Ohio External Review System Registration Instructions
New Health Plan Issuer (HPI) User

Please complete the required registration process using the step-by-step guide available on our website at the following link:

https://insurance.ohio.gov/static/secured/Documents/OHID/New+ODI+User+with+no+OHID+User+Guide.pdf

Registration for ER System access is a multi-step process as summarized below:

✓ 1. Complete the OH|ID registration steps (pages 1-6 of step-by-step guide)
  - Important Note: The user must enter their own business email address (not a team or personal/generic email address) to complete their registration in OH|ID.

✓ 2. Log in to OH|ID to request access from the "App Store" to the "Insurance Application Gateway" application group (pages 7-10 of step-by-step guide)

✓ 3. Launch the "Insurance Application Gateway" application from OH|ID and create a Department of Insurance profile (pages 11-12 of step-by-step guide)
  - Important Note: The user must enter their same business email address to complete their Department of Insurance profile as they used to register in OH|ID.

✓ 4. Use the "Request Additional Access" under "Account Management" in the Insurance Application Gateway to request access to the "**External Review – Health Plan Issuer (HPI) Access**" application (pages 12-13 of step-by-step guide)

Our External Review team will receive a system-generated notice when the user completes step 4.

✓ 5. **Important!** The user must complete this step for ODI to be able to complete the set-up and access permissions for their account:

Log in to the ER System through OH|ID by clicking on the "**External Review – HPI Case Management**" application link in the applications section to activate their ER System account and verify access to the ER System.

Once initial log-in to the ER System is completed, immediate limited access will be available for the user to submit new external review cases for their organization. Full account set-up and access permissions will be completed based on submission of authorization by the user's organization. An email confirmation will be sent to the user when account set-up is completed.

If you have questions or need assistance with the registration process, please send an email message with your contact information to External.Review@insurance.ohio.gov.