


# Centralized Performance System (CPS) Medical Module



# CPS Logon Page

Division of Workers' Compensation



FLORIDA  
DEPARTMENT OF  
FINANCIAL  
SERVICES

# CPS

Centralized Performance System

Username:  Password:  Enter -->

# Forgot your password?

Division of Workers' Compensation



FLORIDA  
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SERVICES

# CPS

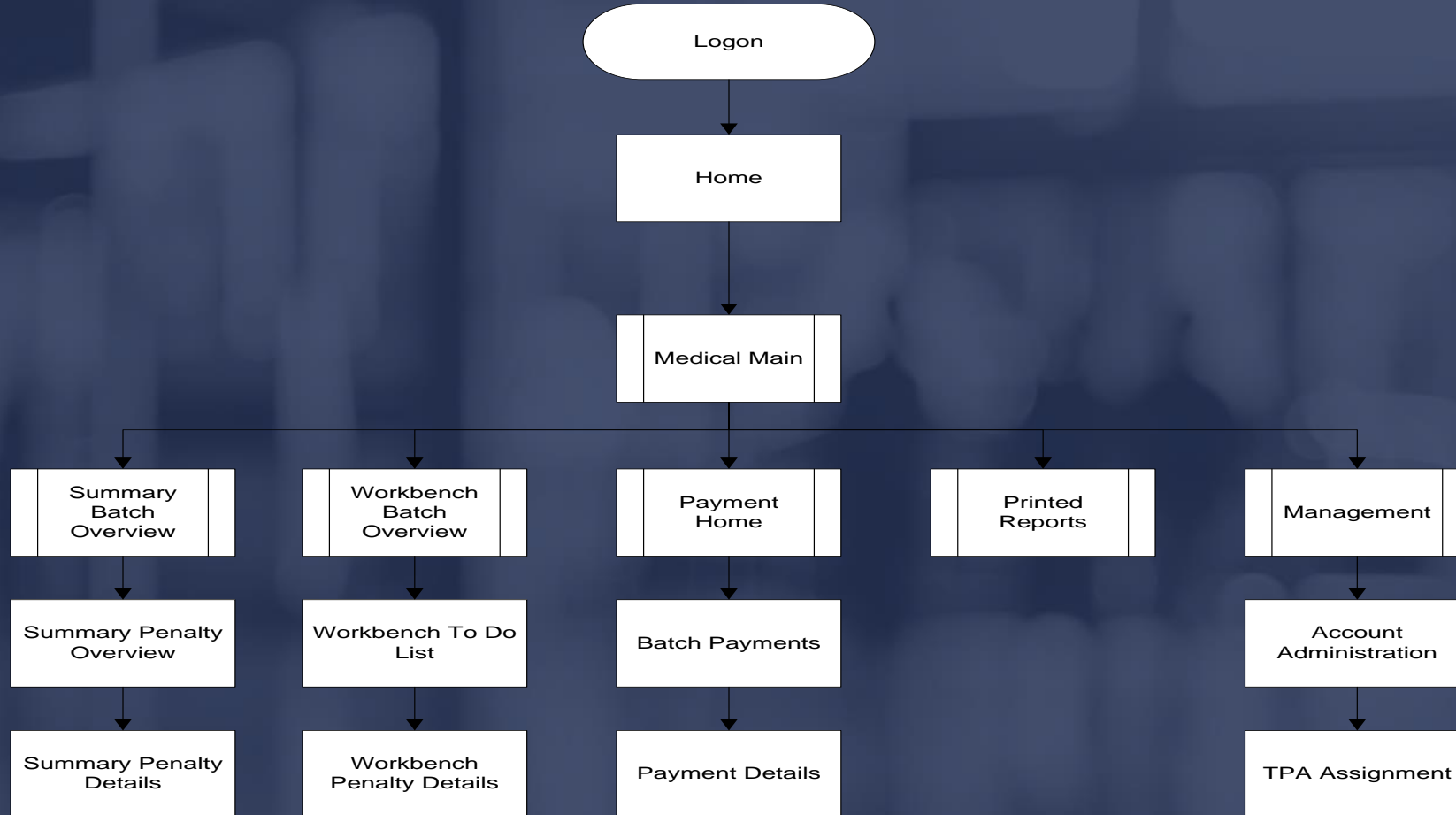
Centralized Performance System

Username:   Password:

Please enter your password.

[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.



## 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



# Summary Batch Overview

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

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

> Summary Home

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

# Summary Penalty Overview

HOME   <b>MEDICAL</b>   MY PROFILE   HELP   LOG OFF											
Medical Main		Summary		Workbench		Payments		Reports		Management	
> <a href="#">Summary</a> > Penalty Overview											
<a href="#">Batch Documents</a>											
Rejected		Timely Filing		Timely Payment							
Month Submitted	Total Filings	Number of Late Filings	Performance	Total Penalty Amount			Stage	Status	Penalty Payment Status	Notes	
June, 2010	18504	1281	94%				Preliminary Violation	In Evaluation	Pending Payment	<a href="#">0</a>	
Number of Days late		Number of Late Filings	\$0 Items	\$5 items	\$10 Items	\$25 Items	\$50 Items	Total Penalty Amount	Notes		
<a href="#">01-30</a>		245	245	-	-	-	-	\$0.00	<a href="#">0</a>		
<a href="#">31-60</a>		139	139	-	-	-	-	\$0.00	<a href="#">0</a>		
<a href="#">61-90</a>		508	508	-	-	-	-	\$0.00	<a href="#">0</a>		
<a href="#">91 or Greater</a>		389	34	-	-	-	355		<a href="#">0</a>		
<b>Total:</b>											



# Summary Penalty Overview

HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

Medical Main | Summary | Workbench | Payments | Reports | Management

> Summary > Penalty Overview > Penalty Detail

Rejected | Timely Filing | Timely Payment

Month Submitted	Total Filing	Number of Late Filings	Performance	Total Penalty Amount	Stage	Status	Penalty Payment Status	Notes
June, 2010	18504	1281	94%		Preliminary Violation	In Evaluation	Pending Payment	<a href="#">Q</a>

**Claims Handling Entity**

Please select a CHE from this list: ALL

Please click on a column header to sort by that column

Claims Handling Entity	Total Filings	Number of Late Filings
	18504	1281

1-30 | 31-60 | 61-90 | > 90 | All Late

Number of Days Late	Number of Late Filings	\$0 Items	\$10 Items	Total Penalty Amount	Notes
31-60	139	139	-	\$0.00	<a href="#">Q</a>

**List of Claims for All CHE's 31-60 Days Late**

Please click on a column header to sort by that column

Claims Handling Entity File Number	Submitter	TPA ID	Form Number	Disposition Date	Date Division Received	Number of Days Late	Service Date	Amount	Control Number	Insurer Status	Specialist Status	Notes
			09	03/24/2010	06/11/2010	34	10/26/2009	\$137.00		New		<a href="#">Q</a>

# Penalty Detail View

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

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

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

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

Rejected | Timely Filing | **Timely Payment** | Perform Final Check

Month Submitted	Total Late Dispositions	Total Penalty Amount	Stage	Status	Penalty Payment Status	Notes
June, 2010	839		Preliminary Violation	In Evaluation	Pending Payment	<a href="#">Q</a>

**Claims Handling Entity**

Please click on a column header to sort by that column

Claims Handling Entity	Total Dispositions	Total Late Dispositions
	18504	839

Form-09 | Form-10 | **Form-11** | Form-90 | All Late

Form Number	Total Dispositions	Total Late	Performance	\$0 Items	\$25 Items	\$50 Items	Total Penalty Amount	Notes
<a href="#">11</a>	40	4	90%	2	2	0	\$50.00	<a href="#">Q</a>

# 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.

List of Claims for All CHE's >90 Days Late  
Please click on a column header to sort by that column

Claims Handling Entity File Number	Submitter	IPA ID	Form Number	Disposition Date	Date Division Received	Number of Days Late	Service Date	Amount	Control Number	Insurer Status	Specialist Status	Notes
			10	04/04/2019	03/30/2021	681	03/25/2019	\$5.67		Concur	Accepted	<a href="#">0</a>
			10	01/18/2019	03/30/2021	757	12/21/2018	\$30.98		Concur	Accepted	<a href="#">0</a>
			10	05/06/2019	03/30/2021	649	05/04/2019	\$2,100.00		Concur	Accepted	<a href="#">0</a>
			10	05/21/2019	03/30/2021	634	05/19/2019	\$2,100.00		Concur	Accepted	<a href="#">0</a>
			10	01/09/2019	03/30/2021	766	12/14/2018	\$184.75		Concur	Accepted	<a href="#">0</a>
			10	05/07/2019	03/30/2021	648	05/05/2019	\$2,100.00		Concur	Accepted	<a href="#">0</a>
			10	03/15/2019	03/30/2021	701	02/19/2019	\$409.87		Concur	Accepted	<a href="#">0</a>
			10	12/20/2018	03/30/2021	786	12/10/2018	\$52.00		Concur	Accepted	<a href="#">0</a>

Page 1 of 1 | 1  
Records: (1 - 8) of 8  
[View All](#) [View Late](#)

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

> [Workbench](#) > **Workbench Overview**

[Batch Documents](#)

Month Submitted	Number of Rejected Bills	Rejected Penalty Amount	Number of Late Filings	Filing Penalty Amount	Total Late Dispositions	Payment Penalty Amount	Stage	Status	Penalty Payment Status	Notes
February, 2021	2	\$100.00	45	\$0.00	280	\$0.00	Preliminary Violation	In Evaluation	Pending Payment	<a href="#">1</a>

**Rejected**

	Number of Rejected Filings	To Do
<a href="#">Rejected Not Resubmitted</a>	2	2

**Timely Filing**

Number of Days Late	Number of Late Filings	To Do
<a href="#">01-30</a>	28	9
<a href="#">31-60</a>	6	5
<a href="#">61-90</a>	1	1
<a href="#">91 or Greater</a>	10	10

**Timely Payment**

Form Number	Number of Late Payments	To Do
<a href="#">09</a>	221	62
<a href="#">10</a>	27	10
<a href="#">11</a>	1	0
<a href="#">90</a>	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

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

Rejected | **Timely Filing** | Timely Payment | Perform Final Check

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	<a href="#">0</a>

**Claims Handling Entity**

Claims Handling Entity: ALL

Please click on a column header to sort by that column

Claims Handling Entity	Total Filings	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

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1-30	31-60	61-90	> 90	All Late	
<b>Number of Days Late</b>	<b>Number of Late Filings</b>	<b>\$0 Items</b>	<b>\$50 Items</b>	<b>Total Penalty Amount</b>	<b>Notes</b>
91 or Greater	10	10	-	\$0.00	<a href="#">0</a>

## List of Claims for All CHE's >90 Days Late

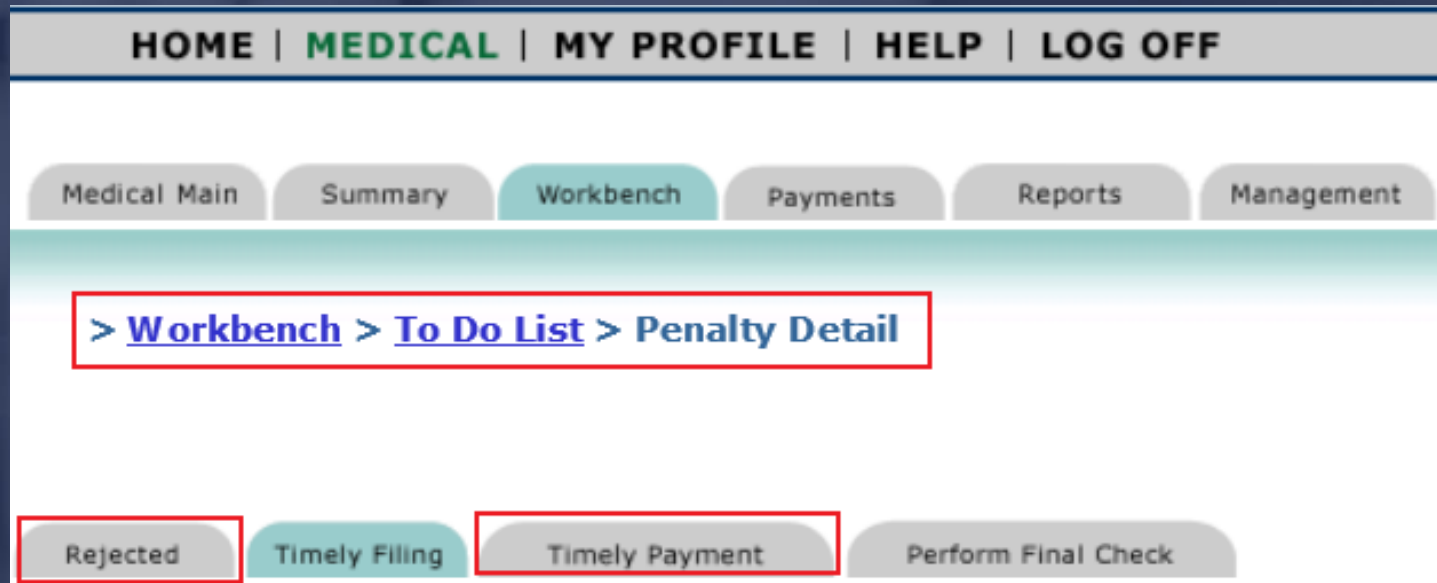
Please click on a column header to sort by that column

Claims Handling Entity File Number	Submitter	TPA ID	Form Number	Disposition Date	Date Division Received	Number of Days Late	Service Date	Amount	Control Number	Insurer Status	Specialist Status	Select All <input type="checkbox"/>	Notes <a href="#">0</a>
			10	08/14/2020	02/19/2021	144	08/04/2020	\$33.82		New		<input type="checkbox"/>	<a href="#">0</a>
			10	08/07/2020	02/19/2021	151	07/30/2020	\$844.66		New		<input type="checkbox"/>	<a href="#">0</a>
			10	08/07/2020	02/19/2021	151	07/30/2020	\$3,569.31		New		<input type="checkbox"/>	<a href="#">0</a>
			10	08/28/2020	02/17/2021	128	08/17/2020	\$3,569.31		New		<input type="checkbox"/>	<a href="#">0</a>
			09	06/18/2020	02/02/2021	184	05/13/2020	\$18.07		New		<input type="checkbox"/>	<a href="#">0</a>

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



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



## Penalty Status

Dispute: The insurer representative should select this option when the medical bill data has been reviewed and he/she does not agree with the assessed penalty.

Concur: The insurer representative should select this option when the medical bill data has been reviewed and he/she agrees with the assessed penalty.

Data Correction Sent: The insurer representative should select this option when the medical bill data has been reviewed and he/she determines 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 Form-10 **Form-11** Form-90 All Late

Form Number	Total Dispositions	Total Late	Performance	\$0 Items	\$25 Items	\$50 Items	Total Penalty Amount	Notes
<a href="#">11</a>	29	1	96.55%	1	0	0	\$0.00	<a href="#">0</a>

List of Claims for All CHE's Form-11  
Please click on a column header to sort by that column

Claims Handling Entity File Number	Submitter	TPA ID	Date Entity Received	Disposition Date	Number of Days Late	Service Date	Amount	Control Number	Insurer Status	Specialist Status	Select All	Notes
			11/18/2020	01/14/2021	12	10/02/2020	\$125.00		Concur		<input type="checkbox"/> <input type="checkbox"/>	<a href="#">0</a>

Page 1 of 1 | 1  
Records: (1 - 1) of 1

Set Status for Selected

- Data Correction Sent
- Dispute
- Concur

## 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.



# How To:



## Notes

### Important Reminders:

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

## 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** | Payments | Reports | Management

> [Workbench](#) > Workbench Overview

[Batch Documents](#)

Month Submitted	Number of Rejected Bills	Rejected Penalty Amount	Number of Late Filings	Filing Penalty Amount	Total Late Dispositions	Payment Penalty Amount	Stage	Status	Penalty Payment Status	Notes
February, 2021	2	\$100.00	45	\$0.00	280	\$0.00	Preliminary Violation	In Evaluation	Pending Payment	<a href="#">1</a>

Rejected			Timely Filing			Timely Payment		
	Number of Rejected Filings	To Do	Number of Days Late	Number of Late Filings	To Do	Form Number	Number of Late Payments	To Do
<a href="#">Rejected Not Resubmitted</a>	2	2	<a href="#">01-30</a>	28	9	<a href="#">09</a>	221	62
			<a href="#">31-60</a>	6	5	<a href="#">10</a>	27	10
			<a href="#">61-90</a>	1	1	<a href="#">11</a>	1	0
			<a href="#">91 or Greater</a>	10	10	<a href="#">90</a>	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

Month Submitted	Total Rejected Filings	Total Penalty Amount	Total Late Filings	Total Penalty Amount	Total Late Dispositions	Total Penalty Amount	Stage	Status	Notes
February, 2021	2	\$100.00	45	\$0.00	280	\$0.00	Preliminary Violation	Pending Payment	1

**Notes Listing**

Date	Who	Representing	Note	View Document
3/5/2021	System Administrator	Specialist	Preliminary Notice of Violation - Medical Data Reporting - <input type="text"/>	<a href="#">AutomatedEmail.txt</a>

Records: (1 - 1) of 1

# Viewing Batch Documents

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

Medical Main **Summary** Workbench Payments Reports Management

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

Month Submitted	Total Rejected Filings	Total Penalty Amount	Total Late Filings	Total Penalty Amount	Total Late Dispositions	Total Penalty Amount	Stage	Status	Notes
May, 2020	12	\$600.00	69	\$0.00	143	\$75.00	Final Order	Full Payment Received	<a href="#">6</a>

	Filename	Document Class	Description	Received/Sent Date	Direction	Generated By	Stage
<a href="#">Request To View</a>	[redacted] MAY2020 CHECK PAYMENTS .pdf	CHECK RECEIVED	COPY OF CHECK RECEIVED FROM INSURER	09/23/2020	INCOMING	JEFFERSONL [redacted]	FINAL ORDER
<a href="#">Request To View</a>	[redacted].pdf	NOV AND NOR	NOTICE OF VIOLATION AND NOTICE OF RIGHTS	07/21/2020	INCOMING	JEFFERSONL [redacted]	NOTICE OF VIOLATION
<a href="#">Request To View</a>		EMAIL	EMAIL TO INSURER	07/21/2020	OUTGOING	JEFFERSONL [redacted]	NOTICE OF VIOLATION
<a href="#">Request To View</a>		NOV AND NOR	NOTICE OF VIOLATION AND NOTICE OF RIGHTS	07/20/2020	INCOMING	SYSMANAGER	NOTICE OF VIOLATION
<a href="#">Request To View</a>		EMAIL	EMAIL TO INSURER	07/13/2020	OUTGOING	JEFFERSONL [redacted]	PRELIMINARY VIOLATION

1  
Records: (1 - 5) of 5

# How To: Adding Penalty Notes



## Adding Penalty Notes

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



The screenshot displays a web interface with a navigation bar at the top containing tabs for 'Medical Main', 'Summary', 'Workbench', 'Payments', 'Reports', and 'Management'. The 'Workbench' tab is selected. Below the navigation bar, there is a breadcrumb trail '> Notes'. The main content area is titled 'Add Notes' and features a text input field labeled 'Note:'. Below the text field is an 'Attachment:' label followed by a text box and a 'Browse...' button. At the bottom of the form, there are two buttons: 'Add Note' and 'Cancel'.

# 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 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)

Select 'Perform Final Check' to ensure all bills have been reviewed and worked.

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	<a href="#">0</a>



## 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)

- 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.**

Month Submitted	Status	Rejected			Timely Filing			Timely Payment			Stage	Stage Deadline	Penalty Payment Status	Notes
		Total Rejected Filings	Total Penalty Amount	Complete	Total Late Filings	Total Penalty Amount	Complete	Total Late Dispositions	Total Penalty Amount	Complete				
<input checked="" type="radio"/> <a href="#">February, 2021</a>	In Evaluation	2	\$100.00	No	45	\$0.00	No	280	\$0.00	No	Preliminary Violation	4/3/2021	<a href="#">Pending Payment</a>	<a href="#">1</a>

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.

## 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

- 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 following message will appear:

The screenshot displays a web application interface with a navigation bar at the top containing links for HOME, MEDICAL, MY PROFILE, HELP, and LOG OFF. Below the navigation bar is a secondary menu with buttons for Medical Main, Summary, Workbench, Payments, Reports, and Management. The main content area shows a breadcrumb trail: > [Workbench](#) > Submission Confirmation. Below this, there is a text input field for a name and another for a title, followed by a certification statement: "I, [input], representing [input], certify that the information submitted in the following response is correct and accurate to the best of my knowledge." A red error message follows: "The batch can not be submitted to the Division. Please check for the following omissions and errors." This message includes a numbered list: "1. Some of the items have not been worked on." and "2. The items that have been disputed, there are no corresponding notes entered for them." Below the list, it says "Please correct them and then try to submit the batch." At the bottom of the form are two buttons: Submit and Cancel.

## 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.
- The batch moves to the CPS Specialist's workbench at the Division.
- CPS Specialists are assigned specific insurers and are responsible for working those batches.

## Batch Submissions

### Next Steps:

- The assigned CPS Specialist will process the submitted batch within 15 business days.
- The assigned CPS Specialist will review all disputed penalties and the associated notes and/or attachments.
- After reviewing Florida Statutes, Division Rules and policies, the assigned CPS Specialist will determine if any of the disputes are acceptable.



## Batch Submissions

### Next Steps (cont'd...):

- The assigned CPS Specialist 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

# Payment Information



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## 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 via the 'Summary' or 'Payments' tab.

(con't...)

# Batch Payment Information

## Important:

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



# Batch Payment Information

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.

Click on 'Pending Payment'

	Month Submitted	Status	Rejected			Timely Filing			Timely Payment			Stage	Stage Deadline	Penalty Payment Status	Notes
			Total Rejected Filings	Total Penalty Amount	Complete	Total Late Filings	Total Penalty Amount	Complete	Total Late Dispositions	Total Penalty Amount	Complete				
<input checked="" type="radio"/>	<a href="#">February, 2021</a>	In Evaluation	2	\$100.00	No	45	\$0.00	No	280	\$0.00	No	Preliminary Violation	4/3/2021	<a href="#">Pending Payment</a>	<a href="#">1</a>

# Batch Payment Information

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

> [Payment Home](#) > Batch Payments

### Batch Level Payment Summary

**Entity Name:**

**Month:** February, 2021

**Stage:** Preliminary Violation

**Current Batch Status:** In Evaluation

**Total Penalty Amount:** \$100.00

**Balance Due:** \$100.00

**Total Payments:** 0

**Current Payment Status:** Pending Payment

**Current DOAH Outcome:**

**Invoice Number:**

**Payments/Refunds History**

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

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

For 'traditional' check payments, click on New Payment.

## 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.



# Making Payments

 John Smith  
555 Your St.  
Your Town 54321

DATE \_\_\_\_\_

**PAY TO** \_\_\_\_\_

\_\_\_\_\_

**MEMO** \_\_\_\_\_

\_\_\_\_\_

1234 5678 9876 543210

# Making Payments

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


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

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

**Payment Details**

Partial Payment       Full Payment

Today's Date 5/3/2021

Check Date:  

Amount:

Check Number:

**Enter the check information.**

# 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 making payments. At the top, there is a navigation bar with links: HOME | MEDICAL | MY PROFILE | HELP | LOG OFF. Below this is a secondary navigation bar with tabs: Medical Main, Summary, Workbench, Payments (highlighted), Reports, and Management. The main content area shows a breadcrumb trail: > [Payment Home](#) > [Batch Payments](#) > Payments. Under the heading "Payment Details", there is a yellow highlighted link: [Click Here to Print Payment Statement](#). Below the link is the text: (Please print and submit this document along with your payment). The form contains the following fields and buttons:

- Created Date: 5/3/2021
- Check Date:  (with a calendar icon)
- Amount: \$100.00
- Check Number:
- Buttons: Save, Cancel, Delete

# Making Payments

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

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

> [Payment Home](#) > Batch Payments

## Batch Level Payment Summary

**Entity Name:**

**Month:** February, 2021

**Stage:** Preliminary Violation

**Current Batch Status:** In Evaluation

**Total Penalty Amount:** \$100.00

**Balance Due:** \$100.00

**Total Payments:** 0

**Current Payment Status:** Full Payment Sent

**Current DOAH Outcome:**

**Invoice Number:**

[Batch Documents](#)

Recalculate

[New Payment](#)

New Refund

## Payments/Refunds History

Type	Date	Date Received	Payment Amount	Refund Amount
<a href="#">Payment</a>	5/3/2021			

DEPARTMENT OF FINANCIAL SERVICES

# Administrative Functions



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# Administrative Functions

The link to the Centralized Performance System is:

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

Division of Workers' Compensation

FLORIDA  
DEPARTMENT OF  
FINANCIAL  
SERVICES

**CPS**

Centralized Performance System

Username:  Password:  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

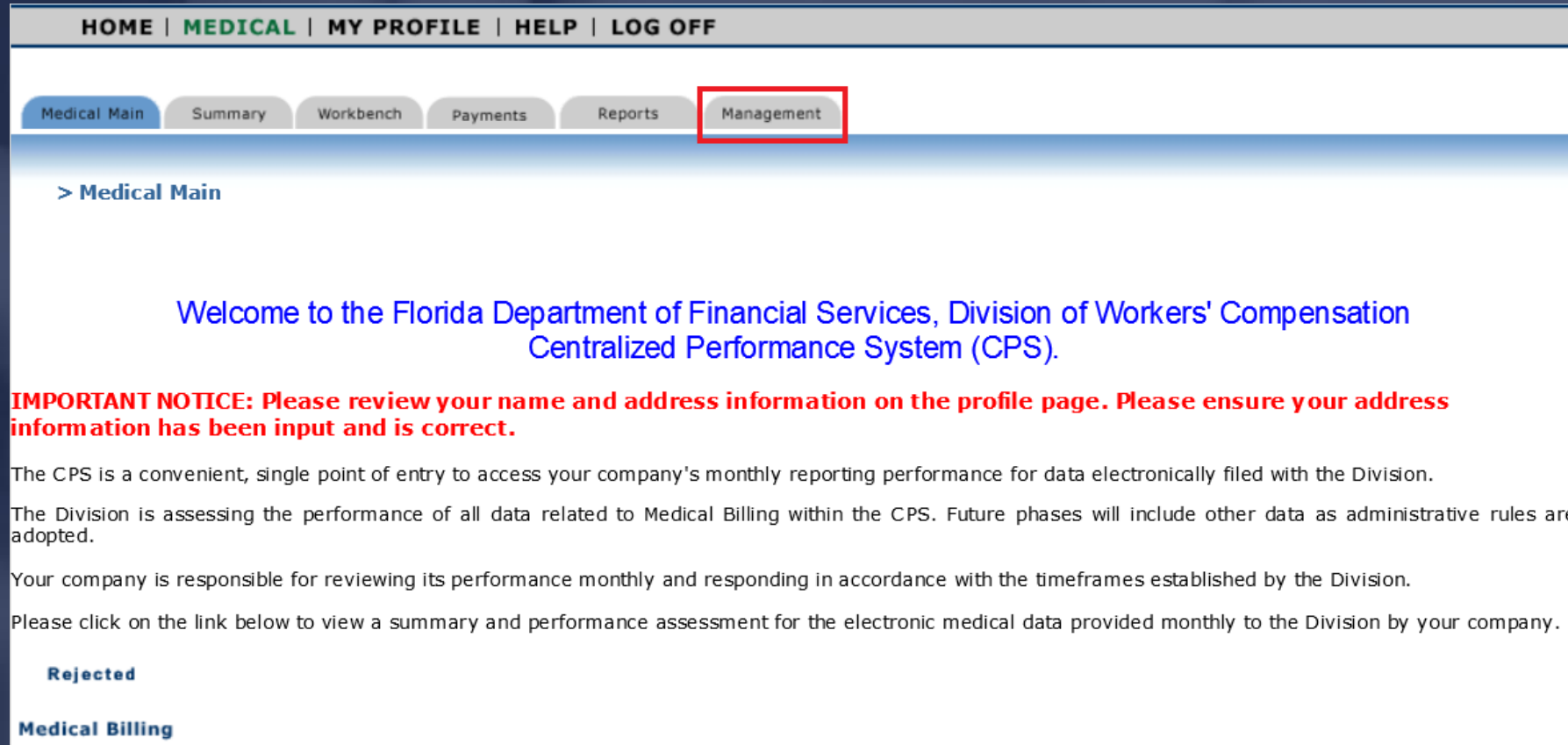


## Administrative Functions

- 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). At the top, a navigation bar includes links for HOME, MEDICAL, MY PROFILE, HELP, and LOG OFF. Below this, a secondary menu contains buttons for Medical Main, Summary, Workbench, Payments, Reports, and Management. The Management button is highlighted with a red rectangular box. The main content area shows a breadcrumb trail for Medical Main, a welcome message, an important notice, and several paragraphs of introductory text. At the bottom, there are links for Rejected and Medical Billing.

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 must be entered in order to create an account.

HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

Medical 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	
<input type="text"/>	<input type="text"/>		11/22/2019	<a href="#">Edit</a>
			11/22/2019	<a href="#">Edit</a>
			06/05/2019	<a href="#">Edit</a>

ABCDEFGHIJKLMNOPQRSTUVWXYZAll



## 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.

## 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

**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.

**Medical:**  View Items and add Notes  
 View Items and Update Status  
 Submit Batches

# 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 text "FLORIDA DEPARTMENT OF FINANCIAL SERVICES" is displayed above the large green letters "CPS". Below this, it says "Centralized Performance System". The login form has a "Username:" field with "Insurer1" and a small "x" icon, a "Password:" field, and an "Enter -->" button. Below the form, there is a red error message: "Please enter your password." At the bottom, there is a red-bordered button that says "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 | MEDICAL | MY PROFILE | HELP | LOG OFF. Below this is a secondary navigation bar with tabs: Medical Main, Summary, Workbench, Payments, Reports, and Management (highlighted with a red box). The main content area shows a breadcrumb trail: > Management > Account Administration. Below this, there are two sub-tabs: Account Administration (selected) and TPA Assignment. An 'Add New' button is visible in the top right corner. A table of sub-accounts is displayed with the following columns: Name, Phone Number, Email, and Created Date. The table contains three rows of data. The first two rows have 'Edit' links highlighted with green boxes. At the bottom of the table, there is a sorting instruction: 'Click on a column header to sort by that column' and a list of letters: ABCDEFGHIJKLMNOPQRSTUVWXYZ All.

Name	Phone Number	Email	Created Date	
			11/22/2019	Edit
			11/22/2019	Edit
			06/05/2019	Edit

## 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 Specialist 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:  **Receive Pre-NOV Email:**

Confirm New Password:

**Locked** By locking, you are temporarily 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.

The 'View' hyperlink displays the TPA's address.

TPA Name	TPA ID	Select	View Only	Contact	Phone	Email	Address
		<input checked="" type="checkbox"/>	View Only Work Penalties				<a href="#">View</a>
		<input type="checkbox"/>	Work Penalties				<a href="#">View</a>
		<input type="checkbox"/>	Work Penalties				<a href="#">View</a>
		<input type="checkbox"/>	Work Penalties				<a href="#">View</a>
		<input type="checkbox"/>	Work Penalties				<a href="#">View</a>
		<input type="checkbox"/>	Work Penalties				<a href="#">View</a>

# Reports

HOME | MEDICAL | MY PROFILE | HELP | LOG OFF

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

> Printed Reports

Printed Reports

Click on the 'Reports' tab to generate reports.

**Medical Reports List** [Report Printing Instructions](#)

- [Timely Payment Report](#)
- [Timely Filing & Rejected Not Resubmitted \(RNR\) Report](#)
- [Rejected Not Resubmitted \(RNR\) Summary Report](#)
- [CHE Timely Payment Report](#)
- [CHE Timely Filing & Rejected Not Resubmitted \(RNR\) Report](#)
- [TPA Performance Report](#)

# 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:**  **Report Output:**

**Start Range:** **Month:**  **Year:**

**End Range:** **Month:**  **Year:**

## 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 must have an 'Application for Refund' completed by the entity that issued the last payment.



DEPARTMENT OF FINANCIAL SERVICES

# Notice of Rights



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## 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. 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 [DFSAgencyClerk@myfloridacfo.com](mailto:DFSAgencyClerk@myfloridacfo.com). **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

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## 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

Please send questions to the CPS Team's box at:  
[M&ACPSPenaltySection@myfloridacfo.com](mailto:M&ACPSPenaltySection@myfloridacfo.com) or you  
can contact your Division assigned CPS Specialist at:

- James Austin: (850) 413-1778
- Linda Jefferson: (850) 413-1774
- Johnny Session: (850) 413-1748



## Questions

### CPS Specialist (cont'd...):

- Aja Jamison: (850) 413-1884
- Shadecia Collins: (850) 413-1700
- Patience Aninakwa: (850) 413-1697





DEPARTMENT OF FINANCIAL SERVICES



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