

Other Payer Process Guide

Revised 4/14/2017

How to Pay for Applications

1. When you are ready to pay for your students' or customers' application fee, you will log into Online Services at:

<https://appsmqa.doh.state.fl.us/mqaservices/login.asp?mult=&pass=Y&voprof=9801>

Please note - you cannot pay for their application through this process unless they have used your Other Payer Code and have submitted their application.

Medical Quality Assurance (MQA) Services

Welcome to the Division of Medical Quality Assurance Online Services.

ONLINE SERVICES - ACCOUNT LOG IN

Sign-in to your account

1. Select your Profession:
2. Enter your User ID: (User ID is case sensitive)
3. Enter your Password: (Password is case sensitive)

Sign in using our secure server 

[Get Login Help?](#)

- a. Enter the User ID and password given to you by the board office and click on the 'Sign in using our secure server' button. If you are unable to locate your User ID and password, please email the board office at MQA.NursingAppstatus@flhealth.gov and include the following in your message:
 - i. Name of Facility or School
 - ii. The Address of your School or Facility
 - iii. The profession you are paying for (CNA / LPN / RN)
 - iv. The type of application you are paying for (Exam / Endorsement / Renewal)
2. You are now in the main screen. Select 'Other Payer Invoicing' from the menu on the left side of the screen.
3. Under 'Other Payer Code', click on the code for which you will be paying (some businesses may have multiple codes to choose from). The 'Pending Transaction Count' is the total number of applications awaiting payment.

Please Note - If the number is 0, there are no applications to pay for and you will not be able to click on the 'Other Payer Code'.

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If the Pending Transaction Count is greater than 999, or if the amount of the pending payment transaction. Once payment has been made, please check the Pending Transaction Count.

<u>Other Payer Code</u>	<u>Pending Transaction Count</u>
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691LE0001	0
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4. You should now see your list of applicants. Verify the applicants' information with your records.
 - a. Reject the individuals who are **NOT** eligible to use this Other Payer Code. Upon rejecting an applicant, a confirmation box will pop up asking if you wish to reject the request for payment. Click 'OK' if so, or click 'Cancel' if you want to pay for that particular applicant. After the ineligible individuals are rejected, click the '**Continue**' button.

Please Note - You will not be able to add a 'rejected' applicant back to the list.
 - b. To avoid errors and overpayments, we recommend that you verify the information **at least twice** before rejecting or approving. Individuals who are rejected will be sent an automated email indicating that they are now responsible for payment either by credit card online or cashier's check / money order by mail.
5. You should now see the payment screen.
 - a. If you are paying by credit card, enter the card information at this time. Through this method, you must pay the entire amount due.
 - b. If you are paying by check, you **MUST** include a copy of your invoice along with your payment. Click the 'Print Invoice' button to print a copy of the invoice to be submitted with the check.
6. Print your receipt and log out of MQA Services.

Quick Notes about Other Payer

1. If you have provided your email address for your Other Payer Account, you will receive a weekly email reminder that pending applications are waiting your action. You may send a request to the board office at MQA.NursingAppstatus@flhealth.gov to have your email added.
2. The User ID and Password provided is system generated. The Board of Nursing encourages the user to update the User ID and Password to something more familiar to them. Refer to the Online Services menu on the left hand side of the screen when you are logged in.
3. If you have any changes to your Other Payer code or if a new/additional code is needed, please contact the board office at MQA.NursingAppstatus@flhealth.gov.