

Purpose: This document serves as a user guide on how to request additional applications in Insurance Application Gateway.

Note:

- This document assumes that you already created an OH|ID account. If you have not created one yet click [here](#).
- Once you have access to an OH|ID account you may follow the steps below.
- Accounts are person-based, not company-based. Each person who accesses applications needs their own account. ODI has structured the accounts so each account can have access to the application(s) that person needs.

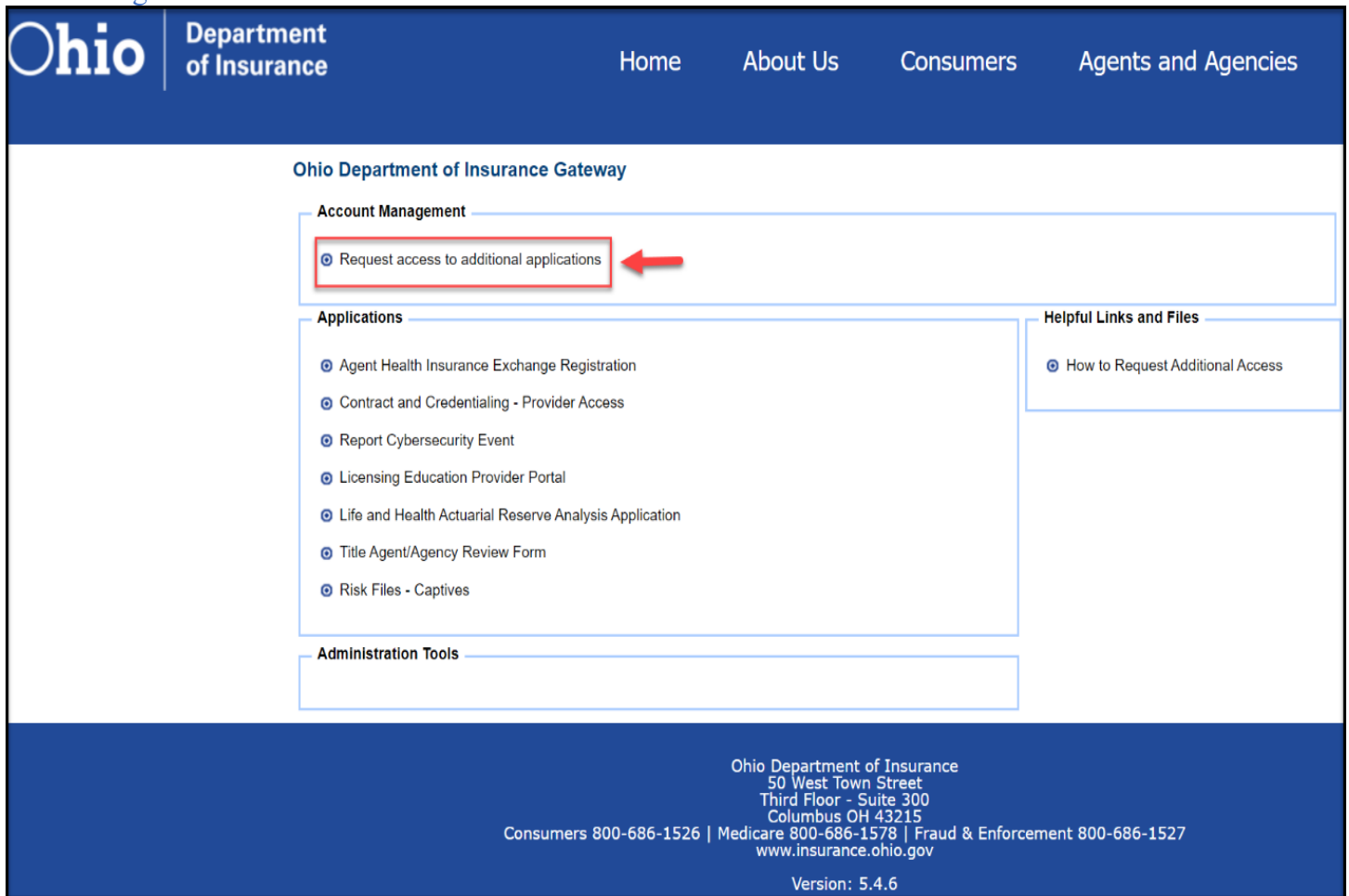
1. Login to OH|ID :

- Login to OH|ID account through ohio.ohid.gov
- At the top of the screen, in the blue ribbon, click “App Store” to view the dedicated Application Store tab.
- Once logged in click on the “APP STORE” tab and you will be redirected to the catalog menu where you would be able to find the applications using the search tab.
- In the search bar, enter “Insurance Application Gateway”. To view results, click the search icon.
- You can also find ‘Insurance Application Gateway’ by selecting ‘Department of Insurance’ in ‘Filter by Agencies’ dropdown.
- Click the ‘Insurance Application Gateway tile’ and you will be redirected to Account management tab

2. List of applications & Request access to additional Applications :

- a. The Applications tab shows you the list of applications you have access to.
 - b. You can always request access to additional applications in the Account Management tab.
- Step 1: Click the “Request access to additional applications” link to start the request access process.

Figure 1:



- Step 2: select the desired application you would need access to and click “continue”.

Figure 1.1:

Request Additional Access

Please select the area you would like to access.

Some applications may not show up right away because they require that your company point of contact verify your employment before access can be granted. Once this process complete, the application will show up in your menu.

BUSINESS AREA AND/OR APPLICATION SELECTION

<input type="checkbox"/>	Provider Access	Allows healthcare providers to file complaints against insurance companies for potential contract and credentialing violations
<input type="checkbox"/>	Cybersecurity Program Compliance	Access to report a data loss, file an information security program certification, or file an exemption notice.
<input type="checkbox"/>	Education Provider Portal	This application is limited to Continuing Education Providers. Access is denied if you are not affiliated with an Ohio approved Continuing Education Provider.
<input type="checkbox"/>	External Review - Health Plan Issuer (HPI) Access	Allows health plan issuers (HPIs) to submit and finalize external review cases.
<input type="checkbox"/>	External Review - IRO Access	Allows IROs to respond to external review cases to which they have been assigned.
<input type="checkbox"/>	Fiscal Epay	The application used to pay invoices sent by the Ohio Department of Insurance.
<input type="checkbox"/>	Licensing CE	This application is strictly limited to Prometric.
<input type="checkbox"/>	Life and Health Actuarial Reserve Analysis Application	Life and Health Actuarial Reserve Analysis Application
<input type="checkbox"/>	Medical Liability Data Collection Application	Users of this application report medical liability claims. If you are not reporting medical liability claims, you do not need to use this application.
<input checked="" type="checkbox"/>	Premium Tax Application (NOT Surplus Lines or RRG)	Allows companies to file their ODI premium tax forms online. This application is NOT to be used by Surplus Lines tax reporters.
<input type="checkbox"/>	Prompt Pay Data Call Reporting Application	Allows insurance companies to submit prompt pay reporting data.
<input type="checkbox"/>	Provider Complaints - Insurance Company Access	Company access to the Provider Complaints (OCHAMP) application. (For insurance companies ONLY.)
<input type="checkbox"/>	Provider Complaints - Provider Access	Provider access to the Provider Complaints (OCHAMP) application. (For healthcare providers ONLY.)
<input type="checkbox"/>	Risk - Financial Statement Uploads	Upload MPP and MEWA electronic files for quarterly and annual financial statements.
<input type="checkbox"/>	Risk Coordinated Exams	Provides access to examiners and consultants enabling them to share work papers on coordinated exams.
<input type="checkbox"/>	Risk Exam File Uploads	Risk assessment exam file uploads. This application is to only be used by insurance companies needing to upload files in support of examinations conducted by ODI.
<input type="checkbox"/>	Secure File Transfer	ODI Secure File Transfer
<input type="checkbox"/>	Surplus Lines Reporting Application	Allows agents, agencies, and risk retention groups to report their Ohio surplus lines business.

Continue

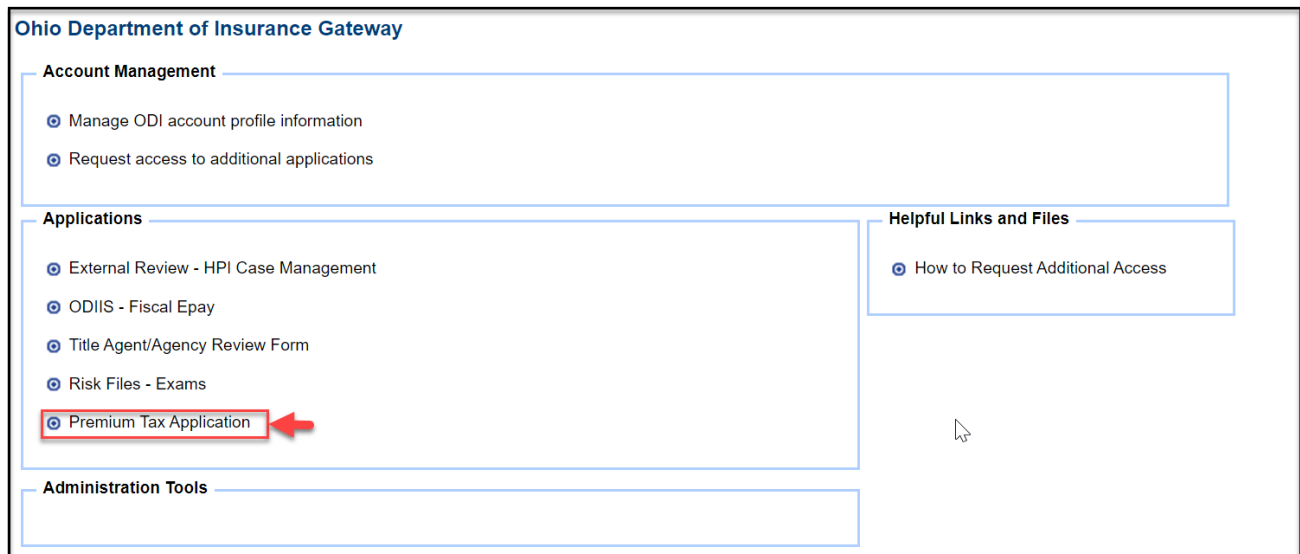
- Step 3: Add any additional information you could provide and click “save”.

Figure 1.2:

The screenshot shows a web interface titled "Request Additional Access". At the top, it says "Please select the area you would like to access." and "Some applications may not show up right away because they require that your company point of contact verify your employment before access can be granted. Once this process complete, the application will show up in your menu." Below this is a section titled "BUSINESS AREA AND/OR APPLICATION SELECTION" with a list of checkboxes and descriptions. The "Premium Tax Application (NO Surplus Lines or RRG)" checkbox is checked. A modal pop-up titled "Request Submitted" is centered on the screen, containing the text: "Your request for additional access has been submitted. Some applications may be available immediately, but others will not be available until your request has been confirmed by a Department employee. For each Business Area or Application requested but not immediately available, you will receive an approval or denial email after the request has been processed." A red arrow points to the "OK" button in the pop-up. At the bottom of the main form is a "Continue" button.

- Step 4: Once the request is submitted a pop-up will appear click “ok”
- Step 5: You will be redirected to your list of approved applications. Some applications do not need approval and will be available immediately and a few would need manual approval by our representative and you would be notified through email once approved.

Figure 1.3:



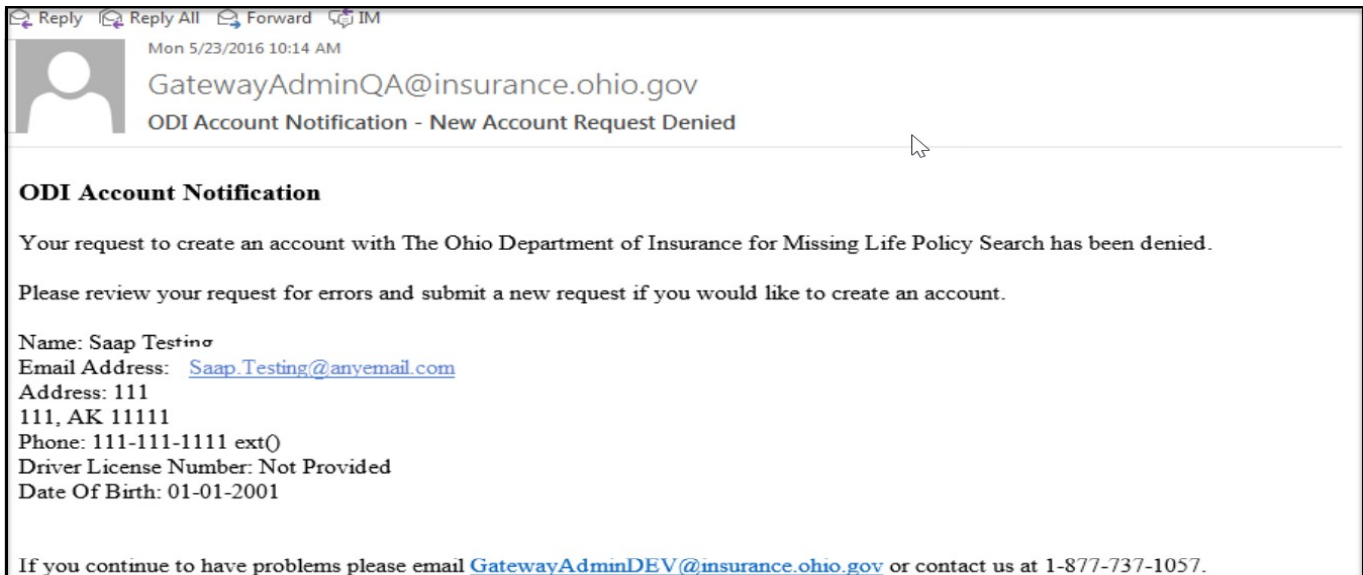
- Step 6 Approval: If needed approval an email would be sent indicating approval or denial. If approved you will receive an email as shown below in figure 1.4

Figure 1.4:



- Step 6 Denial: Should your request be denied, you will receive an email such as the one shown in Figure 1.5

Figure 1.5:



NOTE: Figure 1.4 and 1.5 provided for representation purpose only, actual email would be modified as per application request.

- Finished! You have now got access to the Application.
- If you need further assistance, please contact GatewayAdmin@insurance.ohio.gov