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 -->**
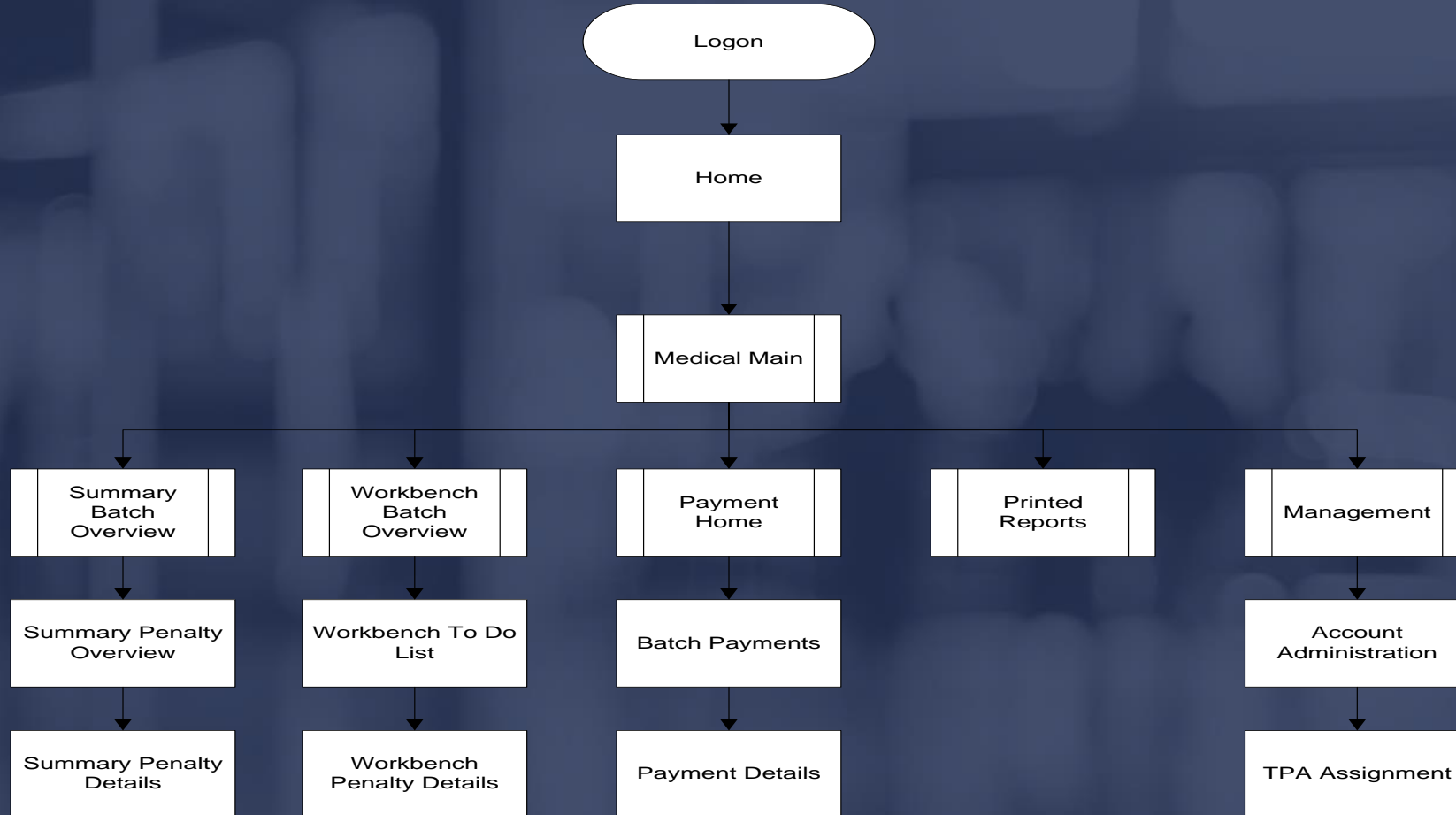
CPS Overview

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	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 Summary Details
April, 2010	75		476		741		Final Order	6/3/2010	Pending Legal Referral	Pending Payment	View Summary Details
March, 2010	66		2354		2629		Final Order	5/4/2010	Pending Legal Referral	Pending Payment	View Summary Details
February, 2010	115		153		5692		Final Order	4/3/2010	Pending Legal Referral	Pending Payment	View Summary 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 Summary Details
November, 2009	0		126		24		Preliminary Violation	1/3/2010	Closed	No Payment Required	View Summary Details

Summary Penalty Overview

Summary Penalty Overview

Penalty Detail View

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

How To:
Send Batch to Workbench

TAKE ACTION

DEPARTMENT OF FINANCIAL SERVICES

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 | 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					
February, 2021	2	$100.00	45	$0.00	280	$0.00	Preliminary Violation	4/3/2021	In Evaluation	Pending Payment	View on Workbench
January, 2021	1	$50.00	393	$0.00	433	$0.00	Preliminary Violation	3/6/2021	Submitted to Division	Pending Payment	View Summary 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	View Summary Details

CFO JIMMY PATRONIS

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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	1

Rejected

	Number of Rejected Filings	To Do
Rejected Not Resubmitted	2	2

Timely Filing

Number of Days Late	Number of Late Filings	To Do
01-30	28	9
31-60	6	5
61-90	1	1
91 or Greater	10	10

Timely Payment

Form Number	Number of Late Payments	To Do
09	221	62
10	27	10
11	1	0
90	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.

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

Number of Days Late	Number of Late Filings	$0 Items	$50 Items	Total Penalty Amount	Notes
91 or Greater	10	10	-	$0.00	0

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 ☐	Notes
			10	08/14/2020	02/19/2021	144	08/04/2020	$33.82		New		☐	0
			10	08/07/2020	02/19/2021	151	07/30/2020	$844.66		New		☐	0
			10	08/07/2020	02/19/2021	151	07/30/2020	$3,569.31		New		☐	0
			10	08/28/2020	02/17/2021	128	08/17/2020	$3,569.31		New		☐	0
			09	06/18/2020	02/02/2021	184	05/13/2020	$18.07		New		☐	0

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

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).

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.

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>.

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 <u>must</u> be added to explain the reason for the dispute.

Viewing Batch Documents

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

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 -	AutomatedEmail.txt

| Add Notes | Return |

Records: (1 - 1) of 1

Viewing Batch Documents

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

Adding Penalty Notes

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

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.

Batch Submissions
(performing final check)

➢ All penalties that have not been addressed will have a status of <u>new</u>.

➢ The system **<u>will not</u>** 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)

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:

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).

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.

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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				
◉	February, 2021	In Evaluation	2	$100.00	No	45	$0.00	No	280	$0.00	No	Preliminary Violation	4/3/2021	Pending Payment	1

Batch Payment Information

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: Pending Payment

Current DOAH Outcome:

Invoice Number:

Batch Documents

Recalculate

New Payment

New Refund

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

Payments/Refunds History

Type	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.

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

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 | Payments | Reports | Management

> **Payment Home** > **Batch Payments** > **Payments**

Payment Details

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

Created Date 5/3/2021   **Amount:** $100.00

Check Date: 5/3/2021   **Check Number:** 123456789

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
Payment	5/3/2021			

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

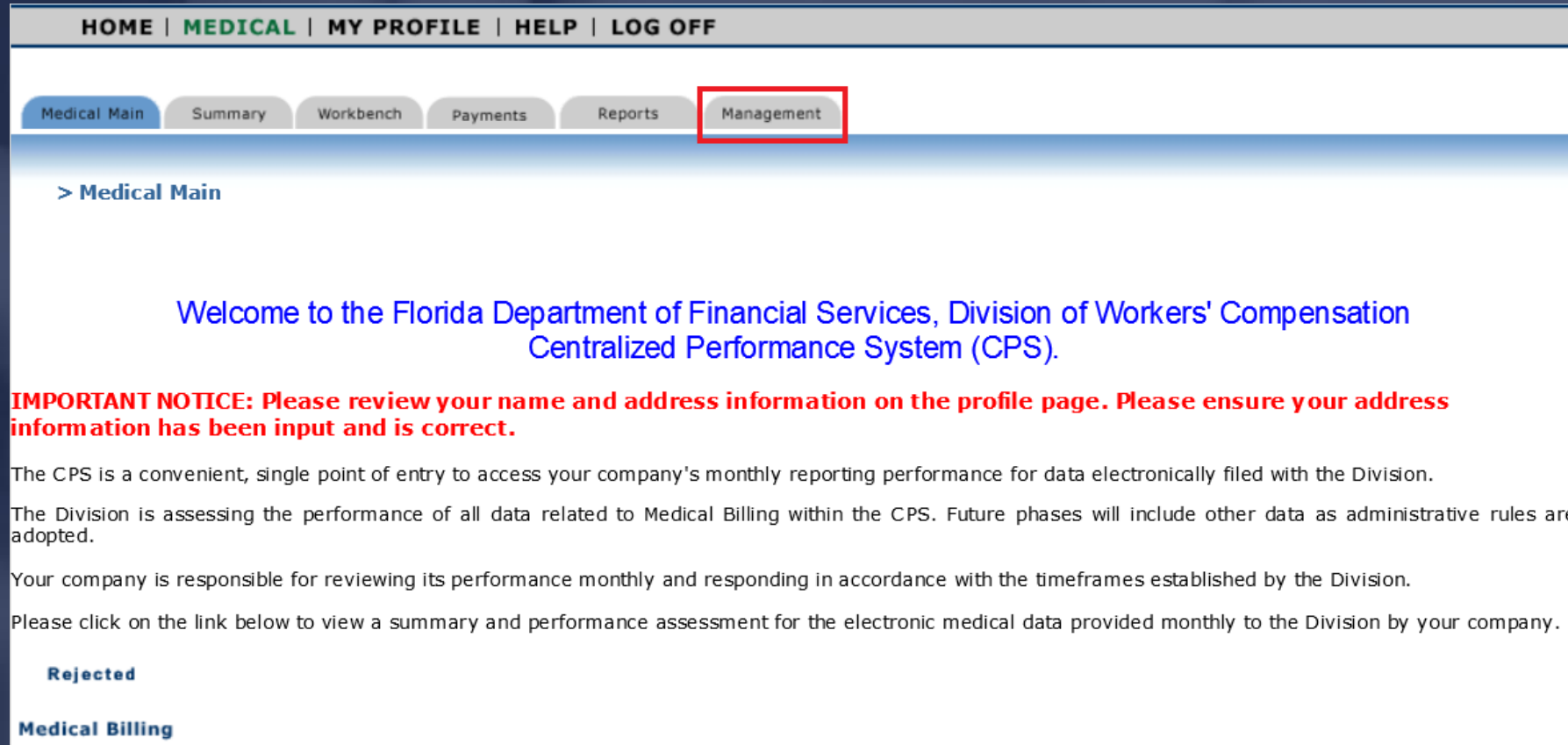➤ Lock/unlock sub-accounts

➤ 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:

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.

Creating/Managing Accounts

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

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.

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.

(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.

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Optional Features

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

Optional Features

Receive Pre-NOV Emails

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

Security

New Password: [ ]

Confirm New Password: [ ]

Receive Pre-NOV Email: ☐

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

TPA Assignments

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

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:** | Summary ⌄ | **Report Output:** | Lite Version ⌄ |

Start Range: **Month:** January ⌄   **Year:** 2021 ⌄

End Range: **Month:** January ⌄   **Year:** 2021 ⌄

[Generate Report]

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.

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 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.**

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 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

CHIEF FINANCIAL OFFICER

Jimmy Patronis

FLORIDA DEPARTMENT OF FINANCIAL SERVICES