

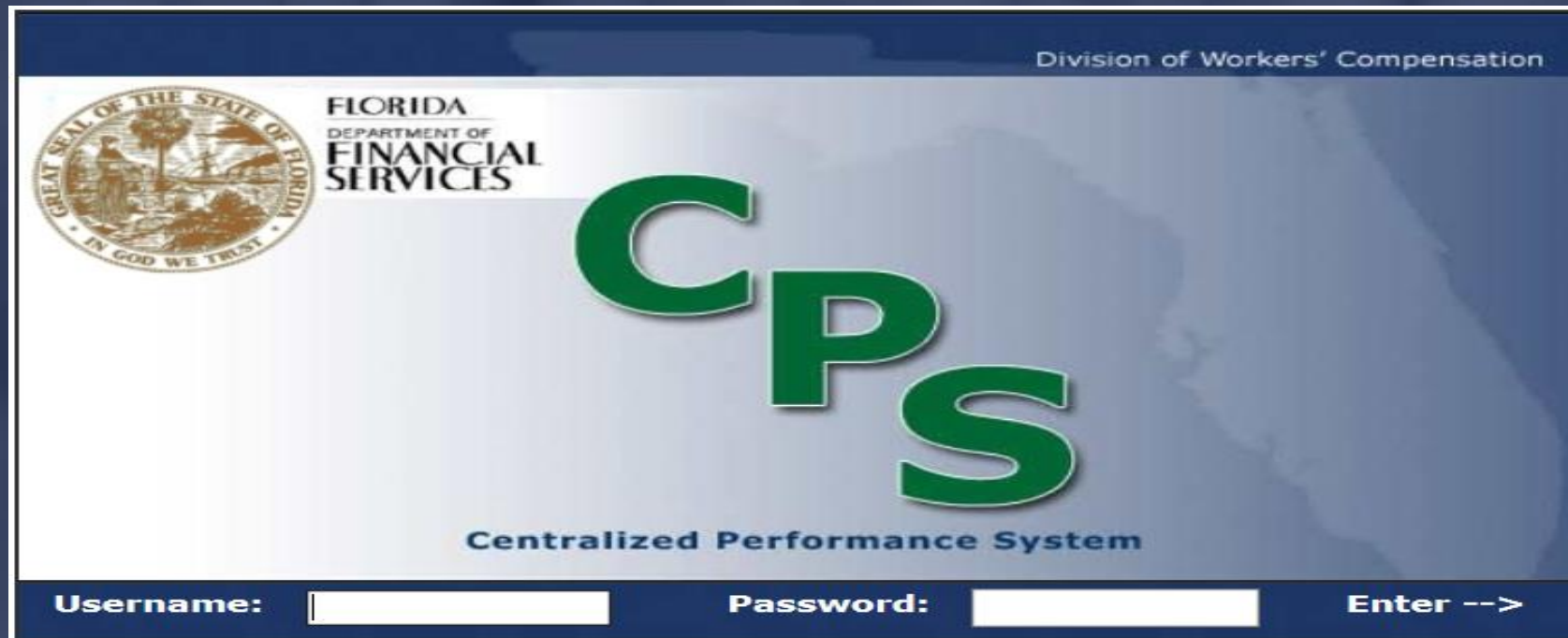
Centralized Performance System (CPS)

Managing Accounts

CPS Logon Page

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". The large green letters "CPS" are prominently displayed in the center. Below this, the text "Centralized Performance System" is visible. 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 the password field is an "Enter -->" button.

Administrative Actions

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 Actions

- 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 Actions

To create a sub-account, log into CPS:

HOME | INDEMNITY | MY PROFILE | HELP | LOG OFF

Indemnity Main Summary Workbench Payments Reports Management

> Indemnity Main

Welcome to the Centralized Performance System - Indemnity Module

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 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.

Please take time to review your profile and ensure your contact information is accurate and complete.

Also, please consult the online help file for assistance in navigating the system.

Creating/Managing Accounts

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
ABCDEFGHIJKLMNPQRSIVWXYZAll			

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

Email: * [REDACTED]

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

Address: [REDACTED]

City: [REDACTED] 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

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 [] First Name [] MI [] Last Name [] Select Suffix []

Email: * []

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

Address: []

City: [] State: Select 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

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: [REDACTED] MI: [REDACTED] Last Name: [REDACTED]
Select Prefix [v] Select Suffix [v]

Email: [REDACTED]

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

Address: [REDACTED]

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

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.

Division of Workers' Compensation

FLORIDA
DEPARTMENT OF
FINANCIAL
SERVICES

CPS
Centralized Performance System

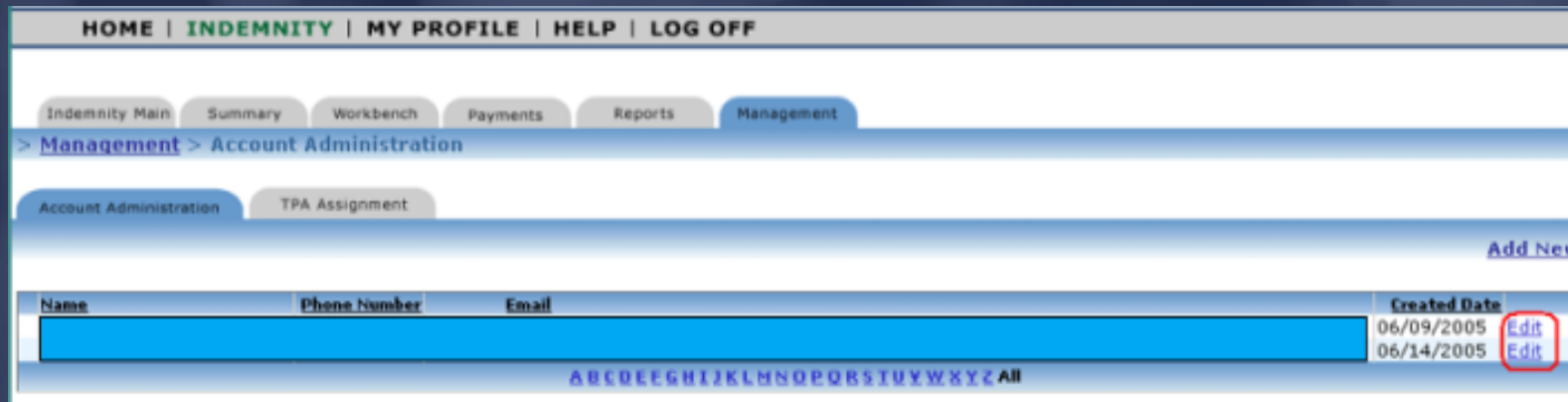
Username: insurer1 x Password: Enter -->

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.



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.

Optional Features

Lockout by the Division of Workers' Compensation

- 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 Specialist for further information.

Optional Features

Lockout by the Division of Workers' Compensation

- 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: **Receive Pre-NOV Email:**

Confirm New Password:

Locked By locking, you are temporarily disabling the account.

DEPARTMENT OF FINANCIAL SERVICES

IMPORTANT REMINDERS

CFO JIMMY PATRONIS

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.



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.



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



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