IDRP Portal

User Guide for

Providers and Plans

Contents

About this reference guide

Intended audience

This guide is intended for users of the IDRP Portal including Providers, Plans, and Delegated Entities (henceforth: Plan) organizations.

Presentation of information

Functions specific to each organization type are separated into a section for Providers, and a section for Plans.

- The Provider section provides instructions for creating an IDRP Request.
- The Plan section provides instructions for ROPR responses.
- Functionality shared between Provider and Plan organizations is presented in the section **Common Functionality.**

Code conventions

For clarity and readability, keywords referring to fields and text in screenshots appear in **bold**.

Important notes or tips are indicated in a blue box and preceded by **Note**:

Examples or other information are indicated in a pale yellow box.

Commonly used acronyms

DMHC	Department of Managed Health Care
FDL	Final Determination Letter
IDRP	Independent Dispute Resolution Process
PIN	Personal Identification Number
RFI	Request for Information
RO	Review Organization
ROPR	Request for Opposing Party Response: Two phases. ROPR 1 requests Payor identification and

IDRP Portal overview

What is the IDRP Portal?

The IDRP Portal was developed to facilitate independent dispute resolution under AB72 for the **Department of Managed Health Care (DMHC)**; a regulatory body governing managed health care plans in California.

AB72, enacted in 2016, protects consumers from surprise medical bills from non-contracting Providers at contracted facilities and adds a binding Independent Dispute Resolution Process (IDRP).

The Portal allows non-contracting Providers to electronically submit IDRP requests in the form of applications and supporting documentation to DMHC to appeal claim disputes. DMHC reviews each case and identifies the Payor responsible for the case. Payors may submit documents to DMHC in response. If the case is determined to be valid, DMHC submits the case to the review organization for independent review.

Browser support

The Portal is optimized to run in Google Chrome. The Portal will run in all browsers that support HTML5 including Firefox, Safari, Opera, IE 10, IE 11 and IE Edge with some limitations in functionality.

Browser	Windows	Mac
Chrome (Major versions)	Supported	Supported
Firefox (Major versions)	Supported	Supported
Internet Explorer 10 and above	Supported	N/A
Opera (Major versions)	Supported	Supported
Safari (Major versions)	Not supported	Supported

Portal address

https://AB72IDRP.maximus.com

Portal User Guide

The most current version of the Portal user guide for Providers and Plans can be accessed by clicking the **Portal User Guide** link on the Sign in page.

What's new in the IDRP Portal?

Release March 2020

- Document classification, Confidential or Non-Confidential, may be selected when uploading documents to the IDRP Portal.
- The document owner may change the classification of documents in the Documents tab after submission.
- DMHC can send RFIs on closed cases. Providers and Plans will receive RFI notifications and can respond to RFIs on closed cases.

Release December 2018

- The choice to receive a PIN by either SMS text (cell phone) or email is now available at registration.
- For registered users, the ability to switch the method in which you receive a PIN (SMS text or email) is available in the My Account page.

Release July 2018

- Provider and Plan representatives can select more than one organization when registering for an account.
- Provider and Plan representatives can update the organizations they represent by adding or deleting organizations from the My Account page in the dashboard.
- People representing more than one Provider can select the organization being represented at the time of case creation.
- Provider and Plan representatives responsible for more than one organization can search cases by a given organization.
- Provider and Plan representatives responsible for more than one organization can search invoices by a given organization.
- Provider can save an IDRP request as a draft.
- DMHC can submit RFIs at the claim level.
- Plan can respond to ROPR at the claim level.
- Provider and Payor can view reimbursement and default decision amounts for individual claims.

Register for an account

All new Provider and Plan representatives are required to register with the Portal to request an account. Asterisks next to field labels indicate required fields.

Note: Signing in to the Portal requires multi-factor authentication. Registration includes submission of the mobile phone number and email address of the person requesting the account. For each sign in, the account holder will receive a text message on the registered mobile phone or email address providing a PIN to be entered into the Sign in page immediately after the email address and password have been successfully submitted.
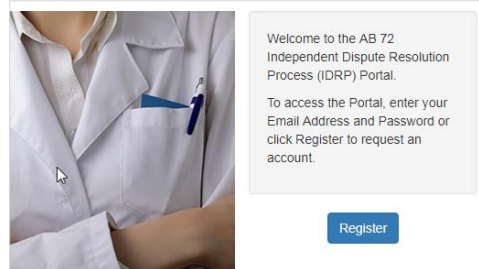
Information needed for registration	Provider	Plan or Delegated Entity	Notes
Email Address	x	x	An email address is needed for sign in, to receive a unique PIN for each sign in by email, and to receive notifications from the IDRP Portal.
Mobile Phone	x	x	A mobile phone is needed to receive a unique PIN for each sign in by mobile phone.
NPI Number	x		If an NPI number does not already exist in the Portal, the representative will be prompted to register an NPI number and create an account for that Provider.
Plan or Delegated Entity Administrator Email Address		x	If the representative does not enter an email address for the Plan or Delegated Entity Administrator, registration cannot proceed.

- When the account is approved by an Administrator, the representative will receive an email notification containing their sign in information. New accounts for existing Providers and Plans are approved by Administrators internal to each organization.
- New accounts for organizations submitting new business NPI numbers are approved by Portal Administrators.

Provider - Register for an account

A person may register to represent one or more Providers. All registration and account creation approvals are completed by Administrators specific to the individual Providers.

- From the Portal **Sign in** / **Register** page, click **Register**.

Welcome to the AB 72 Independent Dispute Resolution Process (IDRP) Portal.

To access the Portal, enter your Email Address and Password or click Register to request an account.

Register

- On the **Registration Request** page, read the notice about multi-factor authentication and check the box indicating you agree to and understand the policy.
- Click the **Organization type** drop-down and select **Provider**.
- Click the **Select Providers** drop-down and select one or more Providers you represent.

> If the Provider you want to select does not appear in the list, you need to add a new Provider.
> (See **Add a new Provider**)

- Your selections appear in the **Organization Type** list.

- If you incorrectly selected a Provider, click the red **Remove** (trashcan) icon to remove the Provider from the list.

Registration Request

The Portal uses multi-factor authentication requiring your username, password, and a unique PIN (Personal Identification Number) at sign in. The PIN will be sent through a text message to the mobile phone registered on this page each time you sign in. If you do not have a mobile phone, you will not be able to use the Portal at this time.

☑ I understand and agree to the above policy

Organization

Organization Type *

Please Choose
Please Choose
Plan/Delegated Entity
Provider

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Registration Request

The fields with asterisks are required

The Portal uses multi-factor authentication requiring your username, password, and a unique PIN (Personal Identification Number) at sign in. The PIN will be sent through a text message to the mobile phone registered on this page each time you sign in. If you do not have a mobile phone, you will not be able to use the Portal at this time.

☑ I understand and agree to the above policy

Organization

Organization Type *	Select Providers *
Provider	2 checked

Dropdown options:
☐ CHC1
☐ CICO ORg
☑ Dignity Health
☑ Dignity Health Medical Foundation
☐ Hacker Lab Sacramento
☐ Hacker Lab Sacramento
☐ KP Org Provider
☐ Lian Medical Group
☐ Lian Medical Group
☐ MAXI
☐ Maximus Provider

#	Organization		Registering as Administrator	
1	**Dignity Health** 1234 Street Drive, Sacramento, CA, 95829 185-456-4891		No	🗑
2	**Dignity Health Medical Foundation** 123 Street Drive, Davis, CA, 95616 530-668-2600		No	🗑

You may request to add a new organization if it is not available ... note that the registration along with a new provider organization can only be

Organization

Organization Type *	Select Providers *
Provider	2 checked

#	Organization	Type	Registering as Administrator	
1	**Dignity Health** 1234 Street Drive, Sacramento, CA, 95829 185-456-4891	Provider	No	🗑
2	**Dignity Health Medical Foundation** 123 Street Drive, Davis, CA, 95616 530-668-2600	Provider	No	🗑

- If you are registering as an Administrator, toggle **Yes** in the **Registering as an Administrator** column.

Note: Administrators are responsible for administrative tasks in the Portal such as approving and denying accounts for the given Provider.
Administrator accounts are reviewed and approved by DMHC.

Organization Type *		Select Providers *		
Provider ▼		1 checked ▼		
#	Organization Name	Type	Registering as Administrator	
1	Tri-City Emergency Medical11	Provider Entity	🔵 Yes	🗑

Add a new Provider

If a Provider does not appear in the Select Providers drop-down list, submit a request to add a new Provider.

Note: A request to add a new Provider should only be submitted by the person who is also registering as the Provider's Administrator. Administrators are responsible for administrative tasks in the Portal such as approving and denying accounts for the given Provider.

- In the **Organization** section, click **Add New Provider**.

The Enter Organization Details dialog is displayed.

- Select **Yes** to the question **Are you registering as an entity administrator?**

- Enter the **Organization** (Provider name), **NPI Number** (business NPI), **Phone Number**, **Address**, **City**, **State**, and **ZIP Code**, and click **Add**.

Enter Organization Details
The fields with asterisks are required

Registration for a new provider organization can be submitted only if you are registering as the organization administrator.
Are you registering as organization administrator? *
⦿ Yes   ○ No

Organization *	NPI Number *

Phone Number *

Address 1 *	Address 2 (optional)

City *	State *	ZIP Code *
	Please Choose ▼	

                                                          [Add] [Cancel]

The new Provider is displayed in the Organization list.

To update the Provider information, click the blue **Update** icon in the last column. To remove the Provider from the list, click the red **Remove** icon.

#	Organization Name	Type	Registering as Administrator	
1	QQQ	Provider	Yes	✏🗑

- Complete the **Your Contact Information** section including your **Mobile Phone** number.

Note: A mobile phone is required to receive the sign in PIN by SMS text. Do not enter a land line number.

Your Contact Information

Email *

First Name *   Last Name *

Work Phone *   Mobile Phone *

Fax (optional)

- In the **Multi-Factor Authentication** section, select the method you prefer to use to receive your sign in PIN – either **Email** or **SMS text on mobile phone**.
- Review the information you entered and click **Submit**.

A confirmation of your account creation request will be displayed after submission. When your account is approved, you will receive an email notification containing your sign in credentials.

Multi-Factor Authentication

How would you like to receive the PIN? *

○ Email   ○ SMS text on mobile phone

[Submit]   [Reset]   [Cancel]

Plan - Register for an account

There are two registration scenarios for Plan organizations: register as a representative and register as an Administrator.

Note: Administrators are responsible for administrative tasks in the Portal such as approving and denying accounts.

From the Portal **Sign in** - **Registration** page, click **Register**.
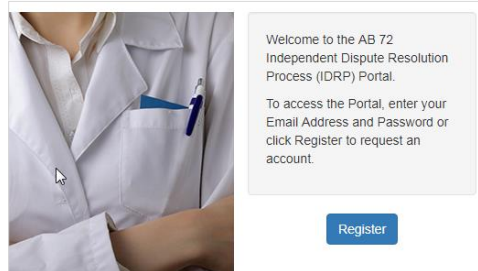
Welcome to the AB 72 Independent Dispute Resolution Process (IDRP) Portal.

To access the Portal, enter your Email Address and Password or click Register to request an account.

Register

- On the **Registration Request** page, read the notice about multi-factor authentication and check the box indicating you agree to and understand the policy.
- Click the **Organization type** drop-down and select **Plan/Delegated Entity**.

Registration Request

The Portal uses multi-factor authentication requiring your username, password, and a unique PIN (Personal Identification Number) at sign in. The PIN will be sent through a text message to the mobile phone registered on this page each time you sign in. If you do not have a mobile phone, you will not be able to use the Portal at this time.

☑ I understand and agree to the above policy

Organization

Organization Type *

Please Choose

Please Choose

Plan/Delegated Entity

Provider

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- Click the **Select Health Plans** drop-down and select the Heath Plans you represent.

- Click the **Select Delegated Entities** drop-down and select the Delegated Entities you represent.

Organization

Organization Type *	Select Health Plans *	Select Delegated Entities *
Plan/Delegated Entity	1 checked	Select

#	Organization Name		...inistrator	
1	KP Org			🗑

Check All   Uncheck All

Search...

☐ Cigna Behavioral Health of California, Inc.
☑ KP Org
☐ My Health
☐ Test Orgw
☐ Health net
☐ Aetna Health of California, Inc.
☐ Alameda Alliance for Health
☐ Anthem Blue Cross

Your Contact Information

Email *

First Name *

- Your selections appear in the Organization Type list. If you selected incorrectly, click the red **Remove** icon to remove the incorrect selection.

Organization Type *	Select Health Plans *	Select Delegated Entities *
Plan/Delegated Entity	1 checked	Select

#	Organization Name	Type	Registering as Administrator	
1	KP Org	Health Plan	⬜ No	Remove 🗑

- If you are registering as an Administrator, toggle **Yes** in the Registering as an Administrator column.

> **Note**: Administrators are responsible for administrative tasks in the Portal such as approving and denying accounts for the given Provider.
> Administrator accounts are reviewed and approved by DMHC.

Organization

Organization Type *	Select Health Plans *	Select Delegated Entities *
Plan/Delegated Entity	1 checked	Select

#	Organization Name	Type	Registering as Administrator	
1	KP Org	Health Plan	⬤ Yes	🗑

- Complete the **Your Contact Information** section including your **Mobile Phone** number.

> **Note**: A mobile phone is required to receive the sign in PIN by SMS text. Do not enter a land line number.

Your Contact Information

Email *

First Name *   Last Name *

Work Phone *   Mobile Phone *

Fax (optional)

[Register] [Reset] [Cancel]

- In the **Multi-Factor Authentication** section, select the method you prefer to use to receive your sign in PIN – either **Email** or **SMS text on mobile phone**.
- Review the information you entered and click **Submit**.

A confirmation of your account creation request will be displayed after submission. When your account is approved, you will receive an email notification containing your sign in credentials.

Multi-Factor Authentication

How would you like to receive the PIN? *

○ Email   ○ SMS text on mobile phone

[Submit] [Reset] [Cancel]

Provider

> **Note**: This section contains instructions specific to Providers. For all additional functionality, refer to the Common Functionality section.

Create an IDRP request

- From **My Dashboard**, click **Create Case**.

- The **IDRP Request** page is displayed.

- Review the instructions for submitting an IDRP Request.

IDRP Request

Your complete IDRP Application will be viewed by the DMHC, the party opposing this dispute, and the independent organization reviewing this dispute. While there is no limit on the number of documents you submit or their respective lengths, only relevant documents should be submitted and it is your responsibility to redact all confidential or protected health information that is irrelevant to the claim(s) at issue.

You will not have the ability to update or revise your IDRP Application once you click the submit button.

The following documents must be included with your IDRP Application in order for it to be processed by the DMHC:

- Claim Form(s)
- Explanation(s) of Benefits and/or Remittance Advice
- Provider Dispute Resolution (PDR) Determination Letter(s)

- In the **Select a Provider** section, click the Provider Organization drop-down and select the Provider you are submitting for.

Select a Provider

Provider Organization

| Please Choose |
| NASA |
| UAT Medical Group |

- In the **Provider** section, ensure your auto populated details are correct.

Provider

| Organization (Group / Other Affiliation) | NPI |
| UAT Medical Group | 07051963 |

| Address 1 | Address 2 |
| 625 Coolidge Drive | Suite 150 |

| City | State | Zip |
| Folsom | CA | 95630 |

Phone

999-395-3838

- In the **Submitter** section, ensure your auto populated details are correct.

Submitter

| First Name | Last Name |
| Eric | Lian |

| E-mail | Work Phone | Fax |
| elian63@mail.com | 925-395-3896 | |

- In the **Payor Information** section, click the **Plan** drop-down and select the Plan and the Delegated Entity if known.

▼ **Payor Information**

Plan *
[Aetna Health Of California, Inc.   ▼]

Delegated Entity
[Please Choose   ▼]

- In the **Claim Information** section, click the appropriate responses to the questions:
  Have you submitted a written appeal through the Payor's Dispute Resolution Process?

  Are all of the claim issues non-emergent?

▼ **Claim Information**

Have you submitted a written appeal through the Payor's Dispute Resolution Process? *
○ Yes   ○ No

Are all of the claim issues non-emergent? *
○ Yes   ○ No

- Click the **Service Type** drop-down to select the service type.
- Click the **Provider Type** drop-drop down to select the provider type.

Service Type *
[Inpatient Services   ▼]

Provider Type *
[Radiology   ▼]

- In **Dispute Type**, click the disputes that apply.

Dispute Type (Check All that Apply) *
☐ Reimbursement Amount
☐ Coding Dispute (e.g., bundling, downcoding, etc.)

Enter claims and claim lines

Up to 50 claims may be entered, each containing 50 claim lines for each IDRP Request.

- Click **Add Claim** to begin entering claim header and claim line information for the first claim.

Please enter a single procedure code and its modifiers in a given line. In the event of multiple procedures, add an additional claim line. A minimum of one claim line is required to submit case.

[Add Claim]

- Enter all required fields.

Patient date of birth (**DOB**) can be entered using the number pad or by clicking the calendar icon 📅.

- Enter at least one **Diagnosis**.

Note: If the diagnosis contains a decimal, do not enter the decimal.

- Click **Add Claim Header** to add the information to the claim.

Enter Claim Details

Subscriber Name *	Patient First Name *	Patient Last Name *
Jane Markowski	Jane	Markowski

Patient DOB *	Patient ID *	
01/01/1960 📅	01011960	

Service Facility Name *	Service Facility Street Address *	Service Facility City *
Sutter Memorial Hospital	155 Glasson Way	Grass Valley

Service Facility State *	Service Facility Zip *	
CA ▼	95945	

Diagnosis *

S82841	Enter Diagnosis 2	Enter Diagnosis 3	Enter Diagnosis 4	Enter Diagnosis 5	Enter Diagnosis 6
Enter Diagnosis 7	Enter Diagnosis 8	Enter Diagnosis 9	Enter Diagnosis 10	Enter Diagnosis 11	Enter Diagnosis 12

Add Claim Header

Cancel

Claim Header information is displayed on the bottom left.

- To enter a claim line, enter all required fields.

Up to four modifiers may be entered.

- Click **Add Claim Line** to add the claim line to the claim.

Enter Claim Details

Claim Number *	Start DOS (MM/DD/YYYY) *	End DOS (MM/DD/YYYY) *	
6736714	08/01/2017	08/01/2017	
Place of Service *	**CPT/HCPCS ***	**Product Type ***	**Diagnosis Pointer ***
21	99258	HMO	ABC
Modifiers			
57	Enter Modifer 2	Enter Modifer 3	Enter Modifer 4
Charge *	**Units ***	**Allowed Amount ***	**Disputed Amount ***
665	1	200	465

Add Claim Line

Claim Header ✎

Patient	Service Facility
Jane Markowski	**Sutter Memorial Hospital**
Id - 01011960	155 Glasson Way
Date of Birth - 01/01/1960	Grass Valley, CA 95945
Subscriber Name - Jane Markowski	

Cancel

Note: To edit Claim Header information, click the edit icon ✎ to the right of the Claim Header label.

The claim line is displayed on the bottom right of the form and the form is cleared to create an additional claim line.

Repeat this process until all claim lines for the current claim are added.

- When you are finished adding claim lines to the current claim, click **Add Claim and Close** form.

The form closes and returns you to the **IDRP Request** page.

Enter Claim Details

Claim Number *	Start DOS (MM/DD/YYYY) *	End DOS (MM/DD/YYYY) *	
Enter Claim Number	mm/dd/yyyy	mm/dd/yyyy	
Place of Service *	**CPT/HCPCS ***	**Product Type ***	**Diagnosis Pointer ***
Enter Place Of Service	Enter CPT/HCPCS	Enter Product Type	Enter Diagnosis Pointer
Modifiers			
Enter Modifer 1	Enter Modifer 2	Enter Modifer 3	Enter Modifer 4
Charge *	**Units ***	**Allowed Amount ***	**Disputed Amount ***
Charge	Enter Units	Enter Allowed Amount	Enter Disputed Amount

Add Claim Line

Claim Header ✎

Patient	Service Facility
Jane Markowski	**Sutter Memorial Hospital**
Id - 01011961	155 Glasson Way
Date of Birth - 01/01/1961	Grass Valley, CA 95945
Subscriber Name - Jane Markowski	

Claim Lines

| 1 | 6736714 | Aug 1, 2017 | Aug 1, 2017 | ✎ 🗑 |
| 2 | 6736715 | Aug 5, 2017 | Aug 5, 2017 | ✎ 🗑 |

Add Claim and Close form   Cancel

Note: To edit a claim line, click on the Edit icon ✎ to the right of the claim line.

To delete the claim line, click on the Delete icon 🗑 to the right of the claim line.

The claim is displayed in the claim bar on the IDRP Request page. From here, you may edit, delete, or view the claim detail. To expand the claim to view more detail, click the **View** icon 👁 .

Click the **Claim Lines** number to toggle through the claim lines.

Click the **Close** icon 🚫 to retract the claim bar.

Claims

1	Jane Markowski	01011961	01/01/1961	✎ 🗑 👁

1		✎ 🗑 👁

👤 **Jane Markowski**
Id# 01011961
Date of Birth 01/01/1961
Subscriber Name Jane Markowski

🏢 **Sutter Memorial Hospital**
Address 155 Glasson Way
City Grass Valley
State CA
Zip Code 95945

▦ **Diagnosis**
1. S82841 5. 9.
2. 6. 10.
3. 7. 11.
4. 8. 12.

Claim Lines

1
2

 # 6736714
Start DOS 08/01/2017
End DOS 08/01/2017
Place of Service 21
CPT/HCPCS 99258
Diagnosis Pointer ABC
Product Type HMO

Ⓜ Modifiers
1. 57
2.
3.
4.

$ Amounts
Charge $665.00
Units 1
Allowed $200.00
Disputed $465.00

- To add additional claims, click Add Claim on the IDRP Request page and repeat the Enter a claim process.

Please enter a single procedure code and its modifiers in a given line. In the event of multiple procedures, add an additional claim line. A minimum of one claim line is required to submit case.

Add Claim

Enter the Narrative Summary

When you are finished adding claims and return to **IDRP Request** page, enter the **Narrative Summary** into the text box. You may also upload the narrative summary as a document.

Narrative Summary *(State your understanding on the basis for the claim calculation and payment made by the payor and provide your rebuttal argument against the payor.)

Add up to 1000 characters for the Narrative Summary or upload a document containing the Narrative Summary.

Ⓖ
894 characters left

Upload supporting documents

- In the Documentation Required for IDRP Submission section, note the documents necessary to submit a complete IDRP request.

Note: All uploaded documents must be .pdf files with a maximum file size of 100MB.

Document Type

- Click the **Document Type** drop-down and select the type of document you are uploading.

Note: If your document contains more than one document type (e.g., Claim Form, and Medical Records), select the additional document types.

- To view which documents have been selected, hover your cursor over the **Document Type** drop-down menu after it has been closed. An information bubble will display all of the document types selected. The drop-down menu bar will display the number of document types selected.

Document Classification

- Click the **Document Classification** drop-down to select if the document should be considered **Confidential** or **Non-Confidential**.

  When Confidential is selected, the document will not be displayed to the opposing party.

Select file

- Click the File drop-down and select a document to prepare for upload.

> **Note**: Only one document can be prepared for upload at a time, but more than one document can uploaded at submission.

Claim IDs

- In the **Claim IDs** field, enter the claim numbers the selected document should be associated with. If entering more than one claim number, separate the claim numbers with a comma.

- To prepare the document for upload, click **Add Document**.

The document is prepared for upload and displayed below the **Add** button.

- To add additional documents, repeat the Upload supporting documentation process.

- When the IDRP Request is completed and all documents have been prepared for upload, click Submit.

A case number will be assigned and a confirmation message will be displayed. The case will appear on your dashboard.

File Name	Document Type	Document Classification	Claim IDs	Size	Progress	
Claim Form.pdf	Claim Form	Non-Confidential	010203	225.14 KB	Uploaded	✖
Narrative Summary Justification.pdf	Narrative Summary Justification	Confidential	010203	139.84 KB	Uploaded	✖

Total Files: 2

🗑 Remove All

Submit   Save   Reset   Cancel

Save a draft

A draft of the IDRP Request may be saved at any time.

- Scroll to the bottom of the IDRP Request page and click **Save**.

A green banner will be displayed with a case number and the draft will appear in the **Case History** section of the dashboard in the **Request Status Draft** section.

Withdraw an IDRP Request

To withdraw an IDRP Request, do one of the following:

- If the IDRP Request has an open RFI with the Department, respond to the RFI and indicate you would like to withdraw the IDRP Application.
- If the IDRP Request does not have an open RFI with the Department, send an email to AB72IDRP@dmhc.ca.gov requesting an RFI from the Department. The email should include the IDRP Application #. The Department monitors that inbox and will send an RFI in response. You can then respond to the RFI to request the withdrawal of the IDRP Request.

! Note: IDRP Requests withdrawn after payment of IDRP fees have been submitted will not result in a refund.

Plans

> **Note**: This section contains instructions specific to Plans. For all additional functionality, refer to the **Common Functionality** section.

Respond to ROPR

When a new IDRP Request is received from a Provider, DMHC reviews the request for completeness. Next, the responsible Payor is identified through the Request Opposing Party Response (ROPR) process. DMHC submits the first step in the ROPR process to the Plan. The Plan receives an email notification that a ROPR has been received, which asks the Plan to sign in to the Portal to review the ROPR 1.

ROPR 1 - Plan is Payor

The ROPR 1 identifies the responsible Payors for individual claims in a case. For example, if a single case contains two claims, and the Plan is the Payor for Claim 1, but the Delegated Entity is the Payor for Claim 2, the Plan can make that distinction. In this scenario, the Plan is the designated Payor for both claims.

- In case details, click on the **ROPR** tab.
- Select **Yes or No** to the question **DMHC Jurisdiction?**
- Select **Yes** to the question **Health Plan is Payor for the purposes of IDRP?**

- Enter any comments in the **Comments** text box.

- Click **Submit**.

The ROPR 1 is submitted to DMHC and the case status is update to Pending DMHC ROPR Review.

ROPR 1 - Delegated Entity is Payor

In this scenario, the Plan is the designated Payor for claim 1 and the Delegated Entity is the designated Payor for claim 2.

- In case details, click on the **ROPR** tab.
- Select **Yes or No** to the question **DMHC Jurisdiction?**
- Select **No** to the question **Health Plan is Payor for the purposes of IDRP?**

The **Please specify the Delegated Entity?** drop-down is displayed.

- Select the Delegated Entity from the list.

- Enter any comments in the **Comments** text box.

- Click **Submit**.

The ROPR 1 is submitted to DMHC and the case status is updated to Pending DMHC ROPR Review.

ROPR 2

The ROPR 2 may be sent to the Plan or Delegated Entity identified in ROPR 1 and collects documentation supporting the Plan's response.

- In case details, click on the **ROPR** tab.

  The details of the ROPR 1 are displayed along with the ROPR 2 request.

- Select **Yes** or **No** to the question **Provider completed Internal Appeal Process?** for each claim and enter a comment in the Comment field if necessary.

- Prepare any supporting documents to upload to the case. (For additional details about uploading supporting documentation, see View and respond to RFIs section.)

- Enter any comments in the **Comments** text box.

- Click **Submit**.

  The ROPR 2 is submitted to DMHC and the case status updates to Pending DMHC ROPR Review.

BR17-000031-1

Subscriber Name	Bluenose	Provider completed Internal Appeal Process? *	◯ Yes ◯ No
Patient Name	Sang Le	Comments	
Patient ID	123456		Add a Comment
Patient DOB	Dec 12, 1983		
Dates of Service	Oct 1, 2015 - Oct 5, 2015		
Facility Name	OTS Facility		

BR17-000031-2

Subscriber Name	Bluenose	Provider completed Internal Appeal Process? *	◯ Yes ◯ No
Patient Name	Sang Le	Comments	
Patient ID	123456		Add a Comment
Patient DOB	Dec 12, 1983		
Dates of Service	Aug 21, 2017 - Aug 22, 2017		
Facility Name	OTS Facility		

Document Type *

[Select ▼]

Document Classification * (When a document is marked 'Confidential', it will not be displayed to opposing party)

[Select ▼]

File * 🛈 :

[☁ Click to choose a file]

Claim IDs *

[Add associated Claim IDs]

[Add Document]

Common functionality

First time sign in

When you receive your sign in credentials and sign in for the first time, you will be prompted to create a security question and update your password.

From the Portal **Sign in** - **Registration** page, enter your registered **Email Address** and **Password**, and click **Sign in**.

Email Address

elian@maximus.com

Password

•••••••••••

Sign in

I forgot my password

Portal User Guide

Sign in triggers the system to send a PIN to your registered mobile phone.

(775) 238-8468

Your MAXIMUS PIN is 466766
2:25 AM

Enter message   Send
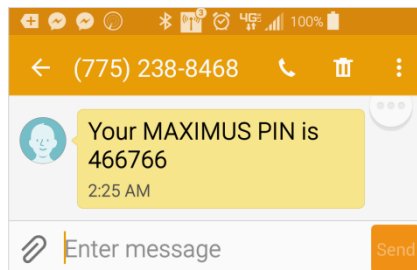
Enter the PIN received on your mobile phone and click **Sign in**.

Enter Token Pin:

Token

751885

Sign in

I forgot my password

Portal User Guide

The Portal displays your dashboard.

Notifications

Email notifications are triggered in the Portal whenever an action requires a party to respond or as a confirmation for an action performed. Notifications invite parties to sign in to the Portal to view an action and do not contain personal identification information or personal health information.

Dear UAT Medical Group.

A Request for Opposing Party Response (ROPR) has been issued for IDRP Case No. BR17-000058.

Please sign in to the IDRP Portal, review the ROPR, and submit your response by Mon, 25 Sep 2017 17:27:01.

Thank you,

IDRP Staff

MAXIMUS Federal Services

CONFIDENTIALITY NOTICE: This e-mail, including attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information or otherwise be protected by law. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender and destroy all copies and the original message.

Dashboard overview

Your dashboard contains sections for:

- **Case History**: Your recent cases.
- **Case Pending Request for Information**: Requests for information submitted by DMHC.
- **Case Pending ROPR Response** (Plan only):

▼ Case History

▼ Case Number	◆ Submitted Date	◆ Request Status	◆ Provider
BR17-000058	08/26/2017	Pending Final Determination Letter	chc
BR17-000057	08/26/2017	Pending RO Response	CICO ORg
BR17-000056	08/26/2017	Pending DMHC RFI Review	CICO ORg
BR17-000053	08/26/2017	Pending RFI Response	CICO ORg
BR17-000052	08/26/2017	Pending RO Response	CICO ORg

Showing 1 to 5 of 5 entries

View More

▼ Case Pending Request for Information

▼ Case Number	◆ Submitted Date	◆ Request Status	◆ Provider
BR17-000053	08/26/2017	Pending RFI Response	CICO ORg

Show 10 ▼ entries

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

▼ Case Pending ROPR Response

▼ Case Number	◆ Submitted Date	◆ Request Status	◆ Provider
BR17-000018	08/21/2017	Pending ROPR Response	Provider Org 101
BR17-000013	08/20/2017	Pending Responsible Payor Confirmation	chc

Show 10 ▼ entries

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

▼ Invoice History

▼ Case Number	◆ Submitted Date	◆ Request Status	◆ Provider
No data available in table			

Show 10 ▼ entries

Showing 0 to 0 of 0 entries

First Previous Next Last

Menu Bar

| My Dashboard | Create Case | Search Case | Invoices | Pending Registrations | My Account | Welcome : Eric | [Sign Out] |

Your menu bar contains links to pages providing additional functionality:

My Dashboard:	Displays your dashboard.
Create Case (Provider Only)	Opens a new electronic form to create a new IDRP request.
Search Case	Displays a choice of options to search your cases.
Invoices	Displays your invoices.
Pending Registrations (Admin only)	Displays account creation requests.
My Account	Display options to change your contact information, change security question and answer, and change password.
Sign out	Exit the Portal.

Icon functionality

Icons used in the Portal that provide functionality:

The **Calendar** icon provides a pop-up calendar to select a month and date to enter into date fields.

The **Edit** icon allows you to edit case information. Example: A claim line or Document Type.

The **View** icon expands information that is currently hidden from view.

The **Close** icon retracts expanded information and hides it from view.

The **Download** icon opens PDF documents in a new browser tab.

The **Information** icon provides additional information in the form of pop-up text.

The **Delete** icon deletes lines of information. **Example**: Delete a claim line.

This **Delete** icon, associated with documents prepared for upload, deletes a document before upload.

Search cases

- Click **Search Case** in the menu bar to navigate to the **Search Cases** page.

Search Cases

Case Number	Case Status
	Please Choose ▾
Provider Organization	**Close Reason**
Please Choose ▾	Please Choose ▾

[Search Cases] [Reset Criteria]

The **Search Cases** page allows you to use a single or combination of criteria to view your cases.

Search criteria	Description
Case Number	Enter a full or partial case number.
Case Status	Select to search by cases case status.
Provider Organization	Select to search for cases by Provider.
Plan	Select to search for cases by Plan.
Delegated Entity	Select to search for cases by Delegated Entity.
Close Reason	Select to search for cases by Close Reason.

- To run a search, enter or select your criteria and click **Search Cases**.

Clear search criteria for a new search

- To run a new search based on new criteria, click the **Reset Criteria** button to clear the previous search criteria.

View search results

Search results are displayed in the **Search Results** section.

▼ **Search Results**

▼ Case Number	⬍ Requested	⬍ Status	⬍ Provider	⬍ Close Reason
BR17-000057	08/26/2017	Pending RO Response	CICO ORg	
BR17-000056	08/26/2017	Pending DMHC RFI Review	CICO ORg	
BR17-000053	08/26/2017	Pending RFI Response	CICO ORg	
BR17-000052	08/26/2017	Pending RO Response	CICO ORg	
BR17-000051	08/26/2017	Pending DMHC RFI Review	CICO ORg	
BR17-000029	08/23/2017	Case Closed	UAT Medical Group	Final Determination Letter Issued
BR17-000028	08/22/2017	Pending DMHC ROPR Review	CICO ORg	
BR17-000027	08/22/2017	Case Closed	CICO ORg	Default Determination Letter Issued

Show [10 ▾] entries

Showing 1 to 10 of 20 entries

| First | Previous | **1** | 2 | Next | Last |

The default view is **Show 10 entries**. To increase the number of cases displayed, click the **Show entries** drop-down and select a larger number.

Show [10 ▾] entries
10
25
50
All

Showi... 0 of 14 entries
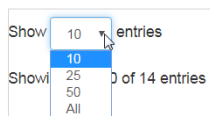
You may also use the page advance/decrease buttons to scroll through additional pages.

| First | Previous | **1** | 2 | Next | Last |

Sort search results

⇕ Case Number	⇕ Requested	⇕ Status	⇕ Provider	⇕ Plan	⇕ Delegated Entity	⇕ Close Reason
BR17-000001	08/17/2017	Case Closed	KP Org Provider	Anthem Blue Cross		Withdraw
BR17-000002	08/17/2017	New Application	CICO ORg	Health Plan of San Mateo	Asian Community dba Associated Dignity Medical Group	
BR17-000003	08/17/2017	Pending DMHC RFI Review	Provider Admin 1	Dignity Health Provider Resources	Access Medical Group, Inc.	
BR17-000004	08/17/2017	Case Closed	CICO ORg	Dignity Health Provider Resources	Beaver Medical Group	Final Determination Letter Issued

Search results can be sorted ascending or descending by column by clicking on the arrows next to the column labels.

Example: To sort cases by case number ascending or descending, click the arrows to the left of the **Case Number** label.

- To sort cases by earliest date received, click the arrows to the left of the **Requested** label.
- To sort cases by latest date received, click the arrows to the left of the **Requested** label a second time.

Case status and definitions

Case status indicates where a case is in the IDRP process and displayed in case information. The most notable indicator of case status is the large, light blue bar when viewing case details. In drop-downs, case status is listed in alphabetical order based on the second word of the status.

New Application	A new IDRP Request (Application) has been submitted.
Pending Default Determination Letter	DMHC is reviewing a default determination.
Pending DMHC RFI Review	Provider or Payor have responded to an RFI.
Pending DMHC RO Memo	DMHC has received the ROPR 2 response and is determining IDRP eligibility.
Pending DMHC ROPR Review	Payor has responded to ROPR 1 or ROPR 2.
Pending Final Determination Letter	RO has completed IDRP and the FDL has been submitted to DMHC.
Pending Responsible Payor Confirmation	A ROPR has been submitted to a Plan and awaiting identification of the Payor.
Pending RFI Response	An RFI has been submitted by DMHC to a Provider or Payor and is awaiting
Pending RO Response	The IDRP has been submitted by DMHC to the RO.
Pending ROPR Response	A ROPR 1 or ROPR 2 has been submitted by DMHC to a Payor and is awaiting response.

View case details

View case detail by clicking on the case number link in the **Search Results** section. A series of tabs are displayed that contain all of the information for the case.

Case Info tab

The **Case Info** tab contains general information about the case, contact information for the **Provider** and **Submitter**, the identified **Plan** and **Delegated Entity**, and Narrative Summary.

Claims tab

View claim information

The **Claims tab** contains claim related information, claim details including claim header, claim line information, and reimbursement amounts when decisions are returned from the reviewing organization.

- To view claim details in the **Claims** section, click the View icon 👁 on the claim bar to expand the claim bar.

In this example shown as: BR17-000063-1, BR17-000063-2

Reimbursement amount

When decisions are returned from the review organization, each claim displays the reimbursement amount for decisions or default decisions.

- To close claim details, click the **Close** 🚫 icon.
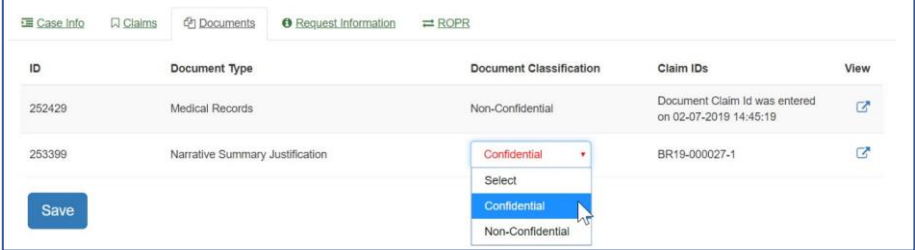
Documents tab

The **Documents** tab contains all documents that have been uploaded for a case by all parties.

View documents

- To view a document, click on the **Download** icon ⬀ in the **View** column.

The document is loaded into a new browser tab to view.

Download document

- To save the document to your computer, right-click on the document opened in the new tab and select **Save as…**

Change document classification

The document owner can change the classification of a document any time after submission. Documents classified as confidential will not be displayed to the opposing party.

- Click the **Document Classification** drop-down and select **Confidential** or **Non-Confidential**.
- Click **Save**.

The document classification is displayed in the Document Classification column.

Request Information tab

The **Request Information** tab contains the history of RFI requests and responses.

In this example, the RFI has been submitted to the **Provider**. **Sent to** and the **Due by** date are displayed, and the comments for the RFI are visible.

Any documents uploaded for an RFI response can be accessed here and in the **Documents** tab.

BR17-000063 Pending RO Response

Case Info | Claims | Documents | Request Information

Sent to Provider   Due by Sep 1, 2017

Request

Sent	Due by	Comments
Aug 27, 2017	Sep 1, 2017	Please resubmit a copy of the claim form. The claim form received in the original upload is illegible. Thank you. -Eric

Response

Responded on   Comments
Aug 27, 2017   Please disregard this RFI. We just received the new copy of the claim form. Thank you. -Eric
Documents
No uploaded documents

ROPR tab (Plan only)

The ROPR tab contains the history of ROPR requests and responses.

In this example, the ROPR 1 has been submitted to the **Payor**. **Sent to** and the **Due by** date are displayed, and case status is updated to **Pending Responsible Payor Confirmation**.

Case Info | Claims | Documents | Request Information | ROPR

ROPR-I
The fields with asterisks are required

Sento To	Payor
Due By	Jul 5, 2018
Provider Name	Provider Two

BR18-000183-1

Subscriber Name	1SubscriberName
Patient Name	1PatientFN 1PatientLn
Patient ID	2656576
Patient DOB	May 5, 1995
Dates of Service	Jan 1, 2017 - Jan 11, 2017
Facility Name	1FacilityName

DMHC Jurisdiction? *   Yes   No
Health Plan is Payor for the purposes of IDRP? *   Yes   No
Comments   Add a Comment

BR18-000183-2

Subscriber Name	2SubscriberName
Patient Name	2PatientFN 2PatientLn
Patient ID	3656576
Patient DOB	May 5, 1995
Dates of Service	Jan 1, 2017 - Jan 11, 2017
Facility Name	2FacilityName

DMHC Jurisdiction? *   Yes   No
Health Plan is Payor for the purposes of IDRP? *   Yes   No
Comments   Add a Comment

Submit

View and respond to RFIs

DMHC may submit a request for information (RFI) to Providers and Plans if they require addition information to determine IDRP eligibility or if information is required after a case has been closed. RFIs can be viewed in the dashboard in the **Case Pending Request for Information** section or from the **Search Cases** page by searching Case Status > **Pending RFI Response**.

- To view an RFI, click on the case number link.

Case details will open in the **Case Info** tab.

- Click on the **Request Information tab** to view the RFI.

The tab displays the **Sent to** and **Due by** dates, and **Comments** regarding the information requested.

📇 **BR17-000053**				⚑ **Pending RFI Response**
☰ Case Info	🔖 Claims	🗐 Documents	❶ Request Information	⇄ ROPR

✉	**Sent to** Payor	**Due by** Sep 1, 2017

Request

Sent	**Due by**	**Comments**
Aug 26, 2017	Sep 1, 2017	This goes to Payor in the rfi section

Respond

- To respond to the RFI, click **Respond**.

- Enter any comments in the **Comments** field.
- If documents were requested, prepare one or more supporting documents for upload.

(See the **Upload documents** section.)

- Click **Submit**.

The RFI is submitted to DMHC and the case status changes to Pending DMHC RFI Review.

RFI Response ✕

The fields with asterisks are required

Claim IDs BR18-000187-1
Comments *

Document Type *
Select ▾

Document Classification * (When a document is marked 'Confidential', it will not be displayed to opposing party)
Confidential ▾

File * ❓
☁ Click to choose a file

Claim IDs *
Select ▾

Add Document

File Name	Doc Type	Claim IDs
	Total 0	

Submit Cancel

Upload supporting documents

Case documents can be uploaded when responding to RFIs and ROPRs.

- Click the **Document Type** drop-down to identify the type of document that will be uploaded.
- Click **Document Classification** to select if the document should be classified as **Confidential** or **Non-Confidential**.

Documents marked Confidential will not be displayed to the opposing party.

- Click the **File** drop-down and select a document to prepare for upload.

Note: Only one document can be prepared for upload at a time, but more than one document can uploaded at submission.

The selected file name will be displayed above the drop-down.

- In the **Claim IDs** field, enter the claim numbers the document should be associated with. If the document is associated with more than one claim number, separate the claim numbers with a comma.

Example: 001, 002, 003

The document is prepared for upload and displayed below the **Add Document** button.
- To add additional documents, repeat the process.
- When finished adding documents, click **Submit**.

Delete a document prepared for upload

- To delete a document prepared for upload, click the red **X** in the document row of the document to be deleted.

File Name	Doc Type	Claim IDs	Comments		
Markowski Case Files and Documents.pdf	MedicalRecords , Correspondence , AuthorizationRelated Document	3763424	this is for claim 3763424	Ok	✗

Total 1

Approve pending registrations (Admin)

- From your dashboard, click **Pending Registrations**.
- In the **Pending Registration** section, click **Approve** or **Deny** for each pending registration.
- If **Deny**, enter a reason for the denial in the **Denial Reason** text box.

Note: The denial reason text will be included in the notification to the person who registered the account.

Click **Submit**.

The page is cleared of the selected registrations and a green banner is displayed with the number of approved and denied registrations.

Registration Request

▼ Pending Registration

▲ Name	◆ Email	◆ Phone	Approve	Deny	Denial Reason
Dana McDermott	danamcdermott@dignityhealthwest.com	999-631-2215	●	○	
David Strebal	davidstrebal@dignityhealthwest.com	999-631-7214	○	●	Not authorized at this time.

Show 10 ▾ entries

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Submit

Registration Request

✔ 1 registration(s) approved and 1 registration(s) denied successfully.

▼ Pending Registration

▲ Name	◆ Email	◆ Phone	Approve	Deny	Denial Reason
		No data available in table			

Show 10 ▾ entries

Showing 0 to 0 of 0 entries

First Previous Next Last

Submit

Update Account Information

Account information you can update includes:

- your contact information
- security question and answer
- password

Update contact information

- From your dashboard, click **My Account**.
- In the **Personal Details** section, update your information and click **Update Personal Details**.

Note: Grayed out fields cannot be edited

My Account

Personal Details

First Name *
Eric

Last Name *
Lian

Email
ericlian63@gmail.com

Work Phone *
925-395-3896

Mobile Phone *
925-395-3896

Fax

Update Personal Details

Add an existing Provider organization

If you represent more than one Provider organization and did not select that organization when you registered, you can add additional organizations in this section.

- From your dashboard, click **My Account**.
- In the **Organizations** section, click **Add Another Organization**.

Organization(s)

Organization	Type	Requested Date	Approved/Denied Date	Admin	Status	
Dignity Health 1234 Street Drive, Sacramento, CA, 95829 185-456-4891	Provider	01/26/2018		No	Pending	🗑
NASA 123 Main St, Houston, TX, 22222 222-222-2222	Provider	01/26/2018	01/26/2018	Yes	Approved	✎ 🗑

Add Another Organization(s)

- In the **Add Organizations** dialog, click the **Select Providers** drop-down and either search or scroll for the Providers you want to add.
- Click the check boxes associated with each Provider.

Add Organization(s)

Select Providers *

[1 checked ▼]

- ☐ Provider Org 100
- ☐ Provider Org 101
- ☐ Respite services
- ☐ Sacramento Family Medical
- ☐ Sacramento Family Medical Clinic
- ☐ Test
- ☐ Test Org
- ☑ UAT Medical Group
- ☐ UAT Medical Group
- ☐ UC Davis
- ☐ UC Davis Medical Center

	Type	Registering as Administrator	
	Provider	⊘ No	🗑

...vailable in the above Providers' list, you can request to add a new Provider Organization. Please note that ...vider organization. If you are not an administrator of the new organization, please ask the organization ...the request may not be approved.

[Submit for Approval] [Cancel]

- In the **Registering as Administrator** column, toggle the switch to **Yes** if you are registering as an administrator. The default selection is No.
- Click **Submit for Approval**.

Add Organization(s)

Select Providers *

[1 checked ▼]

#	Organization	Type	Registering as Administrator	
1	**UAT Medical Group** 🏠 625 Coolidge Drive, Suite 150, Folsom, CA, 95630 📞 925-395-3896	Provider	⊘ No	🗑

If the Provider Organization you wish to add is not available in the above Providers' list, you can request to add a new Provider Organization. Please note that you will be added as an administrator to the new provider organization. If you are not an administrator of the new organization, please ask the organization administrator to add the organization for you or else the request may not be approved.

[Add New Provider]

[Submit for Approval] [Cancel]

Your request will be displayed in the list under the status of Pending until approved by the organization or Portal administrator.

Organization(s)

Organization	Type	Requested Date	Approved/Denied Date	Admin	Status	
Dignity Health 🏠 1234 Street Drive, Sacramento, CA, 95829 📞 185-456-4891	Provider	01/26/2018		No	Pending	🗑
NASA 🏠 123 Main St, Houston, TX, 22222 📞 222-222-2222	Provider	01/26/2018	01/26/2018	Yes	Approved	✎ 🗑
UAT Medical Group 🏠 625 Coolidge Drive, Suite 150, Folsom, CA, 95630 📞 925-395-3896	Provider	02/09/2018		No	Pending	🗑

Add a new Provider organization

If you represent more than one Provider organization and the organization you want to add does not exist in Select Providers drop-down list, you can add the organization in this section.

- From your dashboard, click **My Account**.
- In the **Organizations** section, click **Add Another Organization**.

- In the **Add Organizations** dialog, click **Add New Provider**.

- To the question **Are you registering as organization administrator?**, select **Yes**.
- Enter the requested name and contact information in the fields displayed, and click **Add**.

- The organization is added to your list of organizations. **Click Submit for Approval**.

The organization is listed in your dashboard under the status Pending. When the Portal administrator approves the request, the status will change to Approved and you can begin working cases on behalf of that Provider.

Add another Plan organization

If you represent more than one Plan organization and did not select that organization when you registered, you can add additional organizations in this section.

- From your dashboard, click **My Account**.
- In the **Organizations** section, click **Add Another Organization**.

- From the **Health Plans** and **Delegated Entities** drop-downs, select the organizations you represent. The organizations you selected are displayed in the dialog.

- For each of the organizations you selected, use the toggle in the **Registering as Administrator** column to indicate whether you are will be representing the organization as an Administrator.
- Click **Submit for Approval**.

The organizations you selected are listed in your dashboard under the status Pending. When the Portal administrator approves the request, the status will change to Approved and you can begin working cases on behalf of that organization.

Update security question and answer

- From your dashboard, click **My Account**.
- In the **Security Question** section, click the **Security Question** drop-down to select a question.
- In the **Answer** field, enter the answer to the question selected.
- In the **Current Password** field, enter your current password.
- Click **Update**.

Security Question

Security Question *
Please Choose ▼

Answer * *Please note the answer is case sensitive.*   Current Password *

Update   Do Not Save Changes   Go to change password page

Update password

- From your dashboard, click **My Account**.
- Scroll to the **Update Password** section.
- In the **Current Password** field, enter your current password.
- In the **New Password** field, enter your new password.
- In the **Verify New Password** field, enter your new password.
- Click **Update**.

My Account
Update Password

Current Password *   New Password *   Verify New Password *

PASSWORD POLICY:
Password
1. Must be at least 8 characters in length
2. Must have at least 1 number
3. Must have at least 1 Upper case letter and 1 Lower case letter
4. Must have at least 1 Symbol (e.g., !, @, $, *, =, -, ?, #, %, ^, &, (,), ., _)
5. Must not be the same as any of the last 6 passwords

Update   Do Not Save Changes

Update PIN delivery method

- From your dashboard, click **My Account**.
- Scroll to the **Multi-Factor Authentication** section.

Your current PIN delivery method will be selected.

- To change your PIN delivery method, click the radio button for the delivery method you would like to switch to.
- Click **Update PIN Delivery Method**.

Note: Allow 30 minutes for the new delivery method to take effect.

Multi-Factor Authentication

How would you like to receive the PIN? *

◉ **Email**   ○ **SMS text on mobile phone**

Allow 30 minutes for the PIN delivery change to take effect.

Update PIN Delivery Method

Invoice and Payment

To search and view invoices, click on **Invoices** in the menu bar.

Search Invoices

- To search invoices, enter a **Case Number**, select a **Status** from the drop-down, or enter a date range and click **Search**.

Search results are displayed in the **Search Results** section.

Invoice Search

Case ID	Status
Case ID	Unpaid

Invoiced From Date	Invoiced To Date
mm/dd/yyyy	mm/dd/yyyy

[Search] [Reset]

▼ Search Results

Case Number	Invoice Number	Dated	Status	Amount	Action
BR17-000063	100075-05-000022	08/28/2017	Unpaid	260	Pay
BR17-000029	100075-05-000006	08/23/2017	Unpaid	260	Pay
BR17-000017	100075-05-000002	08/21/2017	Unpaid	260	Pay
BR17-000016	100075-05-000004	08/22/2017	Unpaid	260	Pay

Show 10 entries

Showing 1 to 4 of 4 entries

[First] [Previous] [1] [Next] [Last]

View invoice details

- To view invoice details, click the **Invoice Number** link in the **Search Results** section.

Invoice details are displayed.

Case Number	Invoice Number	Dated	Status	Amount	Action
BR17-000063	100075-05-000022	08/28/2017	Unpaid	260	Pay
BR17-000029	100075-05-000006	08/23/2017	Unpaid	260	Pay
BR17-000017	100075-05-000002	08/21/2017	Unpaid	260	Pay
BR17-000016	100075-05-000004	08/22/2017	Unpaid	260	Pay

Print invoice

- To print the invoice, click **Print**.

The invoice will open in a new window. Print to file as a PDF or select a local printer.

Invoice # 100075-05-000022

Billed To:
Eric Lian
625 Coolidge Drive
Suite 150
Folsom, CA 95630

Dated	Aug 28, 2017
Due by	Sep 27, 2017
Status	Unpaid

Summary

Case Number	Amount
BR17-000063	$260.00

Total: $260.00

[Pay Invoice] [Print]

Pay invoice

- To pay the invoice, click **Pay Invoice**.

The payment page is displayed.

- In the **Choose Payment Option** section, ensure the radio button is selected.
- In the **Pay With Your Credit Card** section, enter your credit card details, click the I'm not a robot check box, and click **Pay With Your Credit Card**.