



Department of Insurance

Ohio Surprise Billing Arbitrator User Guide

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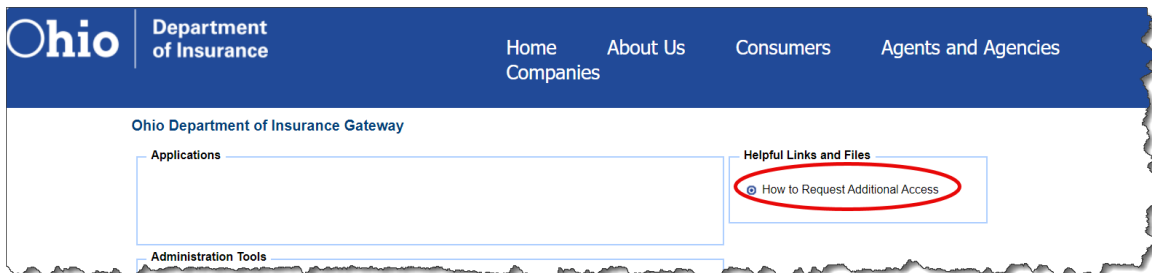
Purpose: This document serves as a user guide for the Surprise Billing Application through the provider portal.

Note:

- This document assumes that you already created an OH|ID and ODI profile. If you haven't created one yet, please click <https://insurance.ohio.gov/wps/portal/gov/odi/about-us/resources/01-oh-id-portal-help> link to get step by step instructions for completing the account creation before proceeding further.
- ODI takes our responsibility to safeguard user data seriously. As such, ODI reserves the right to verify information submitted and, if the account is for business purposes, verify that the requestor is authorized to perform the functions inherent to the application access being requested. This is true for initial account requests and/or upgrade requests.

Request Access to the Insurance Application Gateway

- Once you have an OHID account, request access to the Insurance Application Gateway.
 - In the Helpful Links and Files section, click "How to Request Additional Access" link and follow the steps to request access to the **Surprise Billing Application** link.



- Once you are given access, from the Ohio Department of Insurance Gateway you may click the link to access the **Surprise Billing Application-Arbitrator/Admin Access** (shown as below)

Home About Us Consumers Agents and Agencies Companies

Ohio Department of Insurance Gateway

Applications


- Contract and Credentialing - Insurance Company Access (OLD - before August 15, 2023)
- ODIIS - Fraud Case Management System
- Report Cybersecurity Event
- ODIIS - CSD
- ODIIS - Enforcement
- ODIIS - Fiscal
- ODIIS - Licensing
- ODIIS - Risk Assessment
- Surprise Billing Application - Arbitrator/Admin Access**
- Surprise Billing Application - Provider Access
- Provider Complaints - Insurance Company Access (OLD - before August 15, 2023)
- Secure Applications User Administration
- Surplus Lines and RRG Reporting Application - External
- Premium Tax Application - External
- Provider Complaints Application - Admin Access

Administration Tools

- Accounts Administration
- Accounts Delegation Administration

Helpful Links and Files

- How to Request Additional Access



Submitted Surprise Billing Arbitrator Landing Page

The Surprise Billing Arbitrator landing page offers two options:

1. Submitted Surprise Billing records (shown below).
2. Closed Surprised Billing records.

Surprise Billing Application			
Submitted Surprise Billings Closed Surprise Billings			
Submitted Surprise Billing Records			
Case Number	Plan Name	Provider Name	Outcome Due Date
1	S & H INSURANCE CO	Gary L Roberts	12/27/2023
61	S & H INSURANCE CO	Gary L Roberts	12/29/2023
224	S.USA LIFE INSURANCE COMPANY, INC	Gary L Roberts	01/28/2024

Past 15 days
 Past 30 days

1 click link to open case information

Case Specifics

The case specific information can be viewed once the case is opened. The arbitrator uses this view to decide concerning the issue.

Case Specifics

Case #224

Claim information

Is this a bundled claim? Yes No

Health Plan

Insurer: S.USA LIFE INSURANCE COMPANY, INC
 InsurerPlan: Individual/Non-group

Provider Practice

Name: Gary L Roberts
 Address1: 177 Rousham Street
 Address2: Apt F
 City: Westerville
 State: OH
 County:
 Zip: 43215
 First Name: Gary
 Last Name: Roberts
 Phone:
 Email Address: Gary.Robert@Insurance.Ohio.gov
 Provider Type: Individual
 Provider Specialty: Geriatrics

Case Specifics Field Descriptions

Field Name	Description
Prior Communications	This button only displays when there are prior communications associated with this case. When clicked, a window displays a list of prior communications. You may select a prior communication to view.
Send Communication to ODI	When clicked a "Send Communication to ODI" popup window displays to send communication to ODI.
Enter Decision	When clicked an "Decision Outcome" popup window displays. When the decision is finalized, this button disappears.
Back	When clicked, the system returns to the Submitted Surprise Billings landing page.

Case Specifics cont.

Health Plan summary information is displayed.

Case Specifics

Case #224

Prior Communications Send Communication to ODI Enter Decision Back

Claim information

Is this a bundled claim? Yes No

Health Plan

Insurer S.USA LIFE INSURANCE COMPANY, INC

InsurerPlan Individual/Non-group

Provider Practice

Name Gary L Roberts

Address1 177 Rousham Street

Address2 Apt F

City Westerville

State OH

County

Zip 43215

First Name Gary

Last Name Roberts

Phone

Email Address Gary.Robert@Insurance.Ohio.gov

Provider Type Individual

Provider Specialty Geriatrics

Case Specifics Field Descriptions

Field Name	Description
Claim Information	Information regarding the Claim.
Health Plan	The name of the insurer providing the health insurance.
Provider Practice	Address and contact information for the provider filing the Arbitration

Send Communication to ODI

Case Specifics

Case #224

- Prior Communications
- Send Communication to ODI
- Enter Decision
- Back

Claim information

Is this a bundled claim?

1. Click to display popup.

Send Email Communication

Communication to ODI

Subject:

Message:

B I U [List Bulleted] [List Numbered] [List None] [Link] [Image] [Table] Format (inherited f...) (inherited s...)

A [Color] [Background Color]

Send Communication Cancel

2. Enter message Subject.

3. Enter message

4. Click to send communication to ODI.

Enter Decision

Case Specifics

Case #224

Claim information

Is this a bundled claim?

Yes
 No

1 Click to display the popup.

2 Enter First Name and Last Name.

Decision Outcome

First Name *
 Last Name *

Phone
 Email *

3 Enter email address.

4 Select Arbitrator Decision from dropdown list.



Arbitrator Decision *

Amount *
 CPT Code *

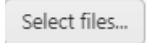
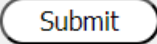

5 Enter Amount and CPT Code.

6 Select file(s) to upload.

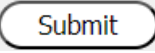
Upload Decision Letter

-  SandersonLetter.docx
File(s) uploaded successfully.
-  ComplaintCopy.pdf
File(s) uploaded successfully.

Decision Outcome Field Descriptions

Field Name	Description
First Name	Enter the individual's first name. (* required)
Last Name	Enter individual's last name. (* required)
Phone	Enter individual's phone number.
Email	Enter individual's email address. (* required)
Arbitrator Decision	Select the Arbitrator Decision from the drop-down list.
Amount	Enter the dollar amount in dollars and cents (200.42). (* required)
CPT Code	Enter the Current Procedural Terminology (CPT) code. (* required)
	When clicked, you may select one or more files to upload to the case.
	When clicked, the arbitration form is sent.
	When clicked the Decision Outcome popup window closes without finalizing the process or saving information.

Submitting a Decision Outcome

When the decision outcome is made, and you click  - the case is moved to closed surprise Billing and details can be viewed from there.

Closed Surprise Billings

The Closed Billing Information section provides access to closed billing information and serves as a history of arbitrated claims.

Surprise Billing Application

Submitted Surprise Billings | Closed Surprise Billings

Closed Surprise Billing Records

Case Number	Plan Name	Provider Name	Outcome Due Date
45	A&E PROFESSIONAL PURCHASING GROUP	Gary L Roberts	12/28/2023
46	S & H INSURANCE CO	Gary L Roberts	12/28/2023
63	DAIRYLAND NATIONAL INSURANCE COMPANY	Gary L Roberts	12/29/2023
64	F P PURCHASING GROUP	Gary L Roberts	12/29/2023
65	GAINBRIDGE LIFE INSURANCE COMPANY	Gary L Roberts	12/29/2023
67	PROGRESSIVE BAYSIDE INSURANCE COMPANY	Harry's Pain Repair	12/29/2023
68	NATIONWIDE GENERAL INSURANCE COMPANY	Harmony Hypnosis	12/29/2023
69	BOND SAFEGUARD INSURANCE COMPANY	Romen Powel	12/29/2023
81	COALITION INSURANCE COMPANY	Robert Forsyth	01/04/2024
101	FAIRMONT SPECIALTY INSURANCE COMPANY	Epic Clinic	01/18/2024
141	HEALTH & LIFE INS CO OF AMERICA	Malcum Marshal	01/19/2024
142	S & H INSURANCE CO	Gary L Roberts	01/19/2024
161	COMMUNITY LIFE INS CO	Dr. Smith	01/20/2024
185	T.V. AND RADIO PURCHASING GROUP	Sam Jackson	01/21/2024
190	A-G ADMINISTRATORS LLC	Sam Jackson	01/21/2024
191	COMMUNITY HEALTH ALLIANCE RECIPROCAL RISK RETENTION GROUP	Macbeth Associates	01/21/2024
204	ACCESS HEALTH SERVICES, LLC	Laya Clinic	01/25/2024
211	KENTUCKY MEDICAL INS CO	Angel Clinic	01/25/2024
224	S.USA LIFE INSURANCE COMPANY, INC	Gary L Roberts	01/28/2024
225	VANTAGE HLTH PLN INC	Mirza Clinic	01/28/2024

Closed Surprise Billings Field Descriptions

Field Name	Description
Case Number	Unique number or each claim assigned by the system.
Plan Name	Plan name (insurer name) associated with the claim.
Provider Name	The provider contact name associated with the claim.
Outcome Due Date	Initial proposed solution date selected for the claim.

Viewing Closed Billing Information

The Closed Billing Information section provides access to **closed** billing information.

Surprise Billing Application			
Submitted Surprise Billings Closed Surprise Billings			
Closed Surprise Billing Records			
Case Number	Plan Name	Provider Name	Outcome Due Date
45	A&E PROFESSIONAL PURCHASING GROUP	Gary L Roberts	12/28/2023
46	S & H INSURANCE CO	Gary L Roberts	12/28/2023
53	DAIRYLAND NATIONAL INSURANCE COMPANY	Gary L Roberts	12/29/2023
54	F P PURCHASING GROUP	Gary L Roberts	12/29/2023
55	GAINBRIDGE LIFE INSURANCE COMPANY	Gary L Roberts	12/29/2023
57	PROGRESSIVE BAYSIDE INSURANCE COMPANY	Harry's Pain Repair	12/29/2023
58	NATIONWIDE GENERAL INSURANCE COMPANY	Harmoney Hypnosis	12/29/2023
59	BOND SAFEGUARD INSURANCE COMPANY	Romen Powel	12/29/2023
61	COALITION INSURANCE COMPANY	Robert Forsyth	01/04/2024
101	FAIRMONT SPECIALTY INSURANCE COMPANY	Epic Clinic	01/18/2024
141	HEALTH & LIFE INS CO OF AMERICA	Maicum Marshal	01/19/2024
142	S & H INSURANCE CO	Gary L Roberts	01/19/2024
161	COMMUNITY LIFE INS CO	Dr. Smith	01/20/2024
185	T.V. AND RADIO PURCHASING GROUP	Sam Jackson	01/21/2024
190	A-G ADMINISTRATORS LLC	Sam Jackson	01/21/2024
191	COMMUNITY HEALTH ALLIANCE RECIPROCAL RISK RETENTION GROUP	Macbeth Associates	01/21/2024
204	ACCESS HEALTH SERVICES, LLC	Laya Clinic	01/25/2024
211	KENTUCKY MEDICAL INS CO	Angel Clinic	01/25/2024
224	S.USA LIFE INSURANCE COMPANY, INC	Gary L Roberts	01/28/2024
225	VANTAGE HLTH PLN INC	Mirza Clinic	01/28/2024

Click to display the claims information as below.

Case #224

[Prior Communications](#)
[Send Communication to ODI](#)
[Back](#)

Claim information

Is this a bundled claim? Yes No

Health Plan

Insurer: S.USA LIFE INSURANCE COMPANY, INC

InsurerPlan: Individual/Non-group

Provider Practice

Name: Gary L Roberts
 Address1: 177 Rousham Street
 Address2: Apt F
 City: Westerville
 State: OH
 County:
 Zip: 43215
 First Name: Gary
 Last Name: Roberts
 Phone:
 Email Address: Gary.Robert@Insurance.Ohio.gov
 Provider Type: Individual
 Provider Specialty: Geriatrics

Decision Out-take

First Name: Gary
 Last Name: Roberts
 Phone #: 6142700071
 Email Address: gary.roberts@insurance.ohio.gov
 Decision: Provider Practice
 Amount: CPT Code
 111.11: ABC

Attached Supporting Documents

Document Name	Final Decision	
test (2).docx	<input checked="" type="checkbox"/>	View

10 items per page