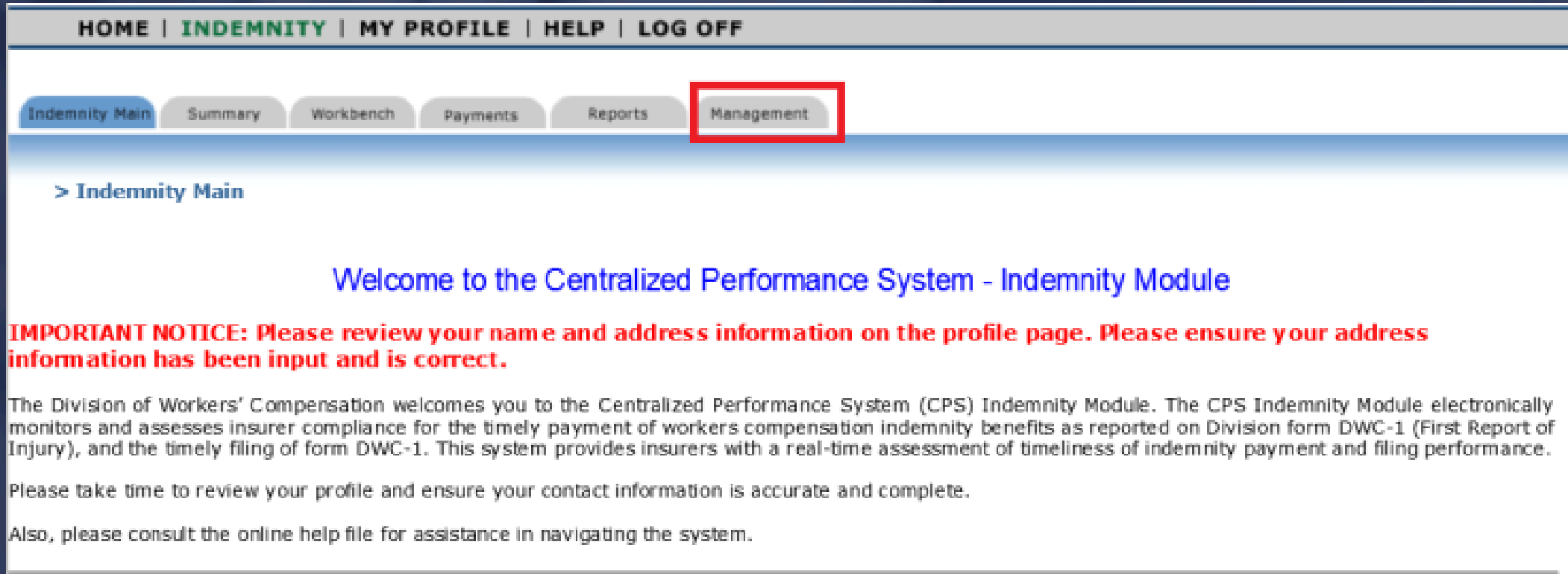


Administrative Functions

- The insurer's CPS Administrator has the authority to also create sub-accounts and grant permission to others who work within the company.
- There is no limit to the amount of sub-accounts that can be created.

Administrative Functions

To create a sub-account, log into CPS:



The screenshot displays the user interface of the Centralized Performance System (CPS) Indemnity Module. At the top, a navigation bar includes links for HOME, INDEMNITY (highlighted in green), MY PROFILE, HELP, and LOG OFF. Below this, a secondary menu contains buttons for Indemnity Main, Summary, Workbench, Payments, Reports, and Management. The Management button is highlighted with a red rectangular box. The main content area features a blue header with a right-pointing arrow and the text '> Indemnity Main'. Below this, a blue heading reads 'Welcome to the Centralized Performance System - Indemnity Module'. A red text block follows, stating: 'IMPORTANT NOTICE: Please review your name and address information on the profile page. Please ensure your address information has been input and is correct.' The bottom section contains two paragraphs of black text: 'The Division of Workers' Compensation welcomes you to the Centralized Performance System (CPS) Indemnity Module. The CPS Indemnity Module electronically monitors and assesses insurer compliance for the timely payment of workers compensation indemnity benefits as reported on Division form DWC-1 (First Report of Injury), and the timely filing of form DWC-1. This system provides insurers with a real-time assessment of timeliness of indemnity payment and filing performance.' and 'Please take time to review your profile and ensure your contact information is accurate and complete.' The final line of text says: 'Also, please consult the online help file for assistance in navigating the system.'

Creating/Managing Accounts

The screenshot displays the user interface of the Department of Financial Services web application. At the top, a navigation bar includes links for HOME, INDEMNITY, MY PROFILE, HELP, and LOG OFF. Below this, a secondary menu contains tabs for Indemnity Main, Summary, Workbench, Payments, Reports, and Management. The Management tab is highlighted with a red rectangle. The breadcrumb trail shows the path: > Management > Account Administration. Below the breadcrumbs, there are two tabs: Account Administration (selected) and TPA Assignment. On the right side of the interface, an 'Add New' button is highlighted with a red rectangle. At the bottom, a table header is visible with columns for Name, Phone Number, Email, and Created Date. Below the headers is a sorting instruction: 'Click on a column header to sort by that column' and an alphabetical index: 'A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All'.

HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF

Indemnity Main Summary Workbench Payments Reports **Management**

> [Management](#) > Account Administration

Account Administration TPA Assignment

Add New

Click on a column header to sort by that column

Name	Phone Number	Email	Created Date
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All			

Creating/Managing Accounts

Click the **Add New** link to display the **Account Administration Detail Page**. That page is essentially a blank user template.

Important:

New user information must be entered in order to create an account.

Creating/Managing Accounts

> [Management](#) > [Account Administration](#) > [Detail](#)

[Account Administration](#) [TPA Assignment](#)

Demographics

Insurer Name: [REDACTED]

Contact Person: *

Email: *

Phone: Extn: Fax:

Address:

City: State:

Zip: -

FBN: [REDACTED]

Security

New Password: Receive Pre-NOV Email: ☐

Confirm New Password:

☐ Locked By locking, you are temporarily disabling the account.

Access Rights

Please Select One Permission.

Indemnity/Forms: ☐ View Items and Add Notes
☐ View Items and Update Status
☐ Submit Batches

Creating/Managing Accounts

Sub-account fields include:

- Contact person: This is the name of the sub-account user.
- Email address: If the insurer's CPS Administrator wishes to have the sub-account user receive CPS related notifications, the user's email address should be entered in that field.

Creating/Managing Accounts

> [Management](#) > [Account Administration](#) > [Detail](#)

Account Administration TPA Assignment

Demographics

Insurer Name: [REDACTED]

Contact Person: * Select Prefix [REDACTED] First Name [REDACTED] MI [REDACTED] Last Name [REDACTED] Select Suffix [REDACTED]

Email * [REDACTED]

Phone: [REDACTED] Extn: [REDACTED] Fax: [REDACTED]

Address: [REDACTED]

City: [REDACTED] State: Select State [REDACTED]

Zip: [REDACTED]

FBN: [REDACTED]

Security

New Password: [REDACTED] Receive Pre-NOV Email: ☐

Confirm New Password: [REDACTED]

☐ Locked By locking, you are temporarily disabling the account.

Access Rights

Please Select One Permission.

Indemnity/Forms: ☐ View Items and Add Notes
☐ View Items and Update Status
☐ Submit Batches

Save Record Cancel

Creating/Managing Accounts

The following levels of access can be assigned via the **TPA Assignment** tab:

- View Only
- Work Penalties

Check the **Select** box then choose the applicable level of access.

Creating/Managing Accounts

HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF

Indemnity Main | Summary | Workbench | Payments | Reports | Management

> Management > TPA Assignment

Account Administration | TPA Assignment

TPA Assignment Authority

Click on a column header to sort by that column

TPA Name	TPA ID	Select	Access	Contact	Phone	Email	Address
		<input type="checkbox"/>	View Only				View
		<input type="checkbox"/>	View Only				View
		<input type="checkbox"/>	View Only				View
		<input type="checkbox"/>	View Only				View
		<input type="checkbox"/>	View Only				View
		<input type="checkbox"/>	View Only				View
		<input type="checkbox"/>	View Only				View

ABCDEFGHIJKLMNOPQRSTUVWXYZ All

Save Cancel

Account Access Rights

View Items and Add Notes

- This level of access is intended to be used by managers, auditors or any other individual the insurer wishes to grant access to view all of their CPS data. The user will also be able to add notes to CPS batches.

Account Access Rights

View Items and Update Status

- This level of access is intended to be used by users who will be actively processing CPS batches before submitting them to the Division of Workers' Compensation. Users with this level of access can view items as well as assign penalty statuses (concur or dispute).

Account Access Rights

Submit Batches

- By default, this level of access is granted to the insurer's CPS Administrator. The administrator can decide whether to keep this level of access or delegate it to another individual within the company.

cont'd...

Account Access Rights

Submit Batches

- With this level of access, the user can view and add notes to batches, assign penalty statuses (concur or dispute) and submit batches to the Division of Workers' Compensation.

Submit

Account Access Rights

> [Management](#) > [Account Administration](#) > [Detail](#)

Account Administration TPA Assignment

Demographics

Insurer Name: [REDACTED]

Contact Person: * First Name MI Last Name
Select Prefix [REDACTED] Select Suffix [REDACTED]

Email: * [REDACTED]

Phone: [REDACTED] Extn: [REDACTED] Fax: [REDACTED]

Address: [REDACTED]

City: [REDACTED] State: Select State [REDACTED]

Zip: [REDACTED]

FBN: [REDACTED]

Security

New Password: [REDACTED] Receive Pre-NOV Email: ☐

Confirm New Password: [REDACTED]

☐ Locked By locking, you are temporarily disabling the account.

Access Rights

Please Select One Permission.

Indemnity/Forms: ☐ View Items and Add Notes
☐ View Items and Update Status
☐ Submit Batches

Save Record Cancel

Passwords

The account password will be sent via email to the address of the account user. If you forget your password, simply click on the 'Forgot your password' link to reset it.



The screenshot shows the login interface for the Centralized Performance System (CPS). At the top right, it says "Division of Workers' Compensation". On the left is the Florida state seal. In the center, the letters "CPS" are displayed in large green font, with "Centralized Performance System" written below them. The login fields include "Username:" with the text "Insurer1" and a clear button (x), and "Password:" with an empty input field and an "Enter -->" button. Below the password field, a red message states "Please enter your password." At the bottom, a red-bordered button contains the text "Forgot your password?".

Division of Workers' Compensation

FLORIDA
DEPARTMENT OF
FINANCIAL
SERVICES

CPS

Centralized Performance System

Username: Insurer1 x Password: Enter -->

Please enter your password.

[Forgot your password?](#)

Modifying Sub-Accounts

Permissions for existing sub-accounts can be modified by the insurer's CPS Administrator as needed. To make changes to an existing sub-account, click on the **Management** tab then **Edit** next to the user's name.

The screenshot displays the CPS Administrator interface. At the top, there is a navigation bar with links: HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF. Below this, a series of tabs are visible: Indemnity Main, Summary, Workbench, Payments, Reports, and Management. The Management tab is selected, and the breadcrumb trail shows > Management > Account Administration. Under Account Administration, there are two sub-tabs: Account Administration and TPA Assignment. The Account Administration sub-tab is active, showing a table of sub-accounts. The table has columns for Name, Phone Number, Email, and Created Date. Two rows are visible, each with an Edit button next to the Created Date. The first row has a Created Date of 06/09/2005, and the second row has a Created Date of 06/14/2005. The Edit buttons are highlighted with red boxes. At the bottom of the table, there is a search bar with the text 'ABCDEFGHIJKLMNOPQRSTUVWXYZ All'.

Name	Phone Number	Email	Created Date
			06/09/2005
			06/14/2005

Modifying Sub-Accounts

The following options are available once all necessary changes have been made:

- Save Record (saves profiles changes)
- Cancel (cancels profile changes)
- Delete (deletes the user's account)



Optional Features

Lockout

- This feature locks or unlocks a user's account. The insurer's CPS Administrator or the Division of Workers' Compensation staff has the ability to lock accounts.



Optional Features

Lockout by the Division of Workers' Compensation

- The Division reserves the right to lock any insurer's account. If that occurs, a system generated email will be sent to the insurer's CPS Administrator.
- By default, all sub-accounts for that insurer will be locked out as well.

(con't...)

Optional Features

- If the insurer's CPS Administrator or sub-account user tries to log into CPS, they will receive a message regarding the lockout and will then be instructed to contact their Division of Workers' Compensation CPS Analyst for further information.

(con't...)

Optional Features

- Once the account is unlocked, it is the responsibility of the insurer's CPS Administrator to unlock each sub-account and notify the user(s).



Optional Features

Receive Pre-NOV Emails

- If this feature is selected, the user will receive system automated Pre-Notice of Violation (Pre-NOV) notifications sent by the Division.

Security

New Password:

Confirm New Password:

Receive Pre-NOV Email:

☐

☐ Locked By locking, you are temporarily disabling the account.

Optional Features

'Cc' Email Controls

- The Cc: text box is listed on the profile page of the Insurer Administrator only.

The screenshot shows a web form titled "> Profile". Under the "Demographics" section, there are several input fields. The "Contact Person" field includes a "Select Prefix" dropdown, a text box, a radio button, another text box, and a "Select Suffix" dropdown. The "Email" field is a single text box. The "CCEmail" field is a larger text box, highlighted with a red border, and is currently empty. Below it, a note reads: "Please enter valid email addresses separated by a semi-colon (;)". The "Phone" field has three sub-fields: "Phone:", "Extn:", and "Fax:". The "Address" field consists of two stacked text boxes, the top one highlighted with a red border. Below the address fields are "City:", "State:", "Zip:", and "FEIN:" labels.

(con't...)

Optional Features

- If the administrator wishes to have multiple parties receive the automated CPS messages, their e-mail addresses can be added to the 'Cc' line.
- Once the email addresses are entered, save the information and messages will be sent to those parties.

TPA Assignments

HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF

Indemnity Main Summary Workbench Payments Reports **Management**

> Management > **TPA Assignment**

Account Administration TPA Assignment

Note: A TPA will show up on the TPA Assignment tab once CPS begins reviewing their claims.

TPA Assignment Authority

Click on a column header to sort by that column

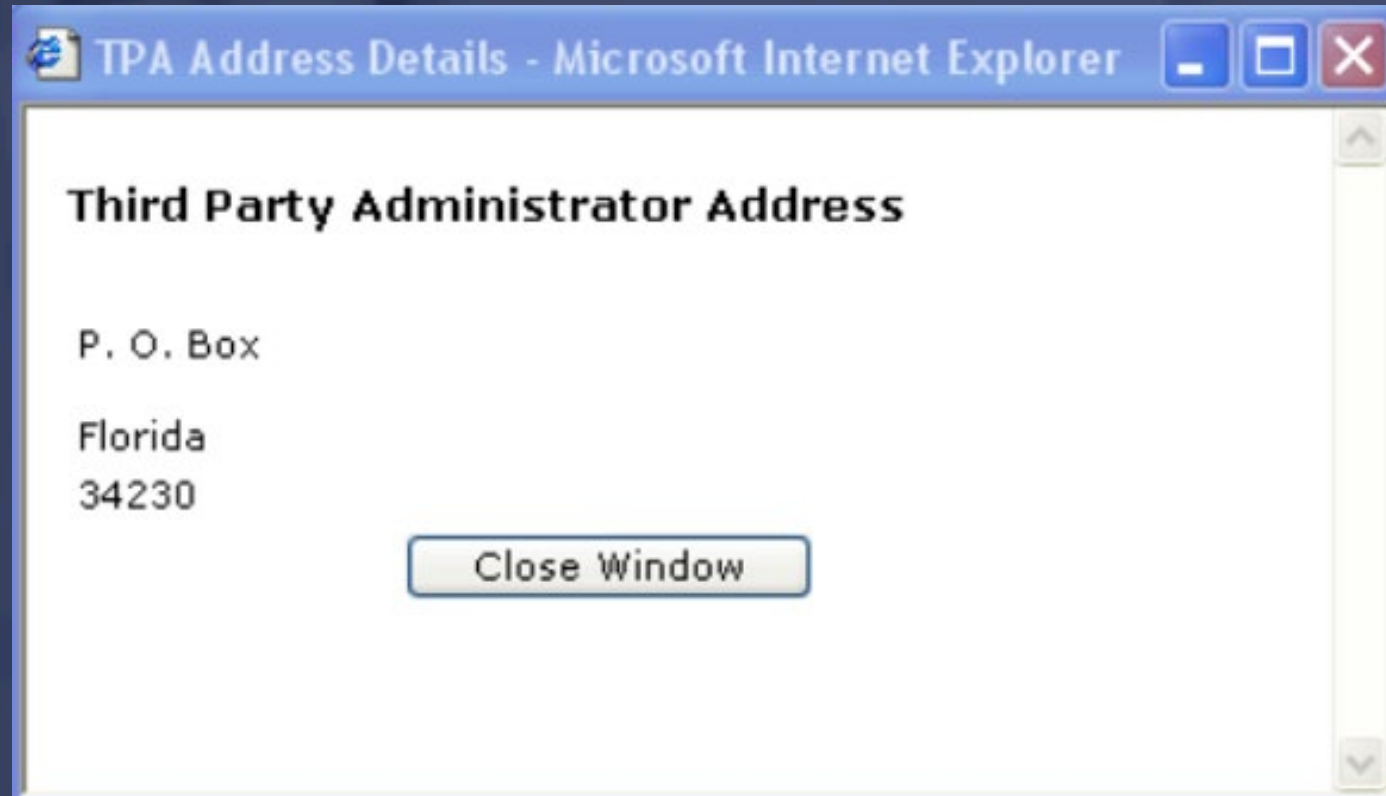
IPA Name	IPA ID	Select	Access	Contact	Phone	Email	Address
	6043	<input checked="" type="checkbox"/>	View Only				View
	6043	<input type="checkbox"/>	View Only Work Penalties				View

ABCDEFGHIJKLMNOPQRSTUVWXYZ All

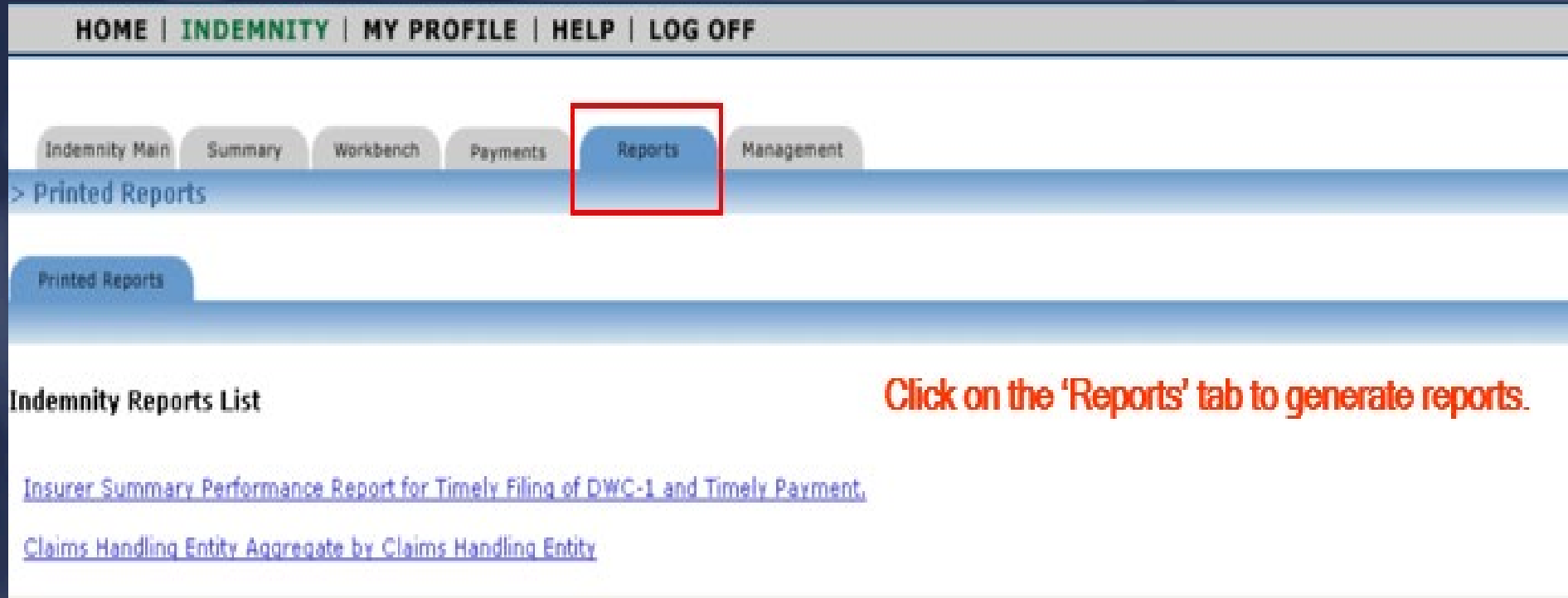
Remember to 'Save' changes.

Save Cancel

TPA Assignments



Reports



HOME | **INDEMNITY** | MY PROFILE | HELP | LOG OFF

Indemnity Main Summary Workbench Payments **Reports** Management

> Printed Reports

Printed Reports

Indemnity Reports List

[Insurer Summary Performance Report for Timely Filing of DWC-1 and Timely Payment](#)

[Claims Handling Entity Aggregate by Claims Handling Entity](#)

Click on the 'Reports' tab to generate reports.

Reports

Select a date range and click on 'View Report' to generate.

HOME | MEDICAL | **INDEMNITY** | MY PROFILE | ADMINISTRATION | HELP | LOG OFF

Indemnity Main | Summary | Workbench | Payments | **Reports** | Management | Email

> [Printed Reports](#) > Reports Requirements

Printed Reports | Batch Log | User Log

Insurer Summary Performance Chart for Timely Filing & Timely payment

Specialist: All ▼

Insurer: ▼

Start Date:

End Date:

Report Type: Summary ▼

Refunds

- The system automatically flags a batch when the balance becomes negative indicating that a refund is due.
- Refunds cannot be processed until 30 days after the date the Division received the final payment on that batch.

(con't...)

Refunds

- All refunds **must** have an 'Application for Refund' completed by the entity that issued the last payment.



Notice of Rights

If an insurer would like to request a hearing, a written request must be filed with the Department within 21 days of receipt of the Notice of Violation (NOV). The “clock” begins when the Division receives the NOV certified mail receipt.

You must file the petition for hearing so that it is received by the Department within twenty-one (21) days of your receipt of this agency action. The petition must be filed with Julie Jones, DFS Agency Clerk, Department of Financial Services, 612 Larson Building, 200 East Gaines Street, Tallahassee, Florida 32399-0390. **FAILURE TO FILE A PETITION WITHIN THE TWENTY-ONE (21) DAYS CONSTITUTES A WAIVER OF YOUR RIGHT TO ADMINISTRATIVE REVIEW OF THE AGENCY ACTION.**

DEPARTMENT OF FINANCIAL SERVICES

IMPORTANT REMINDERS

Important Reminders

The Division strongly encourages all insurers to have at least one individual within their company listed as the CPS Administrator and/or assigned a sub-account.



Important Reminders

If the CPS Administrator changes, the account must be updated. If you have advance notice of the change, the account should be updated prior to the current administrator's departure to prevent not having access to your company's CPS account.



Important Reminders

The Division cannot make changes to an insurer's CPS account. Only the insurer's CPS Administrator can do so.



Questions

If you have questions, please reach out to the CPS Team at:

M&ACPSPenaltySection@myfloridacfo.com



DEPARTMENT OF FINANCIAL SERVICES

