DEPARTMENT OF FINANCIAL SERVICES

Centralized Performance System (CPS) Medical Module



DEPARTMENT OF FINANCIAL SERVICES-CPS Logon Page



DEPARTMENT OF FINANCIAL SERVICES Forgot your password?



CPS Organizational Chart



CPS Overview

Performance information is detailed and summarized in CPS on a monthly basis.

A batch is the sum of all of an insurer's medical bill data submitted and processed by the Division in a single calendar month.



department of financial services Hyperlinks

You can click on the blue hyperlink on any page to see additional details.

From the 'Summary' or 'Workbench' tabs, you can view the following penalty types:

Rejected not Resubmitted (RNR)
 Timely Filing
 Timely Payment

DEPARTMENT OF FINANCIAL SERVICES Summary Batch Overview

HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

> Summary	Home										
Month Submitted	Reje Total Rejected Filings	Total Penalty Amount	Timely Total Late Filings	Filing Total Penalty Amount	Timely I Total Late Dispositions	Total Penalty Amount	Stage	Stage Deadline	Status	Penalty Payment Status	Action
June, 2010	58		1281		839		Preliminary Violation	8/3/2010	In Evaluation	Pending Payment	View on Workbench
May, 2010	200		4758		2161		Notice of Violation	7/4/2010	Notice of Violation Sent	Pending Payment	View Summar Details
April, 2010	75		476		741		Final Order	6/3/2010	Pending Legal Referral	Pending Payment	View Summar Details
March, 2010	66		2354		2629		Final Order	5/4/2010	Pending Legal Referral	Pending Payment	View Summar Details
February, 2010	115		153		5692		Final Order	4/3/2010	Pending Legal Referral	Pending Payment	View Summar Details
January, 2010	0		1935		14622		Final Order	3/6/2010	Returned to Insurer	Pending Payment	View on Workbench
December, 2009	0		462		5		Final Order	2/3/2010	Pending Legal Referral	Refund Due	View Summar Details
November, 2009	Q		126		24		Preliminary Violation	1/3/2010	Closed	No Payment Required	View Summar Details

Summary Penalty Overview

HOME	HOME MEDICAL MY PROFILE HELP LOG OFF											
Medical Main	Summary	Workbench Paymen	ts Reports	Manager	nent							
Summary > Penalty Overview												
								Batch Doc	uments			
Rejected Tir	nely Filing	Timely Payment										
Month Submitted	Total Filings	Number of Late Filings	Performance	Total Penalty A	mount	Stage	Status	Penalty Payment Status	Notes			
June, 2010	18504	1281	94%		P	reliminary Violation	In Evaluation	Pending Payment	Q			
Number of Day	s late	Number of Late Filings	\$0 Items	\$5 items	\$10 Items	\$25 Items	\$50 Items	Total Penalty Amount	Notes			
01-30		245	245					\$0.00	0			
31-60		139	139			-		\$0.00	0			
61-90		508	508					\$0.00	0			
91 or Grea	ter	389	34				355	and the second se	Q			
			in teacher				d outday	Total:				

DEPARTMENT OF FINANCIAL SERVICES-Summary Penalty Overview

ном	E MEDI	CAL	MY PR	OFILE	ELP LOG	OFF						
Medical M	tain Sum	mary	Workber	hch Paymer	ts Report	ts Ma	inagement					
> Summary	y > Penalt	v Over	rview >	Penalty Det	ail							_
Related	Timely Elli		Timely Re	umant								
Month Submit	tted Total	Filing	Number of	FLate Filings	Performance	Total Pena	alty Amount	Stage	Status	Penalty Paym	ent Status	Notes
June, 201	.0 185	04	1	281	94%			Preliminary Vio	lation In Evaluation	Pending P	ayment	Q
Claims Han	dling Entit	~										
	and control							Please	select a CHE from this list:	ALL		¥
Please click on	a column hea	der to se	ort by that	t column								
		Clair	ms Handlin	g Entity			Total	Filings	Numbe	of Late Filings		
							18	504	1281			
1-30	31-60		61-90	> 90	All Late							
Num	iber of Days L	ate		Number	of Late Filings		\$0 Items	\$10 Items	Total Pen	alty Amount	h	iotes
	31-60				139		139		\$1	0.00		2
List of Clain	ns for All (CHE's 3	11-60 Da	vs Late								_
Please click on	a column hea	der to se	ort by that	column								
Claims		TDA	Farm	Dispesition	Data Division	Number				Income	Englishet	
Entity File	Submitter	ID	Number	Date	Received	of Days	Service Da	te Amoun	t Control Number	Status	Status	Notes
Number						N.M.M.						Î I
								1990 Contraction of the State o				

-DEPARTMENT OF FINANCIAL SERVICES Penalty Detail View

To toggle between claims handling entities, use the drop down box highlighted below.

HOME MEDI	CAL MY PROFILE	HELP LOG	OFF					
Medical Main Sum	imary Workbench P	ayments Report	s Manag	gement				
> <u>Workbench</u> > <u>To D</u>	o List > Penalty Detai	1						
Rejected Timely Fills	ng Timely Payment	Perform Final Che	ick					
Month Submitted	Total Late Dispositions	Total Penalty An	ount	Stage		Status	Penalty Payment Status	Notes
June, 2010	839			Preliminary Viol	ation	In Evaluation	Pending Payment	Q
Claims Handling Entit	y					Claims Handling I	atitu	~
Please click on a column hea	der to sort by that column							
	Claims Handling Entity			Total Disposition	<u>ns</u>		Total Late Dispositions	
				18504			839	_
Form-09 Form-10								
	Form-11 Form	-90 All Late						
Form Number	Form-11 Form Total Dispositions	-90 All Late Total Late I	Performance	\$0 Items	\$25 Items	\$50 Items	Total Penalty Amount	Notes

Department of FINANCIAL SERVICES Penalty Detail View Select 'View All' to view all medical bills submitted in a particular batch. This information can be downloaded into Excel or CSV format.

Claims Handling Number Submitter TPA ID Form Number Disposition Date Date Division Received Number of Days Late Service Date Amount Control Number Insurer Status Number 10 04/04/2019 03/30/2021 681 03/25/2019 \$5.67 Control Number Concur 10 01/18/2019 03/30/2021 757 12/21/2018 \$30.98 Concur	Specialist Status Note Accepted () Accepted () Accepted ()
Landing Indit/File Submitter TPA ID Form Number Disposition Date Number of Dates Late Service Date Amount Control Number Insurer Status Number 10 04/04/2019 03/30/2021 681 03/25/2019 \$5.67 Control Number Concur Concur 10 01/18/2019 03/30/2021 757 12/21/2018 \$30.98 Concur Concur	Specialist Status Note Accepted 9 Accepted 9 Accepted 9 Accepted 9
10 04/04/2019 03/30/2021 681 03/25/2019 \$5.67 Concur 10 01/18/2019 03/30/2021 757 12/21/2018 \$30.98 Concur	Accepted 4
10 01/18/2019 03/30/2021 757 12/21/2018 \$30.98 Concur	Accepted Accepted
	Accepted 9
10 05/06/2019 03/30/2021 649 05/04/2019 \$2,100.00 Concur	
10 05/21/2019 03/30/2021 634 05/19/2019 \$2,100.00 Concur	Accepted
10 01/09/2019 03/30/2021 766 12/14/2018 \$184.75 Concur	Accepted
10 05/07/2019 03/30/2021 648 05/05/2019 \$2,100.00 Concur	Accepted
10 03/15/2019 03/30/2021 701 02/19/2019 \$409.87 Concur	Accepted
10 12/20/2018 03/30/2021 786 12/10/2018 \$52.00 Concur	Accepted (
	Page 1 of 1
Depart	rdc: (1, 9) of
View Al	II View Late

DEPARTMENT OF FINANCIAL SERVICES

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	HOME MEDICAL MY PROFILE HELP LOG OFF											
Medical Main	Medical Main Summary Workbench Payments Reports Management											
> Summa	> Summary Home											
	Reje	cted Total	Time	ely Filing	Timely P	ayment Total						
Month Submitted	Rejected	Penalty	Total Late	Total Penalty	Total Late	Penalty	Stage	Stage Deadline	Status	Penalty Payment	Action	
February,	riings	Amount	rnings	Amount	Disposicions	Amount	Preliminary	Stage Deadline	Status	Status	View on	
2021	<u>2</u>	\$100.00	<u>45</u>	\$0.00	<u>280</u>	\$0.00	Violation	4/3/2021	In Evaluation	Pending Payment	Workbench	
January, 2021	1	\$50.00	393	\$0.00	433	\$0.00	Preliminary Violation	3/6/2021	Submitted to Division	Pending Payment	<u>View</u> <u>Summary</u> Details	
December, 2020	1	\$50.00	82	\$0.00	543	\$375.00	Notice of Violation	2/3/2021	Closed	Full Payment Received	View Summary Details	
November, 2020	5	\$250.00	32	\$0.00	350	\$0.00	Notice of Violation	1/3/2021	Closed	Full Payment Received	View Summary Details	
October, 2020	2	\$100.00	257	\$0.00	179	\$0.00	Final Order	12/4/2020	Closed	Full Payment Received	<u>View</u> <u>Summary</u> <u>Details</u>	

DEPARTMENT OF FINANCIAL SERVICES -

Номе	MEDICA	L MY PRO	FILE HELP	P LOG OFF						
Medical Main	Summary	Workbench	Payments	Reports M	lanagement					
> Workb	ench > Wor	kbench Over	view							
										l
										l
									Datab Daau	mente
									Baten Docu	menus
		Data da di Daval	North an af	Cilina Danaku		Downant Downline			D-u-ltr. D-u-u-u	_
Submitted	Rejected Bills	Amount	Late Filing	s Amount	Dispositions	A mount	Stage	Status	Status	Notes
February,	2	\$100.00	45	\$0.00	280	\$0.00	Preliminary	In	Pending Paymer	nt <u>1</u>
2021	1 1		I	I			Violation	Evaluation	ł	I
			_							
Rejected			1	imely Filing			Timely Payme	nt		_
	Reject	ber of ed Filings	To Do	Number of Days Late	Number of Late Filings	To Do	Form Number	Number of La Payments	te To Do	
Rejected	Not	2	2	01-30	28	9	09	221	62	
Resubmi	tted	L		31-60	6	5	10	27	10	
				<u>61-90</u>	1	1	<u>11</u>	1	0	
				<u>91 or Greater</u>	10	10	<u>90</u>	31	13	

This is a mid-level "workbench" view of your company's medical data for the chosen month. Click on the blue underlined ranges (form numbers) above in order to respond to the record-level details for that month. If the number in the "to do" column is not zero, you have items that need to be addressed prior to submitting your responses to the Division.

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 medical data submissions, please click "Summary" tab above.

Workbench 'To Do List' - Penalty Detail Overview

Medical Main	Summary	Workbench Payments	Reports	Management				
> <u>Workbend</u>	<u>ch > To Do I</u>	<u>ist</u> > Penalty Detail	Perform Final Chec	k				
Month Submitted	Total Filings	Number of Late Filings	Performance	Total Penalty Amount	Stage	Status	Penalty Payment Status	Notes
February, 2021	14848	45	100%	\$0.00	Preliminary Violation	In Evaluation	Pending Payment	<u>0</u>

Claims Handling Entity

	Claims Ha	ndling Entity: ALL	~
Please click on a column headerto sort by that column			
Claims Handling Entity		<u>Total Filings</u>	Number of Late Filings
		2278	12
		801	1
		271	0
		331	0
		206	0
		1864	9
		1985	4
		2320	0
		4683	19
		69	0
		1	0
		39	0

1-30 3	31-60	61-90	>	90 /	All Late								
Number of	Days Late			Number of Lat	e Filings		\$0 Items	\$50 Items	Tot al I	Penalty A	mount	N	ot es
91 or (Greater			10			10	-		\$0.00			<u>0</u>
List of Claims fo	r All CHE's >	00 Da	vslate										
Please click on a colu	mn headerto so	rt by th	at column										
<u>Claims Handling</u> Entity File Number	<u>Submitter</u>	TPA ID	<u>Form</u> <u>Number</u>	<u>Disposition</u> <u>Date</u>	<u>Date Division</u> <u>Received</u>	<u>Number</u> of Days Late	<u>Service Date</u>	Amount	<u>Control Number</u>	<u>Insurer</u> <u>Status</u>	<u>Specialist</u> <u>Status</u>	Select All	<u>Not es</u>
			10	08/14/2020	02/19/2021	144	08/04/2020	\$33.82		New			<u>0</u>
			10	08/07/2020	02/19/2021	151	07/30/2020	\$844.66		New			<u>0</u>
			10	08/07/2020	02/19/2021	151	07/30/2020	\$3,569.31		New			<u>0</u>
			10	08/28/2020	02/17/2021	128	08/17/2020	\$3,569.31		New			<u>0</u>
			09	06/18/2020	02/02/2021	184	05/13/2020	\$18.07		New			<u>0</u>

The 'Timely Payment' and 'Rejected not Resubmitted' (RNR) penalties can be viewed in the Workbench 'To Do List' - Penalty Detail Overview section as well.

HOME MEDICAL MY PROFILE HELP LOG OFF
Medical Main Summary Workbench Payments Reports Management
> <u>Workbench</u> > <u>To Do List</u> > Penalty Detail
Rejected Timely Filing Timely Payment Perform Final Check

Timely Filing, Timely Payment and Rejected not Resubmitted (RNR) Bills Penalty Status



Penalty Status

<u>Dispute</u>: The insurer representative should select this option when the medical bill data has been reviewed and they do not agree with the assessed penalty.

<u>Concur</u>: The insurer representative should select this option when the medical bill data has been reviewed and they agree with the assessed penalty.

<u>Data Correction Sent</u>: The insurer representative should select this option when the medical bill data has been reviewed and they determine that the information needs to be corrected.

Penalty Status

Once the bills have been reviewed and a decision is reached to either concur or dispute the penalty or correct the bill(s), select the box for the applicable

control number(s).

Form-09 Fo	orm-10 For	m-11 Form-9	0 All Lat	te								
Form Number	Total	Dispositions	Total Late	Perfo	mance \$0 Iter	ns \$2	25 Items	\$50 Items	То	tal Penalty	Amount	Notes
<u>11</u> List of Claims for	All CHE's For	29	1	9	6.55%	1	0	0		-	\$0.00	<u>0</u>
Please click on a colur	nn header to sort	by that column										
<u>Claims Handling</u> Entity File Number	Submitter	PA ID Date Entity Received 11/18/2020	<u>Disposition</u> Date 01/14/2021	<u>Number</u> of Days Late 12	<u>Service Date</u> 10/02/2020	<u>Amount</u> \$125.00		ontrol Number	<u>Insurer</u> <u>Status</u> Concur	<u>Specialist</u> <u>Status</u>	Select All	<u>Notes</u>
											Page 1	of 1 1
										Reco	rds: (1 -	1) of 1
								Set Status for S	elected	Data Co Dispute Concur	rrection S	Sent

Department of financial services Data Corrections

If incorrect data has been reported to the Division, select the 'Data Correction Sent' status.

Important:

The batch cannot be submitted until the status changes to 'Data Correction Received'. Also, the status will not change until the data is corrected by the medical submitter via Medical EDI.



DEPARTMENT OF FINANCIAL SERVICES -

How To:



DEPARTMENT OF FINANCIAL SERVICES Notes

Important Reminders:

Can be viewed from the Workbench or Summary page.

Can <u>only</u> be added from the Workbench page.

May include attachments (e.g. htm, html, pdf, txt, doc, xls, etc.).

Are <u>permanent</u>.

- DEPARTMENT OF FINANCIAL SERVICES Notes

The types of CPS Medical notes are:

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 RNR, Timely Filing or Timely Payment penalty.

Each time a Rejected not Resubmitted (RNR), Timely Filing or Timely Payment penalty is disputed, a note **must** be added to explain the reason for the dispute.

Viewing Batch Documents Batch notes can be viewed from the 'Summary' or 'Workbench' page.

Medical Main	Summary	Workbench P	ayments	Reports N	Management				
> <u>Workt</u>	<u>ench</u> > Wor	kbench Overview	N						Batch Documents
Month	Number of	Rejected Penalty	Number of	Filing Penalty	Total Late	Payment Penalty	Stage	Status	Penalty Payment Notes
February, 2021	2	\$100.00	45	\$0.00	280	\$0.00	Preliminary Violation	In Evaluation	Pending Payment <u>1</u>
Rejected			Tir	mely Filing			Timely Paymer	ıt	
	Num Rejecte	berof To D ed Filings	o N	lumber of Days Late	Number of Late Filings	To Do	Form Number	Number of Lat Payments	e To Do
Rejected	Not	2 2		<u>01-30</u>	28	9	<u>09</u>	221	62
Resubmitted				<u>31-60</u>	6	5	<u>10</u>	27	10
				<u>61-90</u>	1	1	<u>11</u>	1	0
			<u>9</u>	<u>1 or Greater</u>	10	10	<u>90</u>	31	13

Viewing Batch Documents To view a batch note, click on the hyperlink under the 'Notes' header. To add notes, click on the 'Add Notes' box.

Medical Main Summary Workbench Payments Reports Management											
> Notes											
Manth	Tatal Dejected	Tatal Daughu	Tatallata	Tatal Danaku	Tabaliata	Tatal Davaku					
Submitter	d Filings	Amount	Filings	Amount	Dispositions	Amount	Stage	Status	Notes		
February 2021	2	\$100.00	45	\$0.00	280	\$0.00	Preliminary Violation	Pending Payment	1		
Notos Listi	ing										
Date	W ho	Repres	enting		N	ote		View Docume	nt		
3/5/2021	System Administrator	Specialist		Preliminary Notice of Violation - Medical Data Reporting - AutomatedEmail.txt							
Add Note:	s Return										
								Records: (1 -	1) of 1		

Viewing Batch Documents To view a batch document, click on the 'Request To View' hyperlink.

> Summary > Penalty Overview > Batch Documents Month Total Penalty Total Penalty Total Penalty	
> Summary > Penalty Overview > Batch Documents Month Total Penalty Total Penalty Total Penalty	
Month Total Paiactad Total Panalty Total Lata Total Panalty Total Lata Total Ponalty	
Month Intal Venerted Intal Venalty Intal Intal Venalty Intal Intal Intal Intal Intal Intal Venalty	
Submitted Filings Amount Filings Amount Dispositions Amount Stage Status	s Not es
May, 2020 12 \$600.00 69 \$0.00 143 \$75.00 Final Full Payme Receive	nent ed <u>6</u>
Filename Document Class Description Received/Sent Date Direction Generated By Stage	<u>je</u>
Request To CHECK COPY OF CHECK 09/23/2020 INCOMING JEFFERSONL FINAL View MAY2020 CHECK RECEIVED RECEIVED FROM 09/23/2020 INCOMING JEFFERSONL FINAL	AL ORDER
Request To View .pdf NOV AND NOR NOTICE OF VIOLATION AND NOTICE OF RIGHTS 07/21/2020 INCOMING JEFFERSONL NOTICE	FICE OF
Request To EMAIL EMAIL TO INSURER 07/21/2020 OUTGOING JEFFERSONL NOTI VIOL	FICE OF
Request To ViewNOV AND NORNOTICE OF VIOLATION AND NOTICE OF RIGHTS07/20/2020INCOMINGSYSMANAGERNOTI VIOL	FICE OF
Request To EMAIL EMAIL TO INSURER 07/13/2020 OUTGOING JEFFERSONL PREL View View View View View View View	LIMINARY
Record	ds: (1 - 5) of 5

How To: Adding Penalty Notes

DEPARTMENT OF FINANCIAL SERVICES



Adding Penalty Notes Notes can only be added via the 'Workbench' page. If needed, documents can also be uploaded.

Medical Main	Summary	Workbench	Payments	Reports	Management	_
> Notes						
Add Notes	9					
						^
						~
Attachment:		Bro	owse			
Add Note	Cancel					

DEPARTMENT OF FINANCIAL SERVICES

Batch Submissions



Batch Submissions

Before submitting a batch to the Division, all penalties must have an insurer status of concur, dispute or Data Correction Received.

A note must be added to each filing penalty with an insurer status of <u>dispute</u>.

A note must be added to <u>all</u> payment penalties as well as <u>proof of payment or documentation</u> to support a dispute.

Batch Submissions (performing final check) Select 'Perform Final Check' to ensure all bills have been reviewed and worked.

Rejected Ti	mely Filing	Timely Payment	Perform Final Cheo	ck				
Month Submitted	Total Filings	Number of Late Filings	Performance	Total Penalty Amount	Stage	Status	Penalty Payment Status	Notes

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. To avoid confusion later, it's best to add notes when the penalty status is assigned. Use the 'Insurer Status' and 'Notes' column headers to quickly sort the data and identify incomplete items.

Batch Submissions (completed) \succ 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' to complete. Submit

Batch Submissions

(completed)

HOME MEDICAL MY PROFILE HELP LOG OFF	
Medical Main Summary Workbench Payments Reports Management	
> Workbench	

If you wish to submit a batch or remove it from the workbench, select the batch using the radio button on the left and then click the appropriate button at the bottom of the page.

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

				Rejected			Timely Filin	ng	Tim	ely Paymen	t				
			Total	Total		Total	Total			Total				Penalty	
	Month		Rejected	Penalty		Late	Penalty		TotalLate	Penalty			Stage	Payment	
	Submitt ed	Status	Filings	Amount	Complete	Filings	Amount	Complete	Dispositions	Amount	Complete	Stage	Deadline	Status	Notes
	February,	In										Preliminary		Pending	
۲	2021	Evaluation	2	\$100.00	No	45	\$0.00	No	280	\$0.00	No	Violation	4/3/2021	Payment	1

This is a high-level "workbench" view of your company's medical 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 medical data submissions, please click "Summary" tab above.

Submit Remove this item from my workbench

Batch Submissions
 Remove this item from my workbench feature:
 This should <u>only</u> 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

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.

- DEPARTMENT OF FINANCIAL SERVICES Batch Submissions

If the batch is not complete, after clicking the 'Submit' button, the following message will appear:

HOME MEDICAL MY PROFILE HELP LOG OFF						
Medical Main Summary Workbench Payments Reports Management						
> Workbench > Submission Confirmation						
, representing , certify that the information submitted in the following response is correct and accurate o 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. 						
Submit Cancel						

Batch Submissions If the batch submission was successful: \succ The batch will no longer appear on the insurer's workbench. > The batch can be viewed on the insurer's summary page. > The batch moves to the CPS Analyst's workbench at the Division. 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.

After reviewing Florida Statutes, Division Rules and policies, the assigned CPS Analyst will determine if any of the disputes are acceptable.

Batch Submissions

Next Steps (cont'd...):

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.

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.

Batch Submissions Next Steps (cont'd...): > 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 \$5 (see Division Rule 69L-24).



-DEPARTMENT OF FINANCIAL SERVICES-

_

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 via the 'Summary' or 'Payments' tab.

(con't...)

Important:

Partial payments will not be reflected on the 'Summary' page. Please be sure to review information on the 'Payment' tab before issuing payment.



HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

If you wish to submit a batch or remove it from the workbench, select the batch using the radio button on the left and then click the appropriate button at the bottom of the page.

Click on 'Pending Payment'

				Rejected			Timely Filir	ıg	Tim	ely Paymen	t				
			Total	Total		Total	Total			Total				Penalt y	
	Month		Rejected	Penalty		Late	Penalty		Total Late	Penalty			Stage	Payment	
	Submitt ed	Status	Filings	Amount	Complete	Filings	Amount	Complete	Dispositions	Amount	Complete	Stage	Deadline	Status	Notes
	February,	In										Preliminary		Pending	
ullet	2021	Evaluation	2	\$100.00	No	45	\$0.00	No	280	\$0.00	No	Violation	4/3/2021	Payment	1

HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

Medical Main	1 Summar	y Workbench Payments	Reports Managemen						
> <u>Paym</u>	ent Home >	> Batch Payments							
Batch Leve	l Payment	Summary							
	Entity Na	me:							
	Мо	nth: February, 2021				Batch Documents			
	Sta	ge: Preliminary Violation							
Curren	t Batch Stat	tus: In Evaluation				Recalculate			
Total Pe	enalty Amo	unt: \$100.00		For 'traditi	onal' check payments,	New Payment			
	Balance D	ue: \$100.00		click (on New Payment	<u>new ruymene</u>			
Тс	otal Payme	nts: 0		CICK	on new r dyment.	New Refund			
Current Pa	yment Stat	t us: Pending Payment							
Current D	OAH Outco	me:							
In	voice Numł	per:							
Payments/	ayments/Refunds History								
Туре	Date	Date Received		Payment Amount	Refund Amount				

Batch Payment Options

Payments can be made manually with a check and 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)

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.

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 Specialist 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.



DEPARTMENT OF FINANCIAL SERVICES

Making Payments



– department of financial services Making Payments

HOME MEDICAL	MY PROFILE	HELP	LOG OFF	
----------------	------------	------	---------	--

Medical Main	Summary	Workbench	Payments	Reports	Management	
> Payment Hom	ne > <u>Batch I</u>	Payments > P	Payments			
Payment Detail	s					
○ Partial Paym	ent	○ Full Paym	nent	Enter	the check i	information.
Today	y's Date 5/3	/2021			Am	iount:
Chec	k Date:				Check Nur	mber:
			Save	Cancel		

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

HOME MEDICAL MY PROFILE	HELP LOG OFF
Medical Main Summary Workbench Pay	ments Reports Management
> <u>Payment Home</u> > <u>Batch Payments</u> >	Payments
Payment Details	
	<u>Click Here to Print Payment Statement</u>
	(Please print and submit this document along with your payment)
Created Date 5/3/2021	Amount: \$100.00
Check Date: 5/3/2021	Check Number: 123456789
	Save Cancel Delete

-department of financial services-Making Payments

HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

Medical Main Summary Workbench Payments Reports Management	
> <u>Payment Home</u> > Batch Payments	
Batch Level Payment Summary	
Entity Name:	
Month: February, 2021	Batch Documents
Stage: Preliminary Violation	5 I I I
Current Batch Status: In Evaluation	Recalculate
Total Penalty Amount: \$100.00	New Payment
Balance Due: \$100.00	
Total Payments: 0	New Refund
Current Payment Status: Full Payment Sent	
Current DOAH Outcome:	
Invoice Number:	
Payments/Refunds History	

Туре	Date	Date Received	Payment Amount	Refund Amount
Payment	5/3/2021			

DEPARTMENT OF FINANCIAL SERVICES

Administrative Functions



Administrative Functions The link to the Centralized Performance System is: https://apps.fldfs.com/cps/Logon.aspx



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:

HOME MEDICAL MY PROFILE HELP LOG OFF							
Medical Main Summary Workbench Payments Reports Management							
> Medical Main							
Welcome to the Florida Department of Financial Services, Division of Workers' Compensation Centralized Performance System (CPS).							
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 CPS is a convenient, single point of entry to access your company's monthly reporting performance for data electronically filed with the Division.							
The Division is assessing the performance of all data related to Medical Billing within the CPS. Future phases will include other data as administrative rules are adopted.							
Your company is responsible for reviewing its performance monthly and responding in accordance with the timeframes established by the Division.							
Please click on the link below to view a summary and performance assessment for the electronic medical data provided monthly to the Division by your company.							
Rejected							
Medical Billing							

Creating/Managing Accounts Click the 'Add New' hyperlink to display the Account Administration Detail Page which is essentially a blank user template. New user information <u>must</u> be entered in order to create an account.

HOME MEDICAL MY PROFILE	HELP LOG OFF			
Medical Main Summary Workbench Pay	ments Reports Management			
> <u>Management</u> > Account Administration	DN			
Account Administration TPA Assignment				
Click on a column header to sort by that column			Add	l New
Name	Phone Number	Email	Created Date	
			11/22/2019 Edit 11/22/2019 Edit 06/05/2019 Edit	
	ABCDEEGHIJKLMNOPQRSI	<u>UVWXYZAII</u>		

Creating/Managing Accounts

> <u>Management</u>	> Account Admi	inistration								
Account Administration	TPA Assignmen	nt								
Domographics										
Insurer Name:										
		First Name		м	I La	st Name				
Contact Person:*	Select Prefix 🗸								Select S	uffix 🔪
Em ail*										
Phone:		Γ			Extn:		Fax:			1
Address:					,					-
City:			State: S	elect S	tate			\checkmark		
Zip:	-									
FEIN:										
Security					_	_				
New Passwo	rd:	R	eceive Pre-l	NOV Er	n ail: 🗆					
Confirm New Passwo	rd:									
Locked By locking	, you are tem pora	rily disabling t	he account.							
Access Rights										
Please Select One Per	mission.									
Madaah Oyu ya		_								
View Item	s and add Notes	hue								
⊖ View item	itches	us								
Save Record Ca	ncel									_

Creating/Managing Accounts Sub-account fields include:

Contact person: This is the name of the subaccount 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.

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).

- DEPARTMENT OF FINANCIAL SERVICES 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...

- DEPARTMENT OF FINANCIAL SERVICES 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

DEPARTMENT OF FINANCIAL SERVICES-Account Access Rights

Security	
New Password:	Receive Pre-NOV Em ail:
Confirm New Password:	
Locked By locking, you are temporarily disa	bling the account.
Access Rights	
Please Select One Permission.	
Medical: View Items and add Notes	
View Items and Update Status	
Submit Batches	
1	
Save Record Cancel	

DEPARTMENT OF FINANCIAL SERVICES 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.



DEPARTMENT OF FINANCIAL SERVICES 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.

HOME MEDICAL MY PROFILE	HELP LOG OFF		
Medical Main Summary Workbench Pay	ments Reports Management		
> Management > Account Administration	an an		
- Hanagement - Account Administration			
Account Administration TPA Assignment			
			Add New
Click on a column header to sort by that column			
Name	Phone Number	Email	Created Date
		11,	22/2019 <u>Edit</u>
		11	22/2019 Edit
		06	US/2019
ABCDEEGHIJKLMNOPQRSTUVWXYZAN			

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.


NCIA **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).

DEPARTMENT OF FINANCIAL SERVICES
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 Em ail:					
Confirm New Password:						
Locked By locking, you are tem porarily disabling the account.						

TPA Assignments

To change the TPA security role, check the 'Select' box and choose the 'Access' type. Remember to

save the changes.

Medical Main Summary Workbench Payments Reports Management								
	Medical Main Summary Workbench Payments Reports Management							
> <u>Management</u> > TPA Assignment								
Account Administration TPA Assignment								
The 'View' hyperlink displays	s the							
IPA Assignment Authority IPA'S address.								
Click on a column header to sort by that column								
IPA Name IPA ID Select View Only Contact Phone Email View Only Work Penalties View Only Contact Phone Email	Address View							
Work Penalties V	View							
Work Penalties 🗸	View							
Work Penalties V	View							
Work Penalties V	View							
Work Penalties V	View							

-department of financial services-**Reports**

HOME	MEDICAL	MY PROFILE	HELP	LOG OFF
------	---------	------------	------	---------

Medical Main Summary Workbench Payments Reports	Management
> Printed Reports	
	Click on the 'Reports' tab to generate reports.
Printed Reports	
Medical Reports List	Report Printing Instructions
<u>Timely Payment Report</u> <u>Timely Filing & Rejected Not Resubmitted (RNR) Report</u> <u>Rejected Not Resubmitted (RNR) Summary Report</u> <u>CHE Timely Payment Report</u> <u>CHE Timely Filing & Rejected Not Resubmitted (RNR) Report</u>	
TPA Performance Report	

department of financial services **Reports**

Select a report type, output and date range to generate the report.

Medical Timely Filing & Rejected Not Resubmitted(RNR) Insurer Performance Summary and Detail

Select Report Type:	Summary	✓ Report Output:	Lite Version \checkmark
Start Range: End Range:	Month: January Month: January	 ✓ Year: 2021 ✓ Year: 2021 ✓ 	
Generate Report			

department of financial services **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.
- All refunds <u>must</u> have an 'Application for Refund' completed by the entity that issued the last payment.

DEPARTMENT OF FINANCIAL SERVICES-Notice of Rights



DEPARTMENT OF FINANCIAL SERVICE 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 <u>received</u> by the Department within twenty-one (21) days of your receipt of this agency action. Filing with the Department's Agency Clerk may be accomplished via U.S. Mail, express overnight delivery, hand delivery, facsimile transmission, or electronic mail. The address for overnight delivery or hand delivery is DFS Agency Clerk, Department of Financial Services, 612 Larson Building, 200 East Gaines Street, Tallahassee, Florida 32399-0390. The facsimile number is (850) 488 -0697. The email address is <u>DFSAgencyClerk@myfloridacfo.com</u>. 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 <u>cannot</u> make changes to an insurer's CPS account. <u>Only</u> the insurer's CPS Administrator can do so.

> Importani Message

DEPARTMENT OF FINANCIAL SERVICES Questions

Please send questions to the CPS Team's box at: M&ACPSPenaltySection@myfloridacfo.com or you can contact your Division assigned CPS Analyst at: James Austin: (850) 413-1778 Linda Jefferson: (850) 413-1774 Johnny Session: (850) 413-1748

Patience Aninakwa: (850) 413-1697

DEPARTMENT OF FINANCIAL SERVICES QUESTIONS

Please send questions to the CPS Team's box at: <u>M&ACPSPenaltySection@myfloridacfo.com</u> or you can contact your Division assigned CPS Analyst at: Tijuana Bell: (850) 413-1908 Stephon Alvin: (850) 413-1785 JaNiyah Price: (850) 413-1742

- DEPARTMENT OF FINANCIAL SERVICES -

