



GovLink Regulatory Agencies

Georgia Office of Commissioner of Insurance and Safety Fire

Surprise Billing External User Guide

Version 1.0

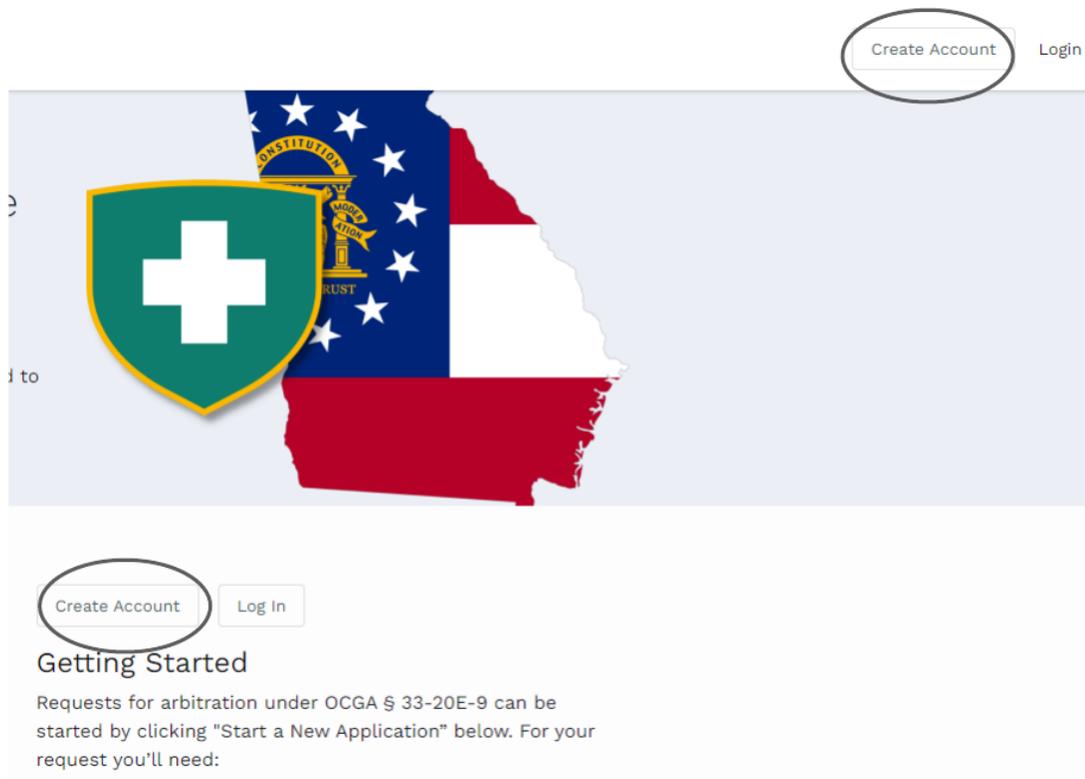
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## 1.1 Creating an Account

All users who access the GovLink application, both internal to OCI and external to OCI, will need to create an account.

1. Navigate to the GovLink OCI website [GA OCI Surprise Billing](#).
2. Choose the "Create Account" Option in the center or top right corner of the page.



3. Insert the necessary information to create your account.



Office of Commissioner of  
Insurance and Safety Fire

Create Account

or

Login

FIRST NAME \*

LAST NAME \*

EMAIL \*

RE-ENTER EMAIL \*

PASSWORD \*

RE-ENTER PASSWORD \*

Create Account

Powered by

## 1.2 Login

1. Once a user has created an account, the user can login from the home page choosing the "Login" option in the center or top right corner of the page.

Create Account [Login](#)



Create Account [Log In](#)

### Getting Started

Requests for arbitration under OCGA § 33-20E-9 can be started by clicking "Start a New Application" below. For your request you'll need:

2. Users will then need to enter the e-mail and password they used to create their account.



# Office of Commissioner of Insurance and Safety Fire

Create Account



Login

EMAIL \*

PASSWORD \*

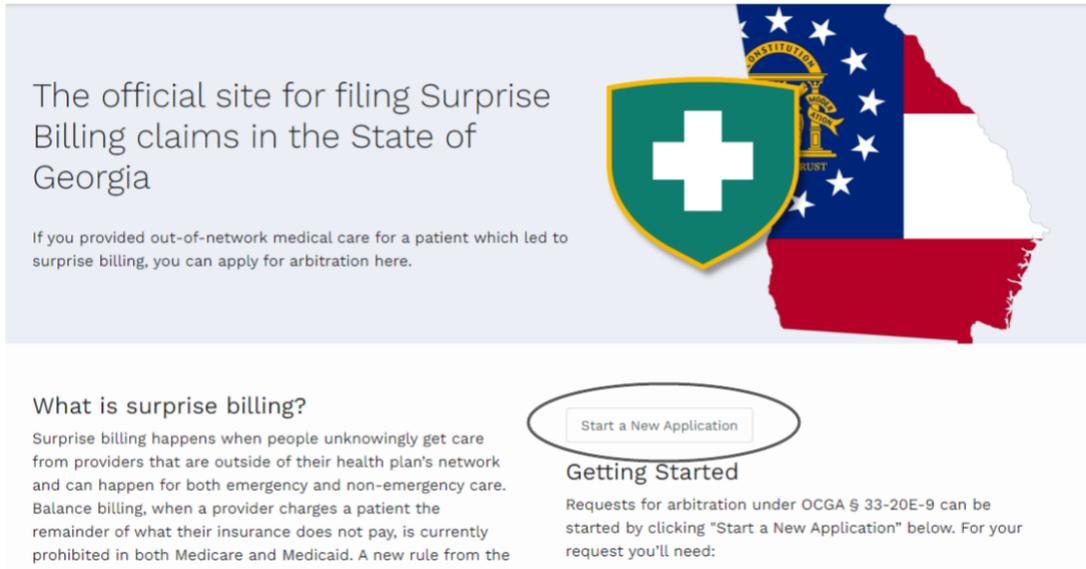
 Log In

[Forgot Password?](#)

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### 1.3 Submitting a Surprise Billing Application

Once a user has created an account and logged into that account, the option to “Start a New Application” will be available in the center of the home page.



1. The user will then need to complete the applicant and Payor information on Step 1. Users must also choose whether this application should be filed under the Federal No Surprises Act or GA Surprise Billing.
2. Once all required information is entered, the user will click “Next” to move to step 2.

Surprise Billing Application

1 Parties 2 Documents 3 Summary

**Applicant**

PROVIDER'S OR FACILITY'S NAME \*

Test Facility

STREET ADDRESS \*

123 Tallapoosa Rd

CITY \*

Tallapoosa

STATE \*

GA

ZIP CODE \*

30176

PHONE NUMBER

7701234567

EMAIL

testemail@test.com

Are you submitting this application under the federal No Surprises Act or GA Surprise Billing? \*

Federal No Surprises Act  GA Surprise Billing

Payor

Alliant Health Plans, Inc.

Cancel Next →

3. The user will then need to download the OCI Surprise Billing Application .pdf and complete the required information. Once completed, the user should save the

completed form and upload it using the “Select File” Option beside “GA Arbitration Application.”

- Users can also upload any associated documentation such as Explanation of Payment/Benefits and anything else that may be beneficial to the case using the “Select File” option beside Explanation of Payment and/or Optional Files.

Surprise Billing Application

Parties Documents Summary

APPLICANT: Test Facility PAYOR: Alliant Health Plans, Inc.

**GA Arbitration Application \***  
You must include the official form used to challenge inadequate out-of-network payment from commercial health insurance companies.  
[Download PDF Application](#)

Drop file to upload, or... [Select File](#)

**Explanation of Payment**  
Please include the EOP from the payor showing reimbursements and/or denials based on claims processed by the patient's plan.

Drop file to upload, or... [Select File](#)

**Optional Files**  
Additional files may be uploaded here, such as the Explanation of Benefits, Enrollee's Health Benefit Plan, Enrollee's Health Plan Card, Claim Forms, Correspondence and more.

Drop file to upload, or... [Select File](#)

← Prev Cancel Next →

- After the application and any optional documentation has been uploaded, the user can click “Next” in the bottom right corner to move to the next step.

Surprise Billing Application

Parties Documents Summary

APPLICANT: Test Facility PAYOR: Alliant Health Plans, Inc.

**GA Arbitration Application \***  
You must include the official form used to challenge inadequate out-of-network payment from commercial health insurance companies.  
[Download PDF Application](#)

OCI Surprise Billing Applicat...  

Drop file to upload, or... [Select File](#)

**Explanation of Payment**  
Please include the EOP from the payor showing reimbursements and/or denials based on claims processed by the patient's plan.

Drop file to upload, or... [Select File](#)

**Optional Files**  
Additional files may be uploaded here, such as the Explanation of Benefits, Enrollee's Health Benefit Plan, Enrollee's Health Plan Card, Claim Forms, Correspondence and more.

Drop file to upload, or... [Select File](#)

← Prev Cancel **Next** →

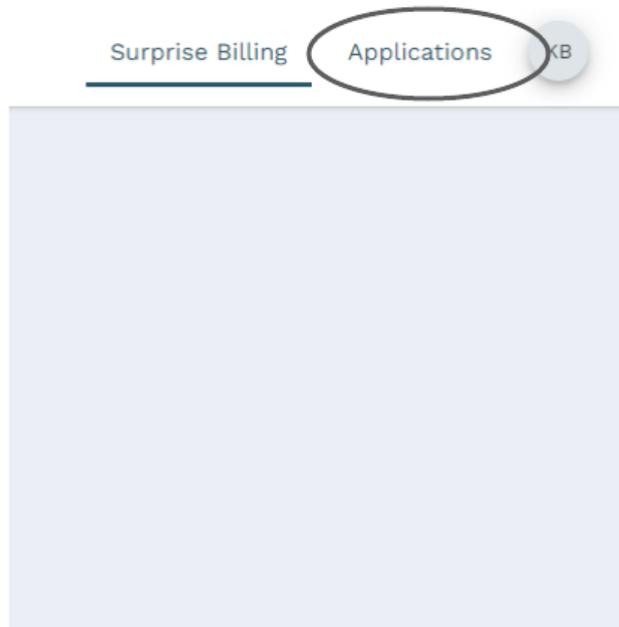
- The user can then see all documents that were uploaded and add any needed notes (up to 500 characters). Once all information is confirmed, users should click “Submit” in the bottom right corner.

The screenshot shows a web interface for a 'Surprise Billing Application'. At the top, there is a dark blue navigation bar with three tabs: 'Parties' (checked), 'Documents', and 'Summary' (with a '3' indicator). Below the navigation bar, the application details are listed: 'APPLICANT: Test Facility' and 'PAYER: Alliant Health Plans, Inc.'. The main content area is divided into two columns. The left column, titled 'Documents', contains a link for 'OCI Surprise Billing Applicati...' and a sub-link for '04 Arbitration Application'. The right column, titled 'Next Steps', contains a paragraph of text explaining the review process and a note field with a character count of '35 / 500'. At the bottom of the form, there are two buttons: 'Prev' on the left and 'Submit' on the right, which is circled in red.

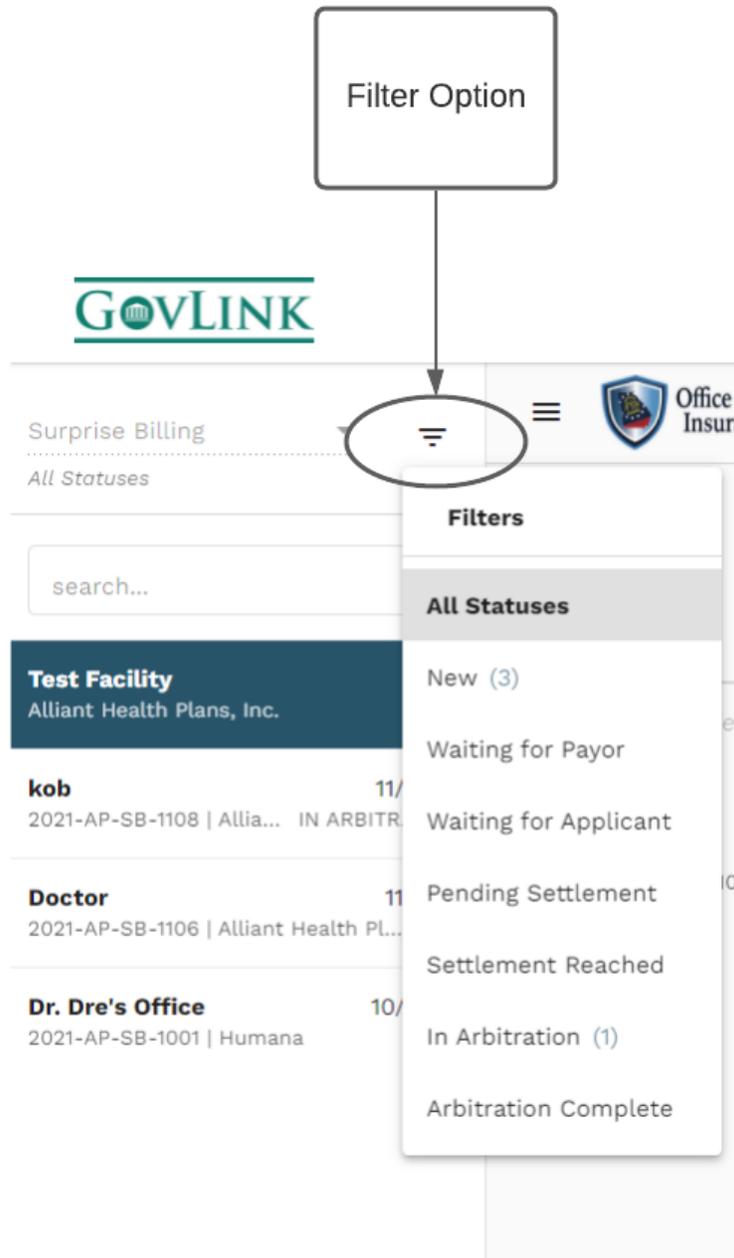
7. After a user has submitted the application, they will receive a confirmation e-mail including a reference number to the e-mail address that is associated with their login account.

### 1.4 Tracking Submitted Applications

1. After an application has been submitted, users will receive e-mail notifications with any updates. E-mail notification will be sent when the application has been accepted or rejected.
2. Users can also log in their GovLink account to track the application.
3. Once a user has logged into their GovLink account, they can choose the “applications” option in the top right corner to see all of their submitted applications.



4. From within the applications view, users will see a list of all of their submitted applications on the left side of the page.
5. Users have the ability to filter this list based off of the case status by clicking the filter option and choosing the desired status.



6. Users can then select their desired case to view the case information. All documentation that was originally uploaded with the application will be visible, along with the history of the case.
7. Once an application has been accepted, a case number will be assigned beside the reference number.
8. An accepted application will also provide a countdown tracker for the 30 day settlement period.
9. Users will be able to see a status in this display as well as receive e-mail notifications when the status of a case changes.

