IPFCF - Provider Portal - Login Instructions

The instructions in this document outline the steps to take to log onto the IPFCF Provider Portal. From the IPFCF Provider Portal, Wisconsin licensed physicians, CRNAs, and eligible entities can monitor their IPFCF compliance, file exemptions, verify reported primary liability coverage, pay bills, update their contact information, and view all IPFCF correspondence.

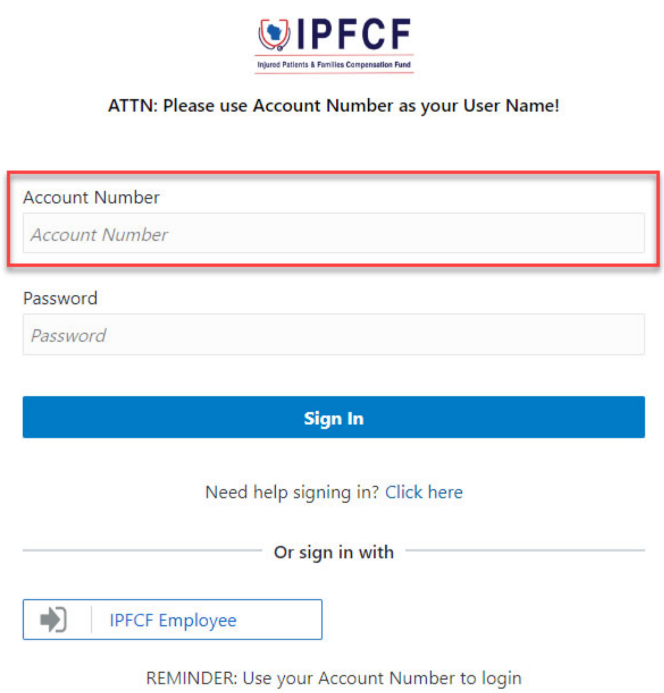
Employers, staffing agencies, and other types of group management organizations may also use the IPFCF Provider Portal to monitor their group's IPFCF compliance, link and unlink employees, verify reported primary liability coverage, pay bills, update the account contact information, and view all IPFCF correspondence for the group members.

Accessing the IPFCF System for New Users

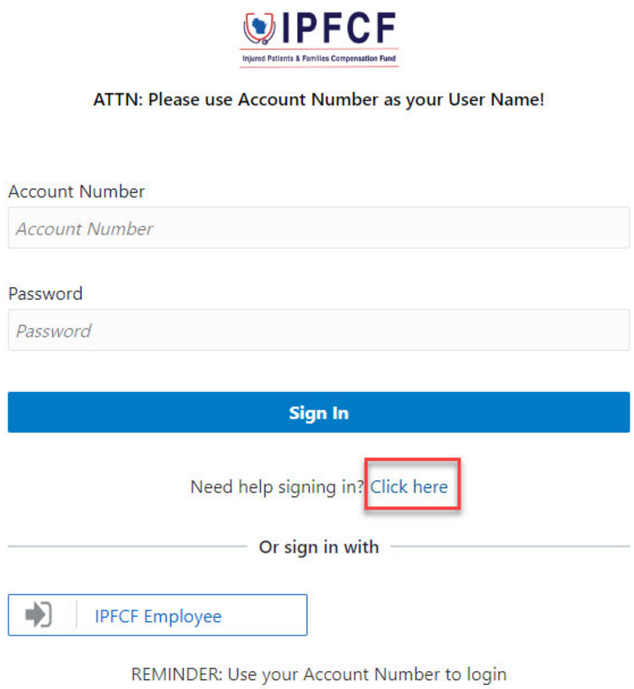
1. To begin you need your IPFCF account number and the email address associated with your account. If you do not know your IPFCF account number or email address, you will need to contact the IPFCF staff to obtain this information at OCIIPFCF@wisconsin.gov or (608) 707-5481. *Please note that you will be asked to provide your personal email address if we do not have one on file currently.

2. Go to the IPFCF Provider Portal here: https://ipfcfsecure.oci.wi.gov/

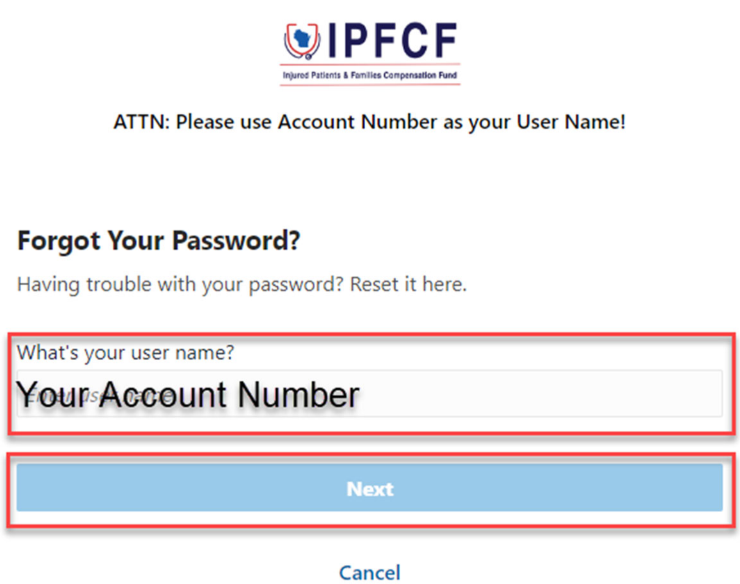
3. Enter your IPFCF account number in the **Account Number** field.



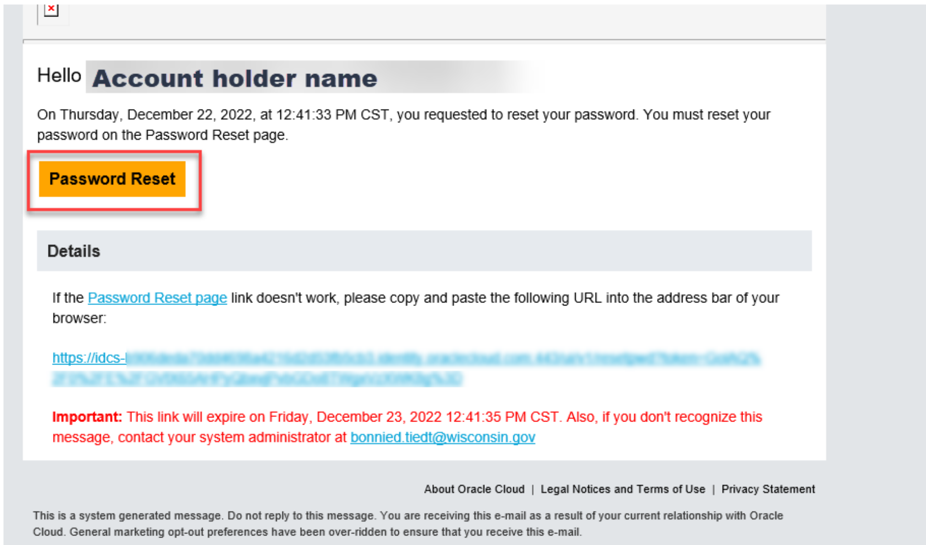
4. To set your password select the "**Click here**" button.



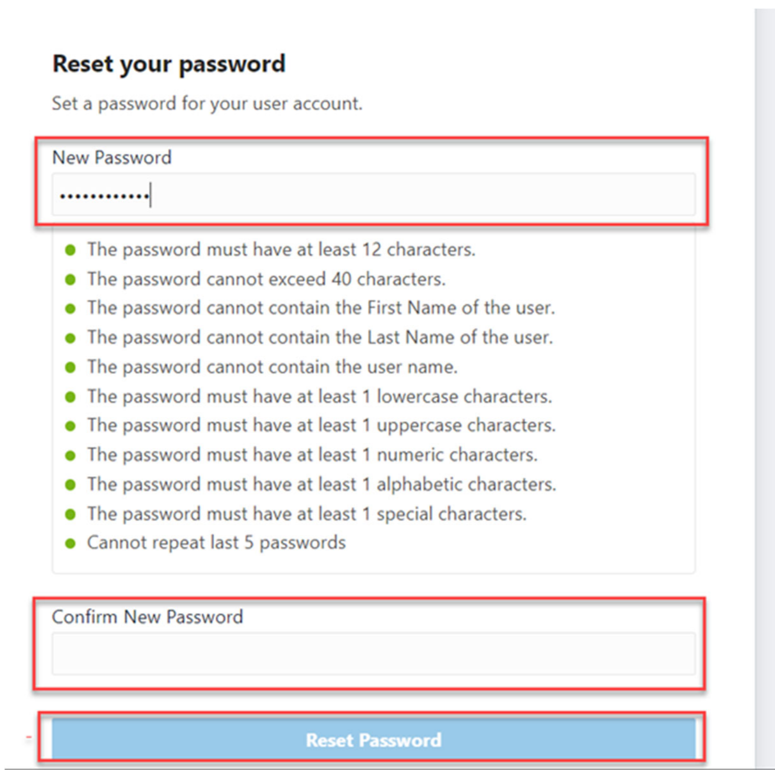
The "**Click here**" button will take you to the screen below. From there you enter your **Account Number** and select the "**Next**" button. By selecting the "**Next**" button, instructions on how to set your password will be sent to your email address.



5. Go to your assigned email inbox to retrieve the link for resetting your password and select the "**Password Reset**" button.

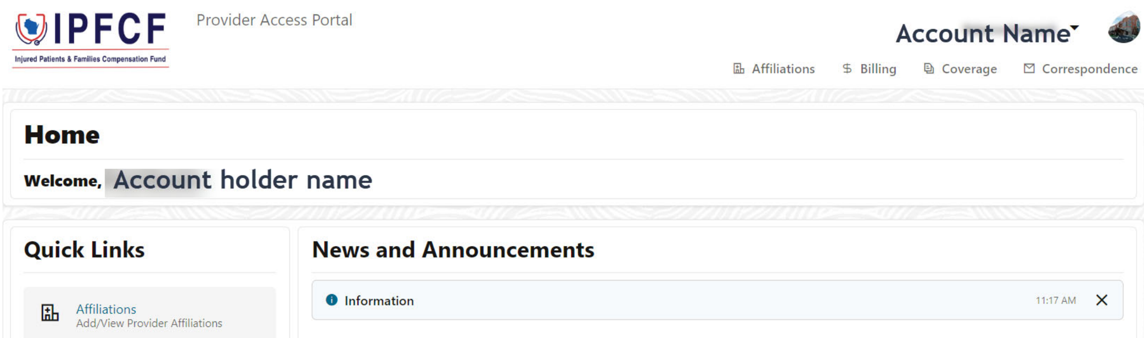


6. Create your new password and enter it in both password fields. Then select the "**Reset Password**" button.



Once you have set your password you will receive a pop-up notification and a confirmation email.

7. Return to the IPFCF Provider Portal login screen and enter your **Account Number** (IPFCF account number) and the password you established. Then select the "**Sign In**" button to be taken to the IPFCF Provider Portal home page.



IPFCF - Provider Portal - Linking and Unlinking

These instructions provide the steps for linking (adding) and unlinking (removing) individual providers to a group/employer account.

Important Notes:

- Linking a provider to your group account allows you to see the linked providers' billing invoices, coverage filings, and correspondences (including non-compliance correspondence).

- A provider cannot be linked to your group if they are currently linked to another group. You will need to contact IPFCF staff to proceed with linking a provider that is currently linked to another group.

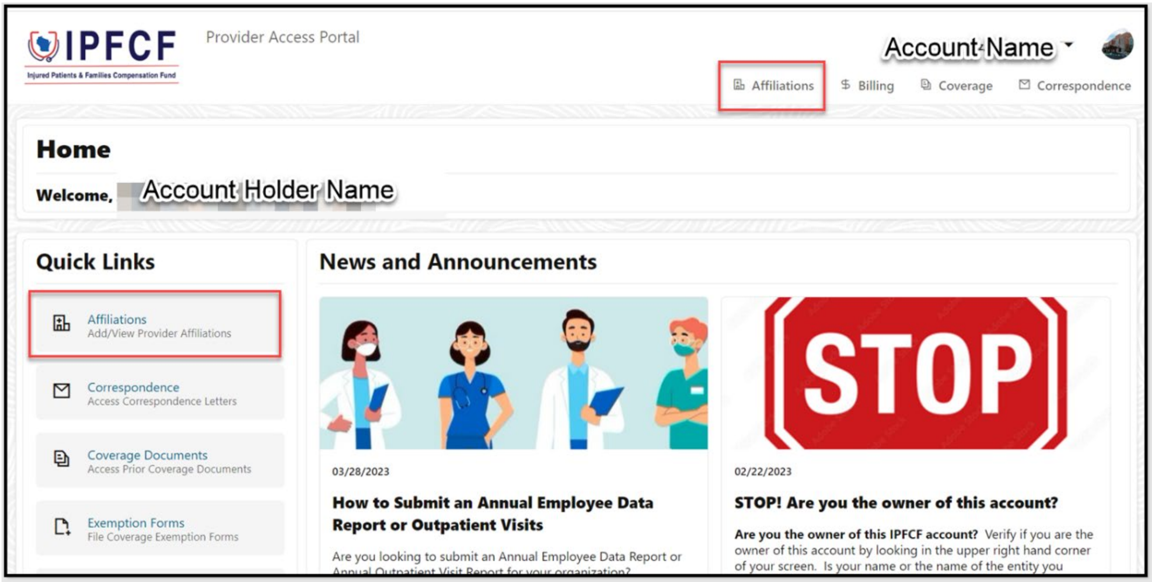
- Providers are not able to process a link or unlink request. The group must process the linking and unlinking.

- Even when providers are linked to a group, they are responsible for their own compliance with the IPFCF. Please make sure linked providers are using a personal email address for access to the Provider Portal.

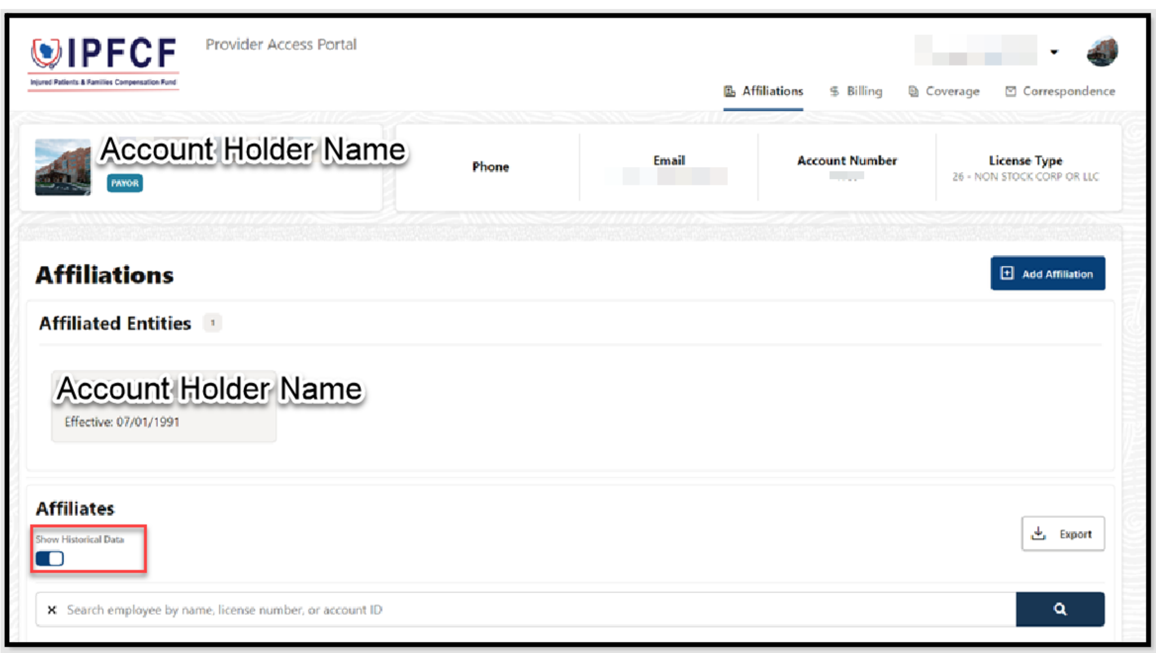
- Individual providers are encouraged to review their IPFCF account via the Provider Portal to manage their compliance. Providers are not responsible for maintaining their linking to a group, but they are responsible for maintaining their compliance.

Navigating Affiliations

1. Pull up your group account on the Provider Portal: https://ipfcfsecure.oci.wi.gov/
2. Click one of the Affiliations tabs (located top-right and also under the Quick Links on the left):

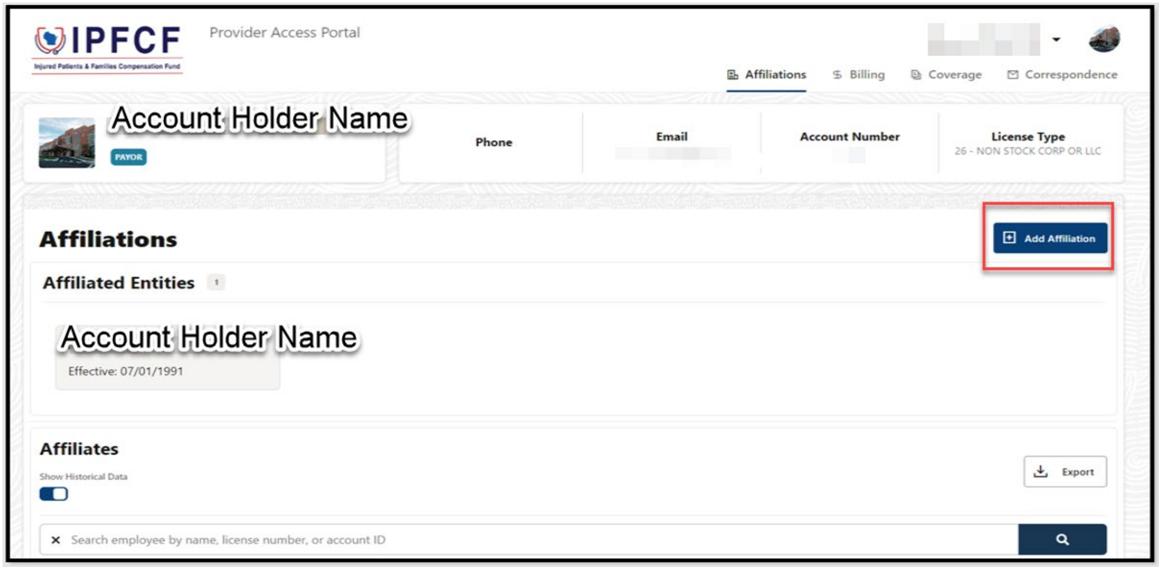


3. There are two (2) sections under the Affiliations tab: Affiliated Entities and Affiliates (individual providers).
4. The Affiliates section defaults to showing only the providers that are currently linked to your group.
5. Move the "Show Historical Data" toggle to the right if you wish to see all the providers that were previously or currently linked to your group.

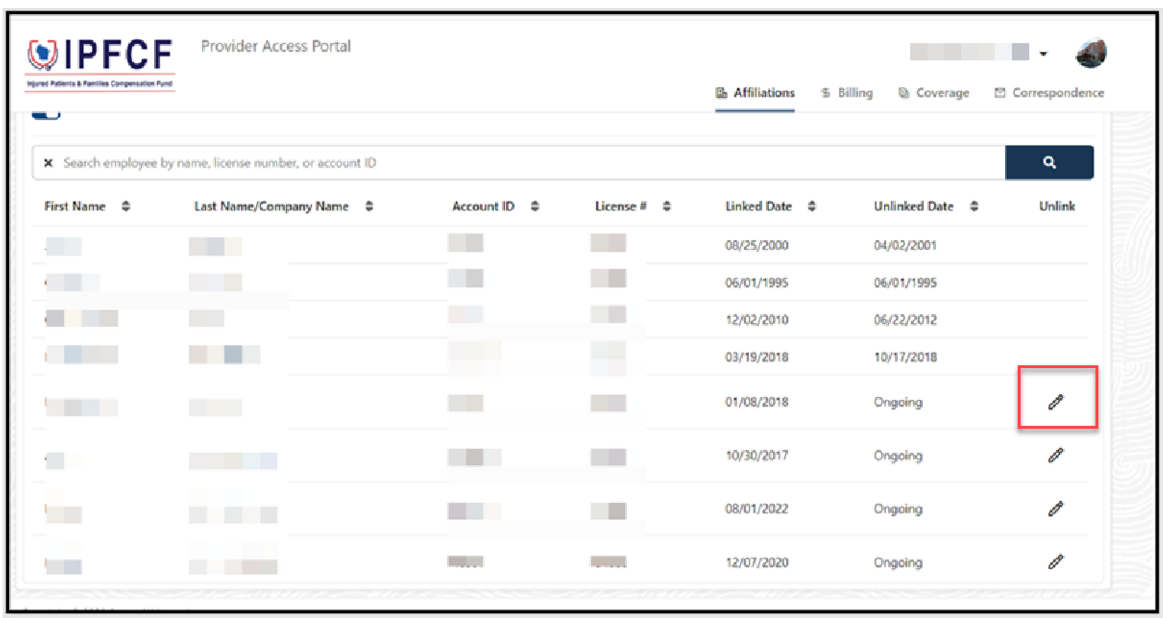


6. Click "**Export**" if you wish to download an Excel file of your linked providers. Make sure the **Historical Data** toggle is in the correct position for the file you wish to produce.

7. The "**+Add Affiliation**" button is used for linking/adding providers to your group account

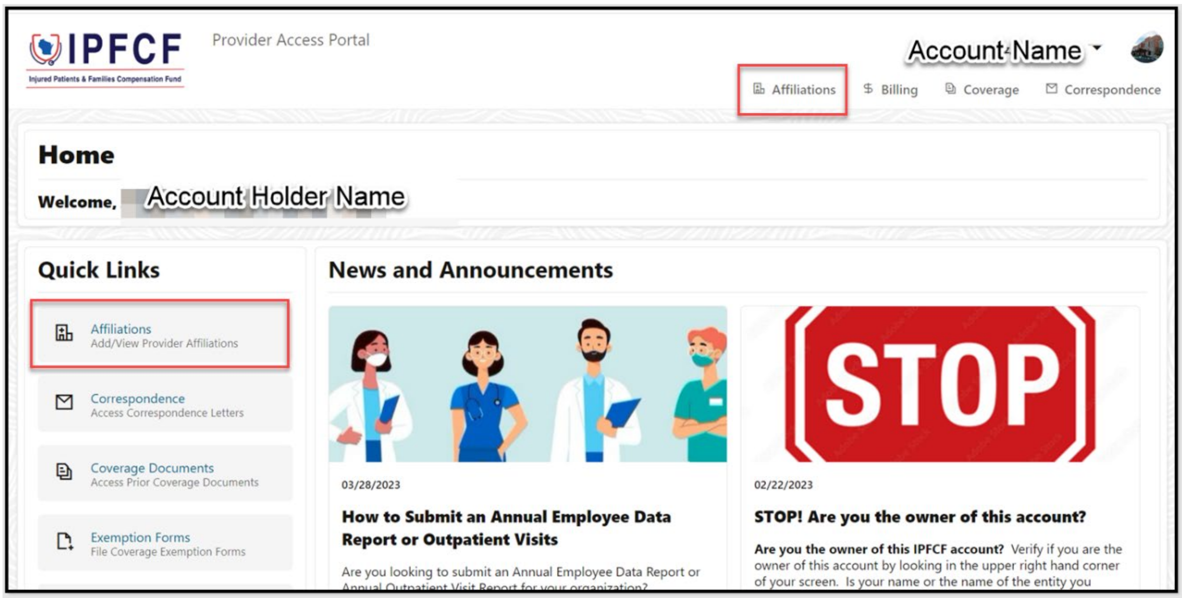


8. The pencil icon under the "**Unlink**" column is used for unlinking providers from your group account.

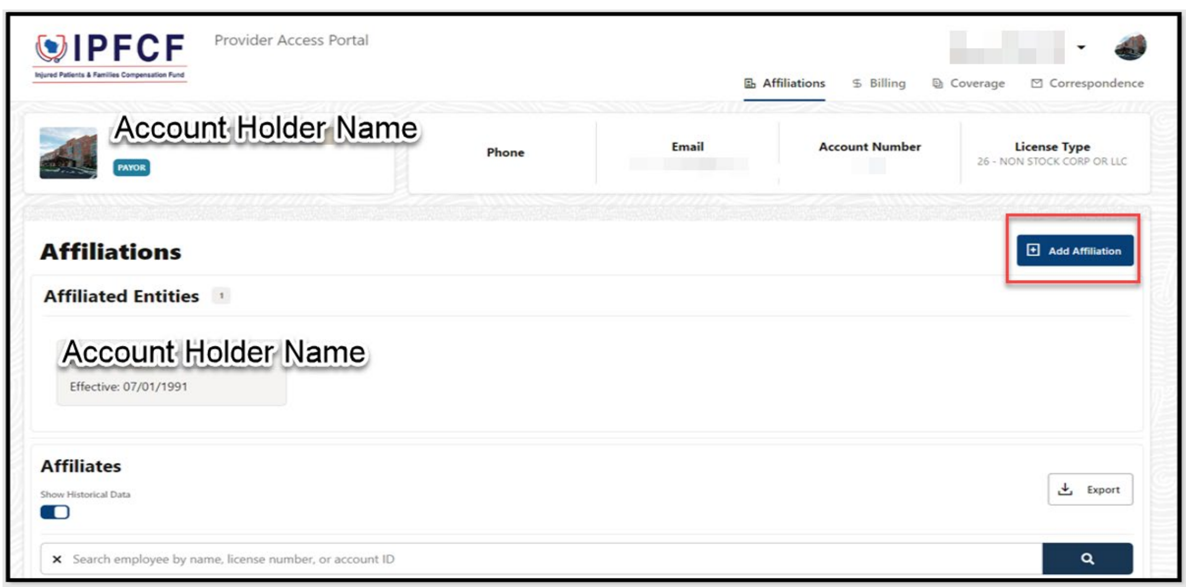


Linking

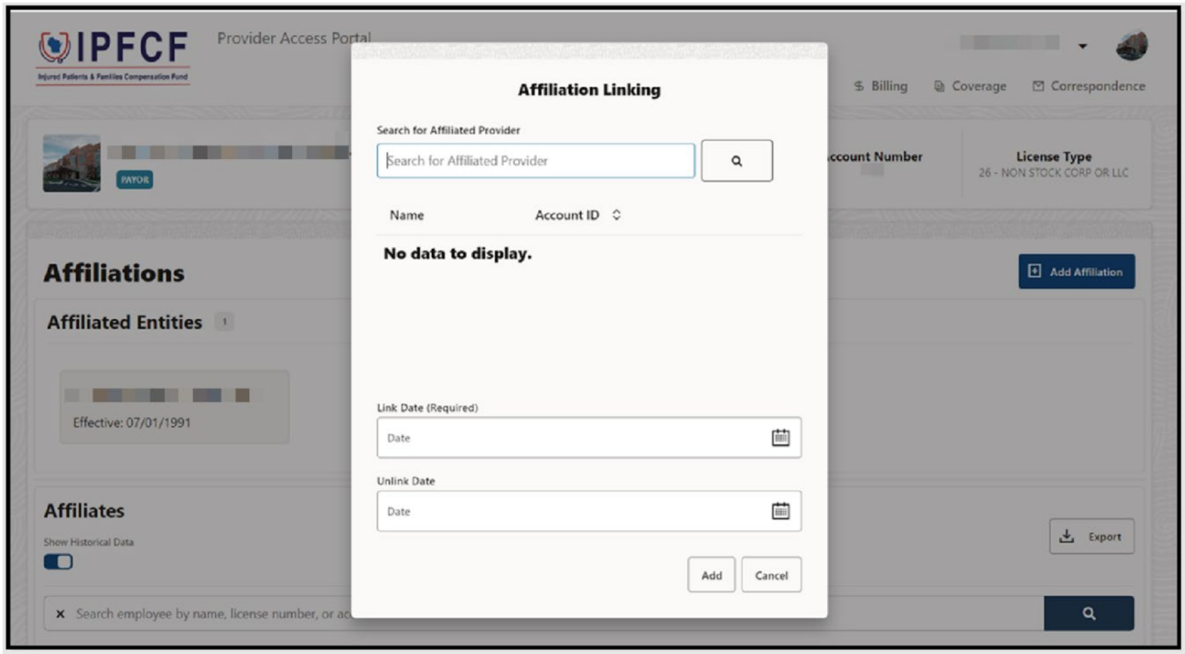
1. Pull up your group account on the Provider Portal: https://ipfcfsecure.oci.wi.gov/
2. Click one of the Affiliations tabs



3. Click the "+Add Affiliation" button

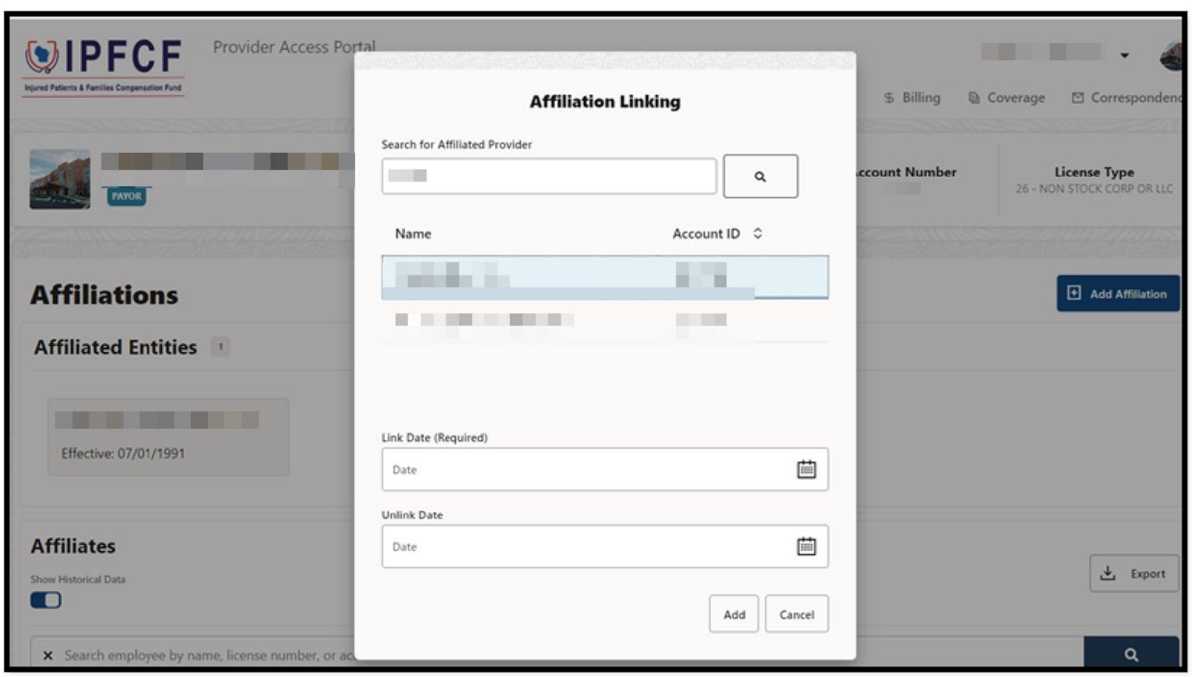


4. You will see an "Affiliation Linking" box pop up

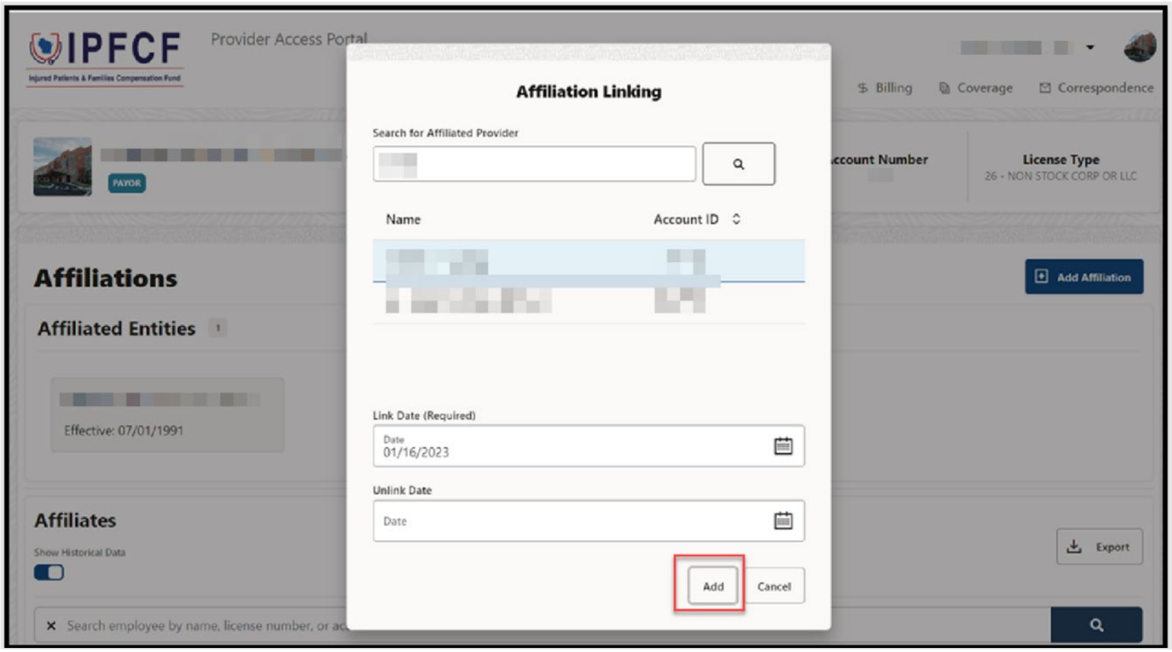


5. Enter the provider's information in the Search box. You can search by first name, last name, license number, or IPFCF account number. Click the provider's name when shown under the search box. The provider's name should be highlighted in a blue box.

6. Enter the link date which is generally the start of employment.

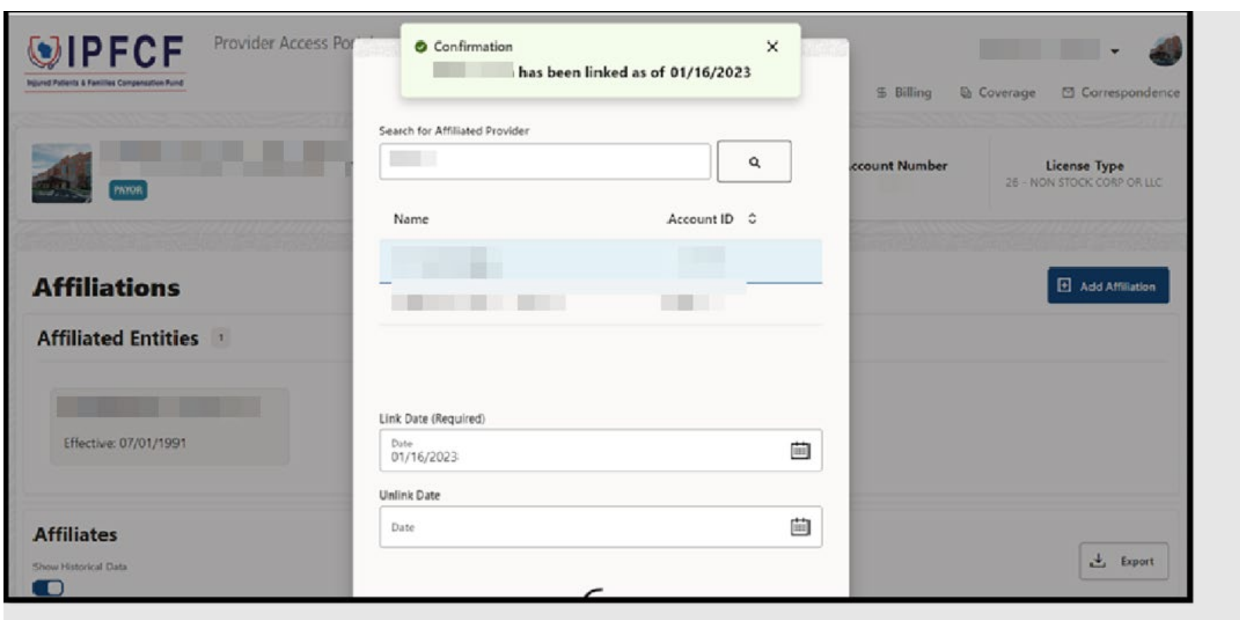


7. Click **Add**



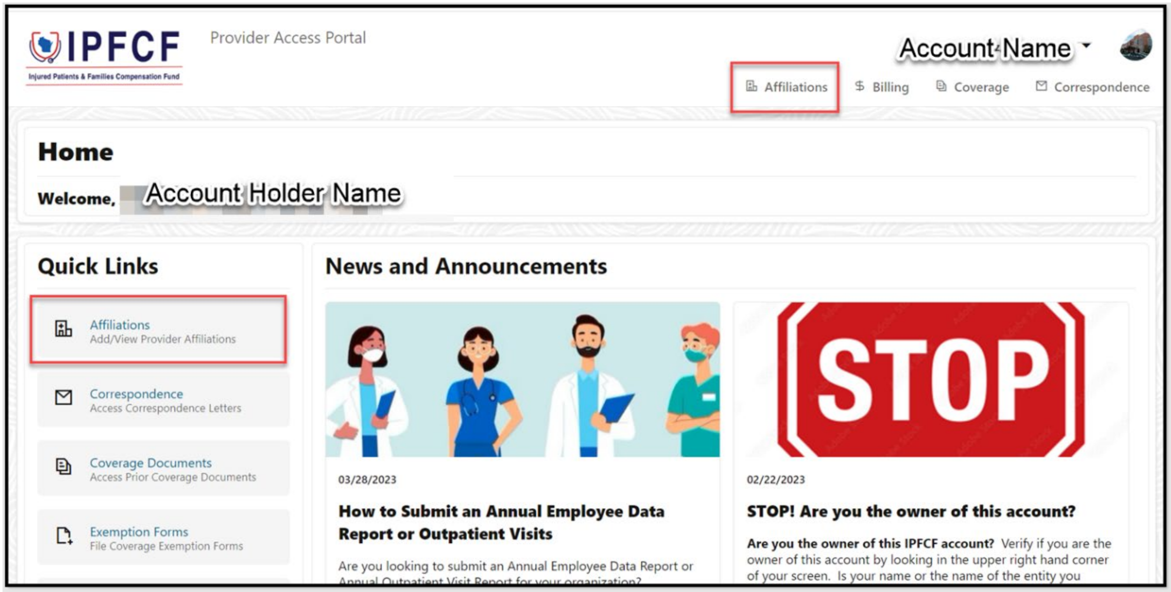
8. If processed successfully, you will receive a confirmation message at the top of the screen that will automatically clear.

9. The provider should now show under the Affiliates section with "ongoing" under the "Unlinked Date" column.

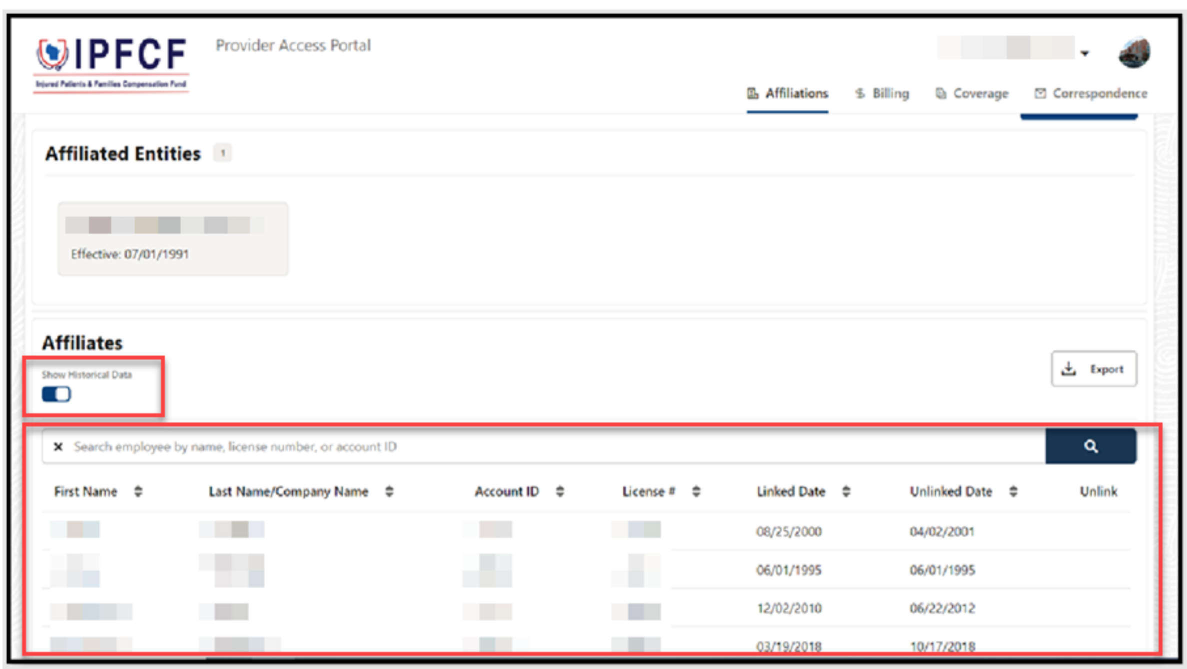


Unlinking

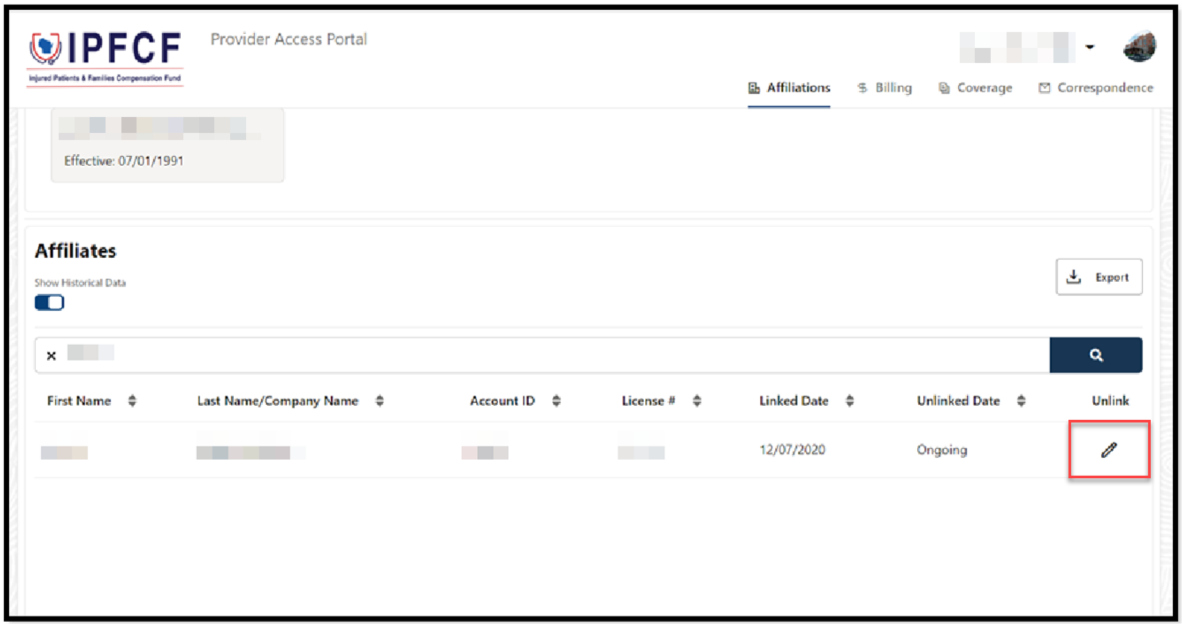
1. Pull up your group account on the Provider Portal: https://ipfcfsecure.oci.wi.gov/
2. Click one of the Affiliations tabs



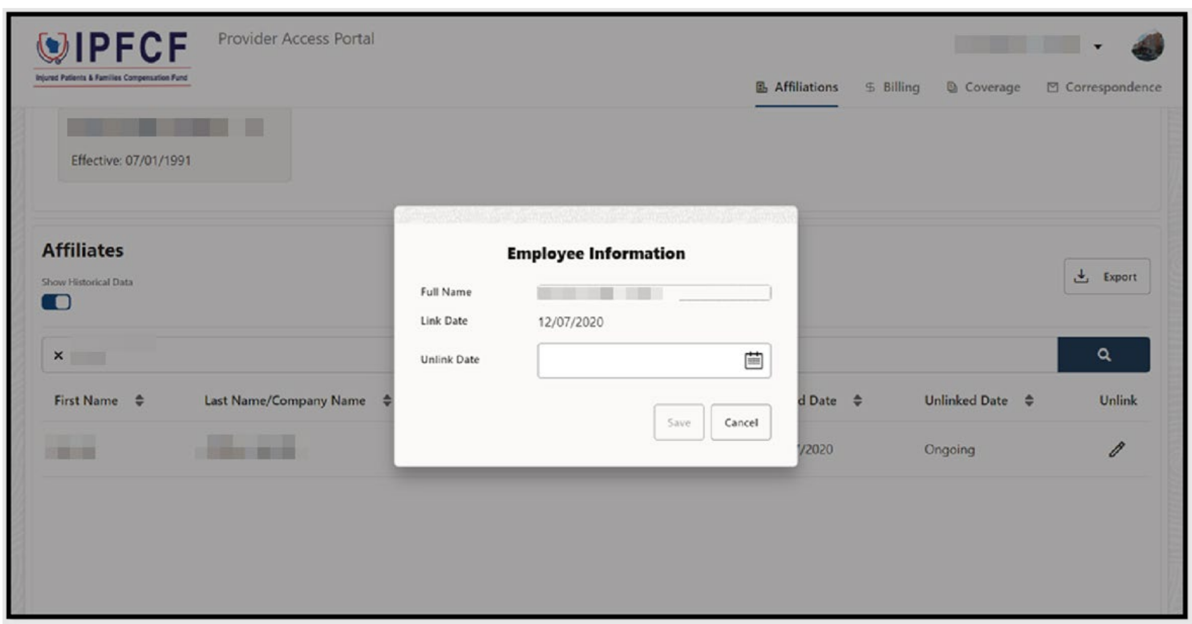
3. Scroll down to your Affiliates list. You can pull up the provider you wish to unlink by locating in the Affiliates list or using the search feature.



4. Click the pencil icon under the “Unlink” column.

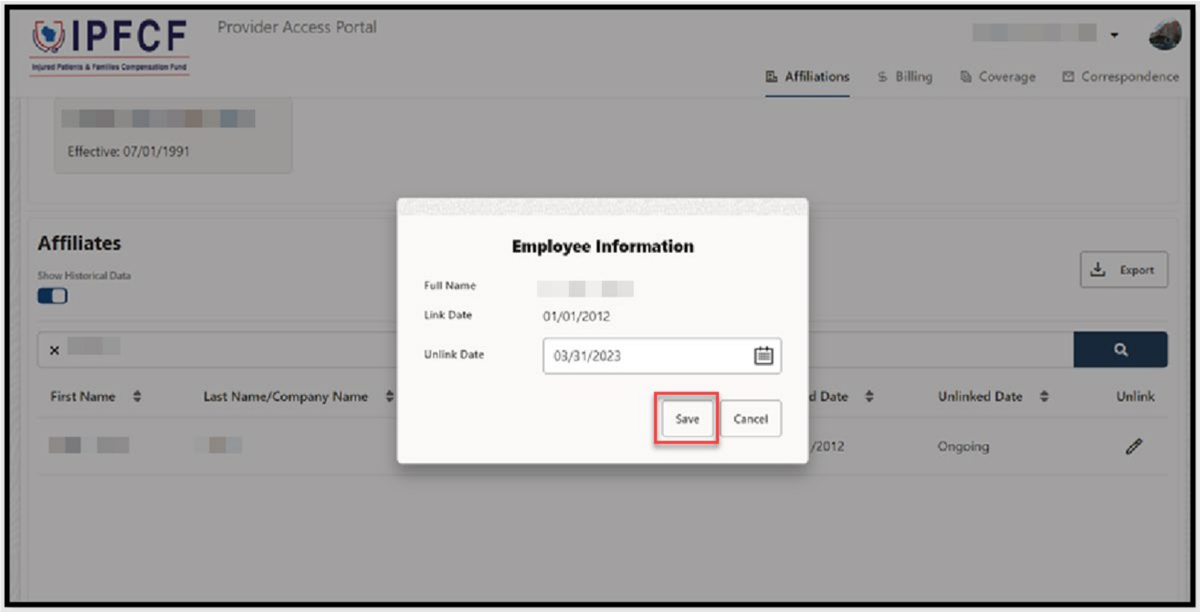


5. An Employee Information box will pop up.

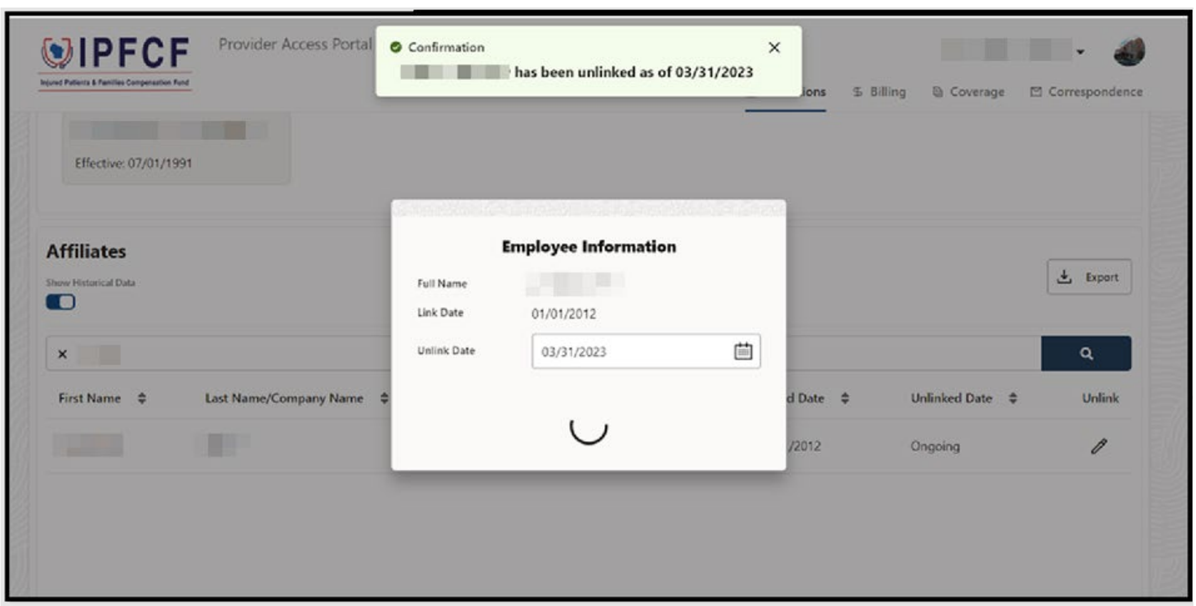


6. Enter the unlink date which is generally the date employment ended.

7. Click Save



8. If processed successfully, you will receive a confirmation message at the top of the screen that will automatically clear.



9. The provider should no longer show under your Affiliates list when “Show Historical Data” is NOT selected. They should show under your Affiliates list when “Show Historical Data” is selected. They should have a date in the “Unlinked Date” column.

IPFCF - Provider Portal - Filing Exemptions

The instructions in this document outline the procedure for a provider to enter an exemption for IPFCF coverage. You must first complete the New User Registration before you can enter any exemptions. Please reach out to the IPFCF staff if you need assistance with New User Registration.

Please keep the following information in mind when filing an exemption:

- If you claim an exemption, you are waiving coverage and you will not have the protection of the Injured Patients and Families Compensation Fund for the exempt period(s).

- Your exempt status with the IPFCF will remain as reported until you, or an insurance carrier on your behalf, notifies the IPFCF in writing, or through electronic filing, of a change in your status.

- You can file an exemption for multiple gap periods.

- You do not have to clear all coverage gaps to submit exemptions.

- Exemptions should ONLY be entered by the provider waiving coverage. You should not file an exemption for anyone other than yourself.

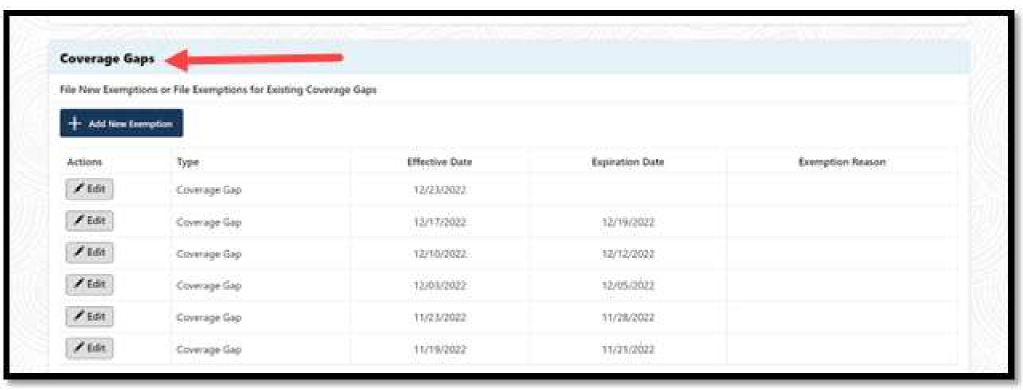
Coverage gaps that are displayed with the same effective date and expiration date have been **resolved**.

Entering an Exemption

1. Go to the IPFCF Provider Portal here: https://ipfcfsecure.oci.wi.gov/.

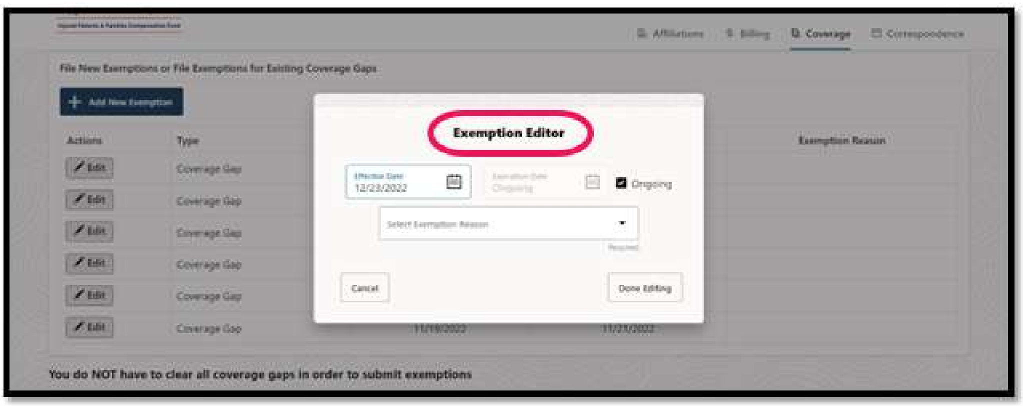
2. On the Home Screen, click "**Exemption Forms**".

3. If you have existing coverage gaps, they will be reflected in this screen, listed by Effective Date. If you do not have existing coverage gaps and are entering a NEW exemption, skip to step #15.



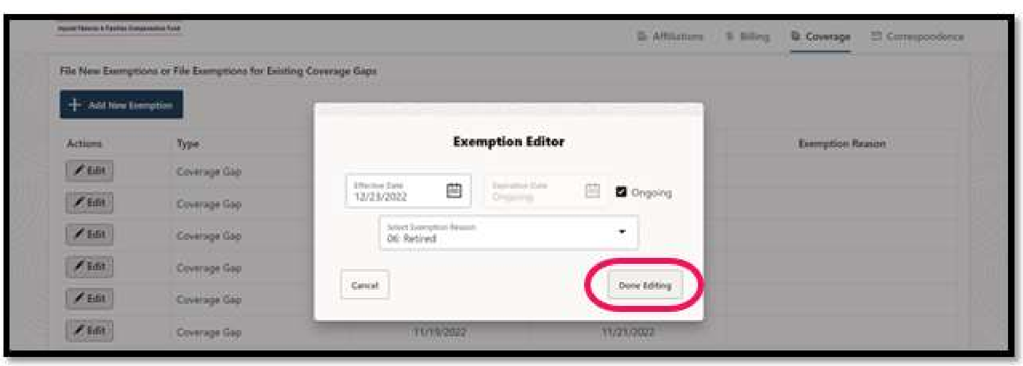
4. Click **Edit** for the coverage gap period you wish to address.

5. This brings up the "**Exemption Editor**" box.

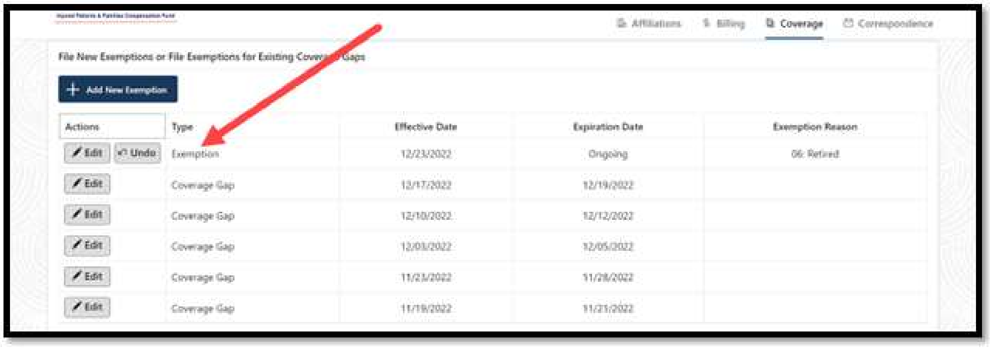


6. In the "**Exemption Editor**" box, revise the dates if needed, and select an exemption reason from the drop-down box. If you choose reason number 7 (not yet practicing), you will need to select an expiration date.

7. Once the correct date(s) are entered, and you have selected an exemption reason, click "**Done Editing**".

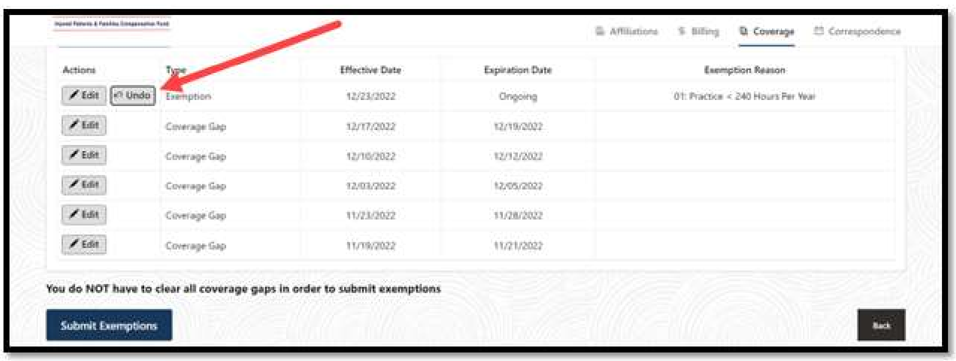


8. The coverage gap should now show as an exemption but will still need to be submitted for processing.

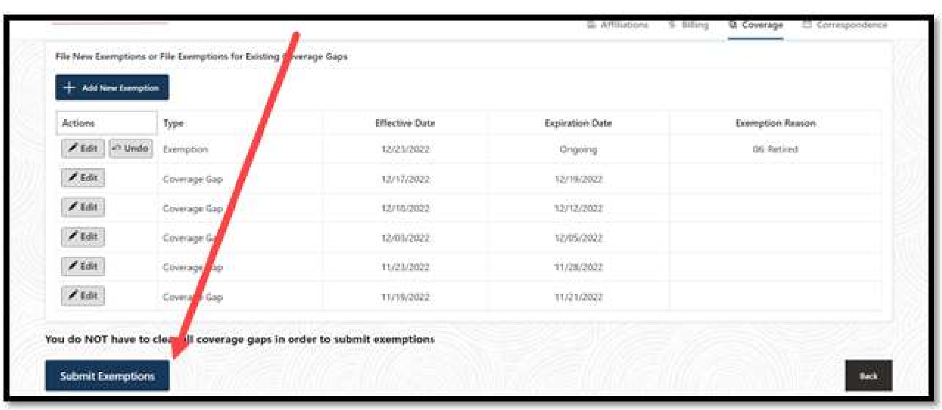


9. Repeat steps #5 through #8 for each additional coverage gap period you wish to address.

10. If you need to make any changes to the exemptions you have entered, click "**Undo**" before you submit the form. Contact IPFCF staff to make any changes to the submitted exemptions.

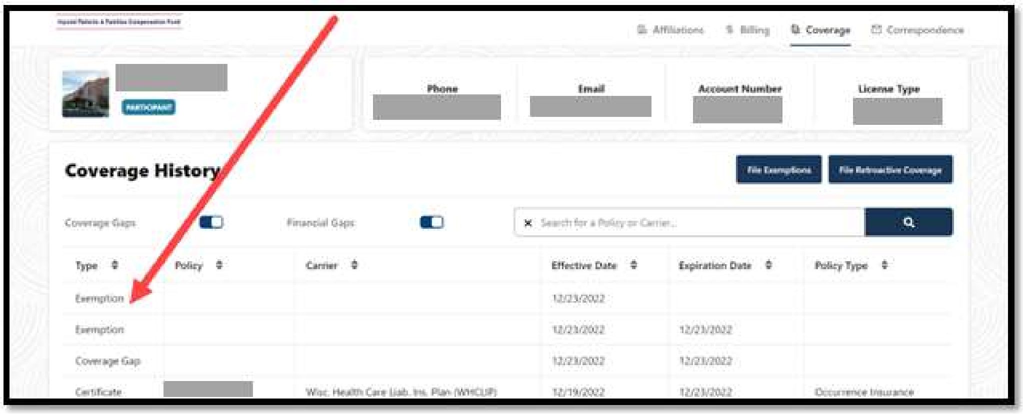


11. Once you have verified that the exemption information is entered accurately, click "**Submit Exemptions**".

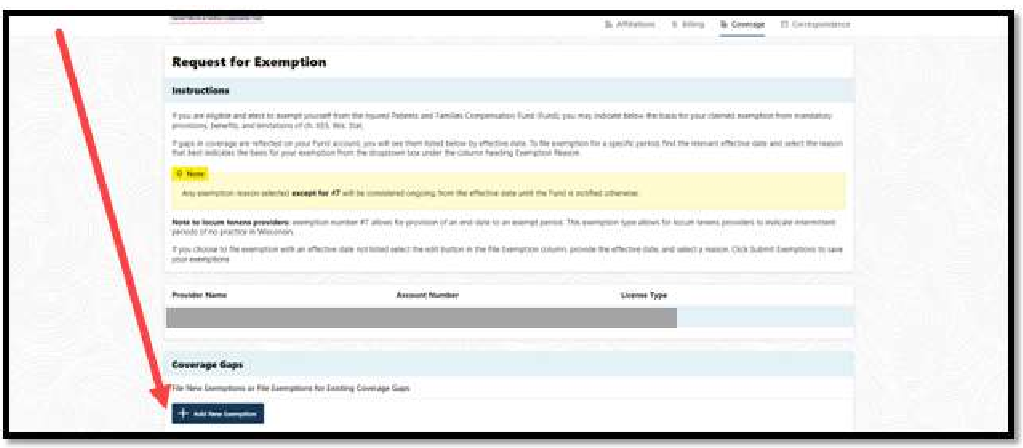


12. You should then see a message stating "**Confirmation! Submission Successful!**" which should clear automatically.

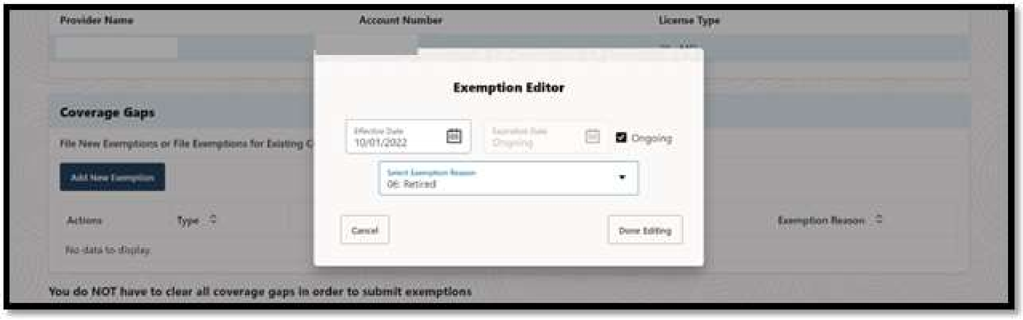
13. This will now bring you to the "**Coverage History**" screen where you can verify the exemptions have been added. **Please keep in mind that coverage gaps that are displayed with the same effective date and expiration date have been **resolved**.



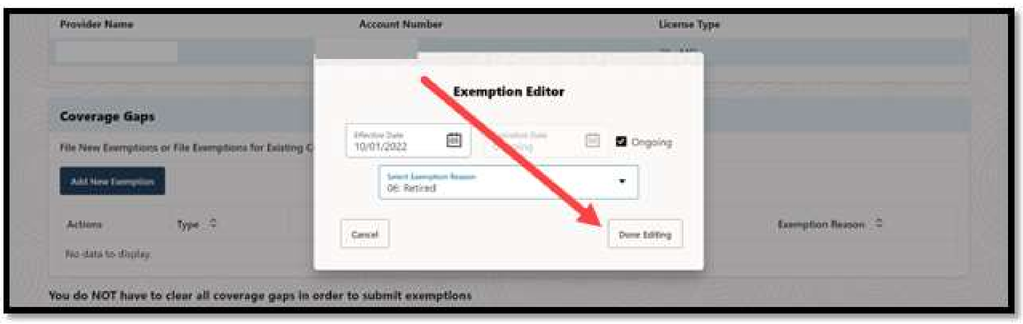
14. To add a NEW exemption, click "Add New Exemption" on the Request for Exemption screen.



15. In the "**Exemption Editor**" box, enter the effective date and select the exemption reason from the drop-down box. If you choose reason number 7 (not yet practicing), you will need to select an expiration date.



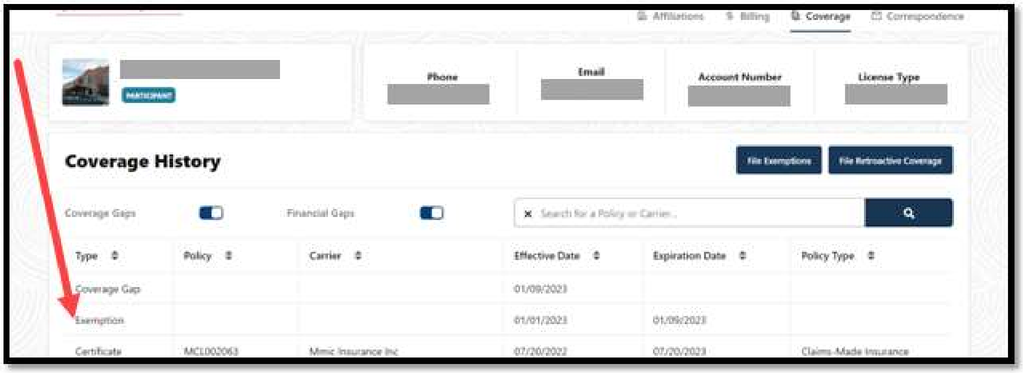
16. Click "**Done Editing**".



17. Click "**Submit Exemptions**".

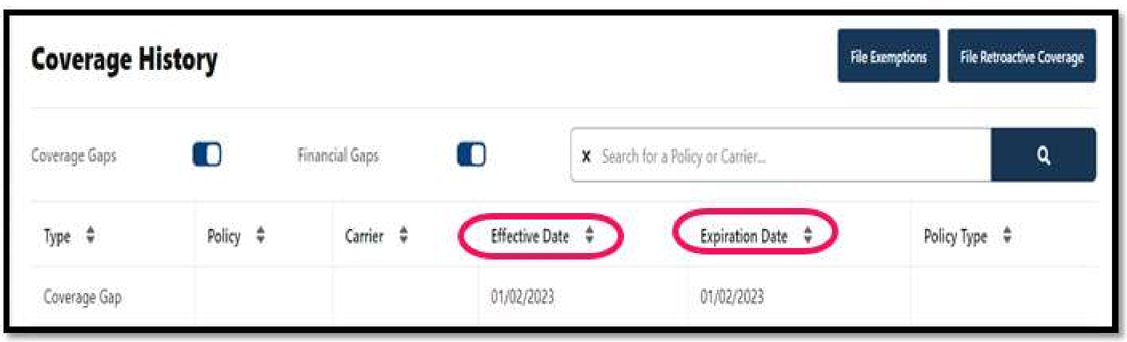
18. You should then see a message stating "**Confirmation! Submission Successful!**" which should clear automatically.

19. This will now bring you to the "**Coverage History**" screen where you can verify the exemptions have been added. **Please keep in mind that coverage gaps that are displayed with the same effective date and expiration date have been **resolved**.



Resolved Coverage Gap

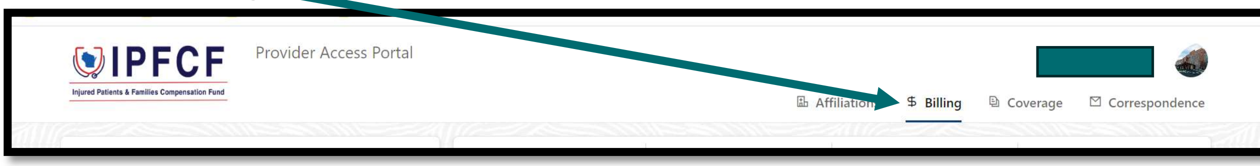
Coverage gaps that are displayed with the same effective date and expiration date have been **resolved**:



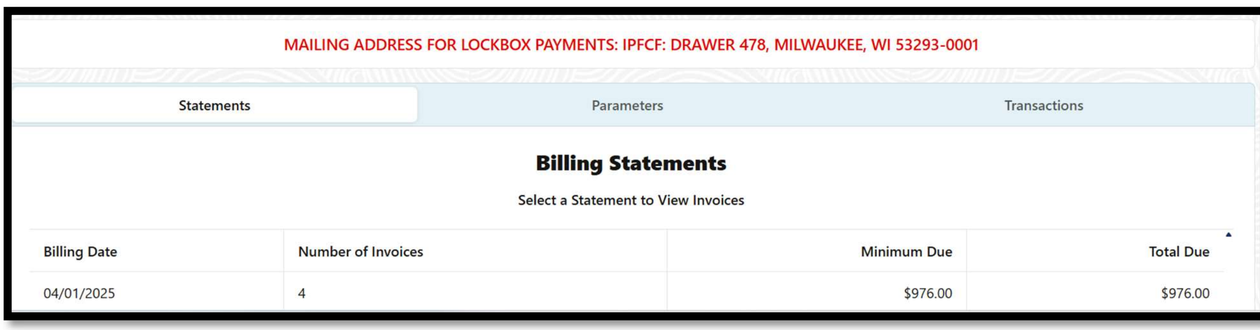
IPFCF – Provider Portal – Billing Instructions (Groups)

The instructions in this document outline the procedure for employers or groups to access and pay IPFCF invoices.

1. Login to the Provider Portal using your group account number.
2. Click "Billing":



3. You will be brought to the "Billing Statements" screen where all invoices for your group and linked providers will be listed.



MAILING ADDRESS FOR LOCKBOX PAYMENTS: IPFCF: DRAWER 478, MILWAUKEE, WI 53293-0001

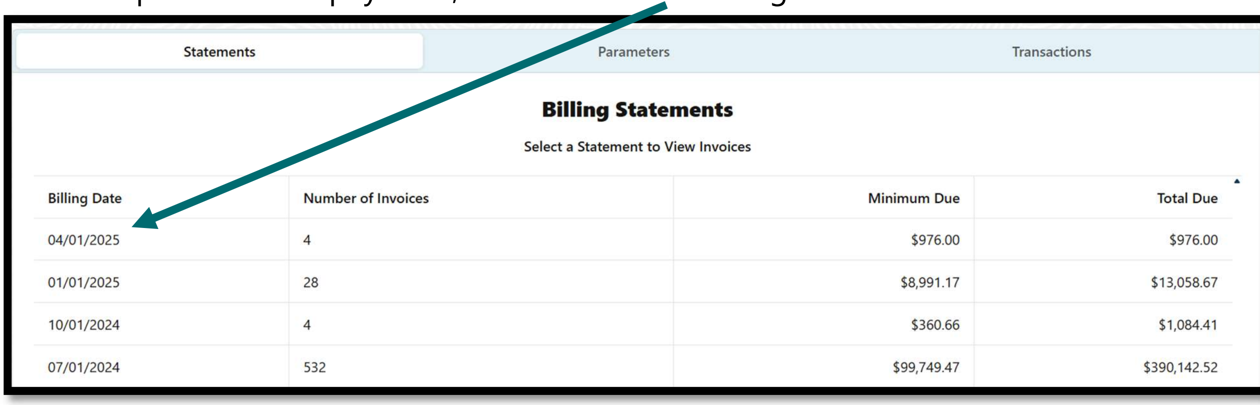
Statements | Parameters | Transactions

Billing Statements

Select a Statement to View Invoices

Billing Date	Number of Invoices	Minimum Due	Total Due
04/01/2025	4	$976.00	$976.00

4. To proceed with payment, click the current billing date.



Statements | Parameters | Transactions

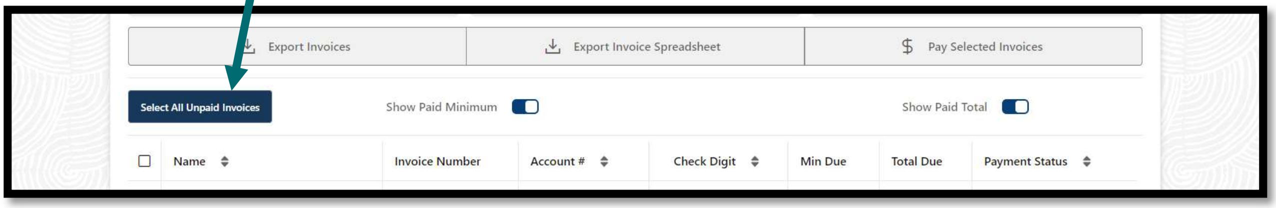
Billing Statements

Select a Statement to View Invoices

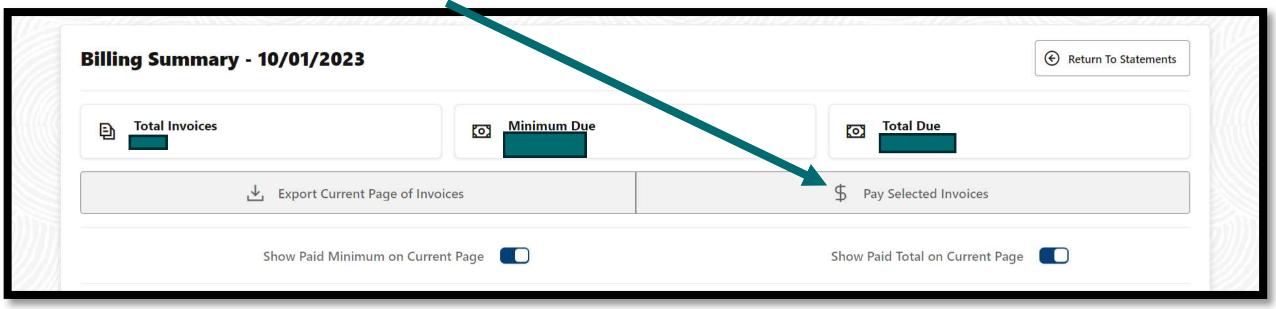
Billing Date	Number of Invoices	Minimum Due	Total Due
04/01/2025	4	$976.00	$976.00
01/01/2025	28	$8,991.17	$13,058.67
10/01/2024	4	$360.66	$1,084.41
07/01/2024	532	$99,749.47	$390,142.52

5. You will be brought to the "Billing Summary" screen where you can select all unpaid invoices, or manually select each individual invoice you would like to pay.
6. The invoices screen should show all invoices for your linked providers as well as the entity invoice, if applicable.

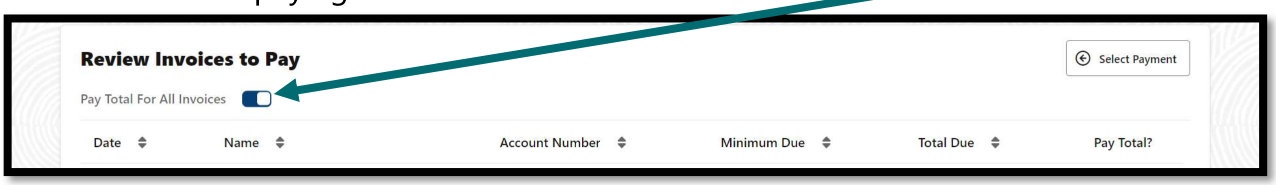
7. Click “Select All Unpaid Invoices” or manually select the checkbox in front of each invoice you wish to download.



8. After you have selected all unpaid or manually selected the accounts you wish to pay, click “$ Pay Selected Invoices” to pay online.



9. If you have additional providers to pay for that are not listed in this screen because they were not linked to your group at the time the invoices were generated, please see the instructions that start on page 24 for “Paying for Providers Not Linked”.
10. When paying the total due for all invoices, move the toggle next to “Pay Total For All Invoices”. If paying the minimum for all invoices, leave the toggle as is. Defaults to paying the minimum amount.



11. Please note: You can only pay the minimum or the total amount due via online payments.

12. When ready to move forward with payment, click “Continue Payment”.

13. This will bring up the payment information window. You will need to enter your email address (for receipt), select payment method (New Card Account or New Bank Account), the credit card or banking information, and the billing address.
14. Select “I agree to the Terms and Conditions”.
15. Review payment information and click the orange “Pay $AMOUNT PAID” box.
16. If the payment is successful, you will receive a receipt at the email address provided. If unsuccessful, you will receive an error message right away.
17. Payments will be recorded on the portal within 3-5 business days.
18. If paying via the lockbox: Include a copy of the balance spreadsheet referenced above with your check or money order.
19. Lockbox address: IPFCF, Drawer 478, Milwaukee, WI 53293-0001.
20. Lockbox payments should show on the portal within 3-5 business days after receipt in the lockbox.
21. Please contact our support team at 608-707-5481 or OCIIPFCF@wisconsin.gov for further assistance.

IPFCF – Provider Portal – Paying for Providers Not Linked or Linked After Invoices Generated

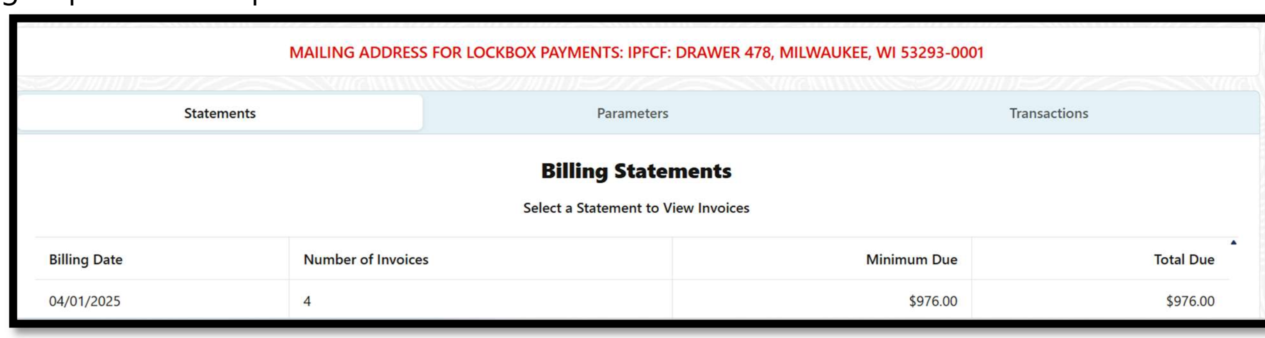
The instructions in this document outline the steps to take to make payments in the Provider Portal for providers not linked to your group account, or providers who were linked to the group account after the invoices were generated.

The system previously only allowed payment in the portal for providers that were linked to the group prior to the invoices being generated. External users may now pay for any provider in the portal, regardless of if or when they were linked to the group account.

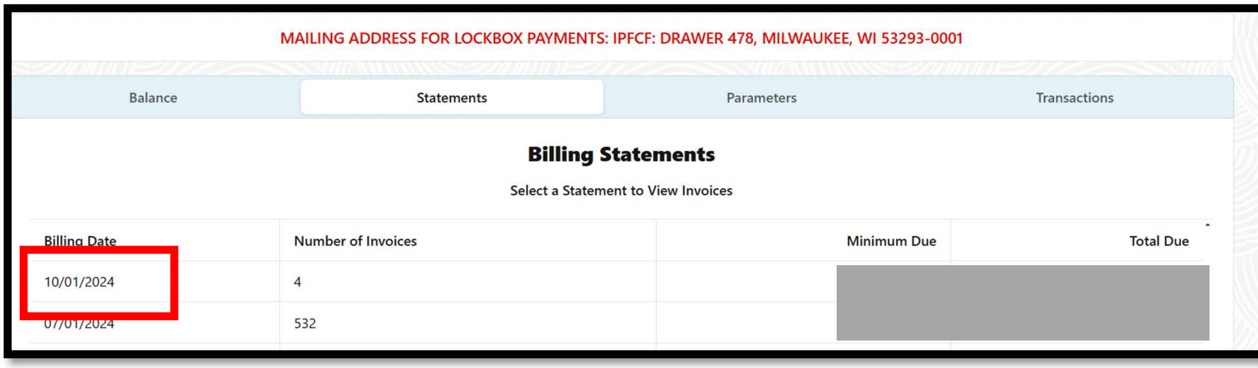
Adding Invoices for Unlinked Providers

1. Go to the IPFCF Provider Portal here: https://ipfcfsecure.oci.wi.gov/.
2. On the Home screen, click "**$Billing**".

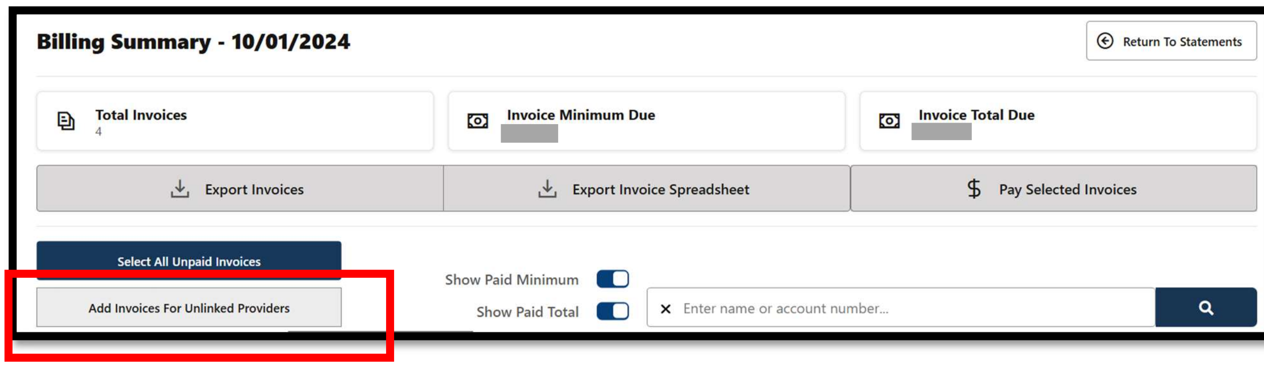
3. You will be brought to the "Billing Statements" screen where all invoices for your group and linked providers will be listed.



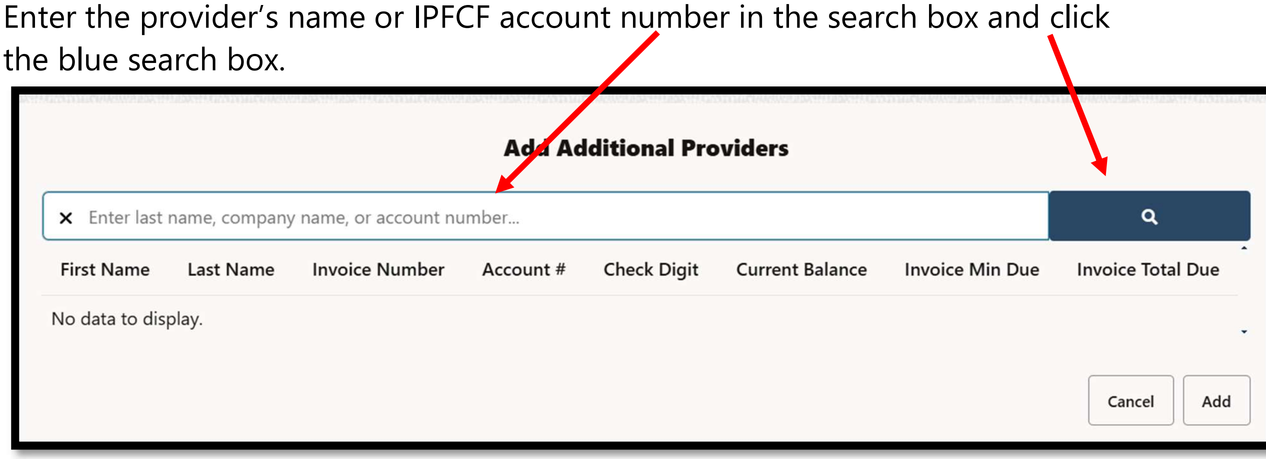
4. Click the current billing date:



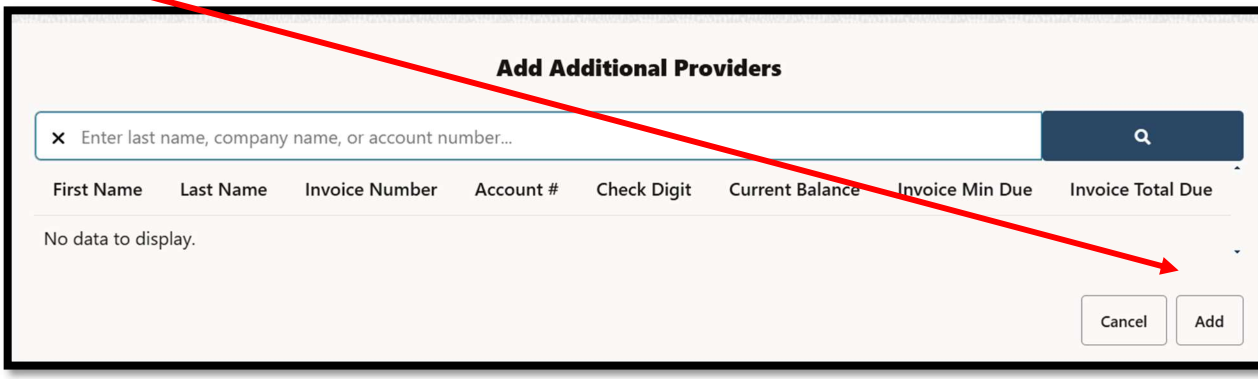
5. This will bring you to the "**Billing Summary**" screen. Click "**Add Invoices for Unlinked Providers**":



6. Enter the provider's name or IPFCF account number in the search box and click the blue search box.



7. After the provider's account populates in the search box, select the provider's name and click "**Add**".

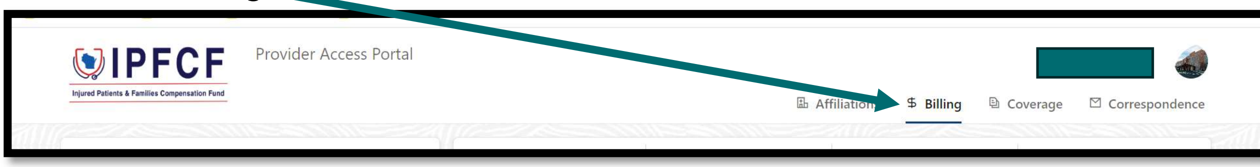


8. After you click "Add" the provider's invoice will show with the other linked providers' invoices in the Billing Summary screen. You can then select the provider's invoice as you would with the other providers who were already linked to your group.

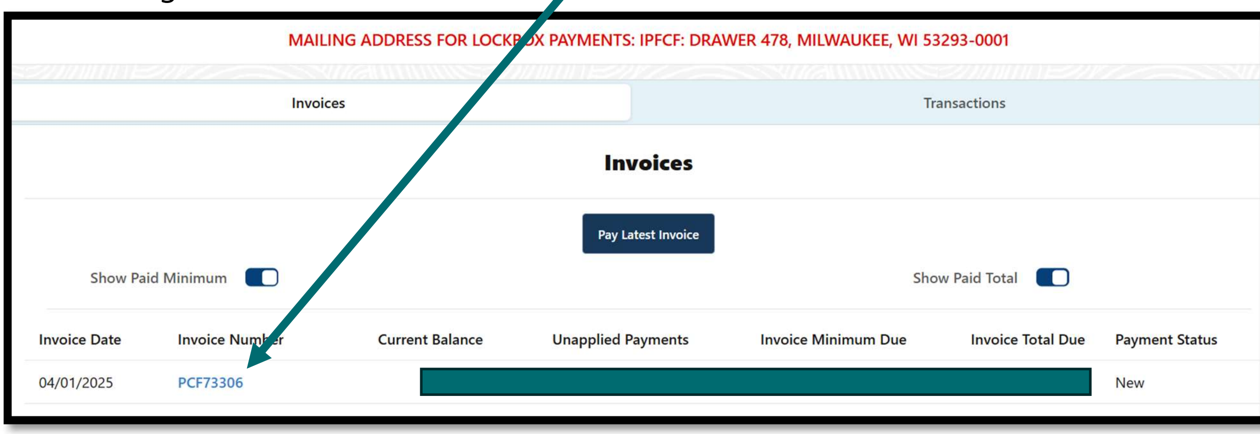
<u>IPFCF – Provider Portal – Billing Instructions (Individual Providers)</u>

The instructions in this document outline the procedure for individual providers to access and pay IPFCF invoices. These are generally for providers who are NOT linked to a group or employer. If you are linked to a group or employer, please check with your employer prior to submitting any payments.

1. Login to the Provider Portal using your IPFCF account number.
2. Click "Billing":

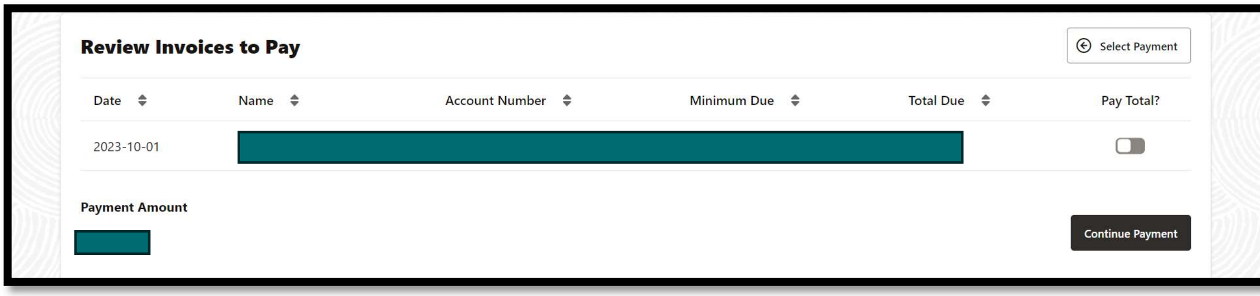


3. You will be brought to the "Invoices" screen.
4. To view the invoice, click the blue hyperlink for the invoice under the current billing date.

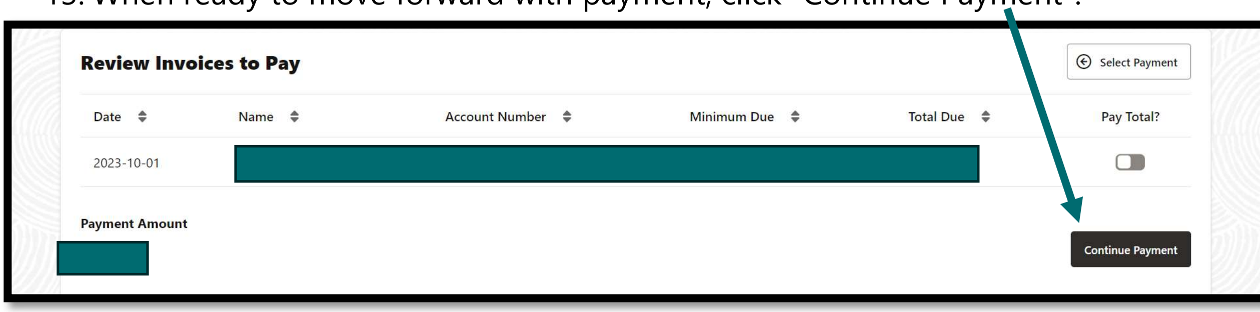


5. This will bring up a document viewer box where you can download and/or print the invoice for your records. This is not a required step for payment.
6. If paying via the lockbox (paper check or money order), print a copy of your invoice to submit with payment. Online payments start at step 9.
7. Submit a copy of this invoice with your payment to the lockbox.
8. Lockbox address: IPFCF, Drawer 478, Milwaukee, WI 53293-0001.
9. Lockbox payments should show on the portal within 3-5 business days after receipt in the lockbox.
10. If paying online (ACH or credit card), click "Pay Latest Invoice".

11. If paying the total due, move the toggle under “Pay Total?”. If paying the minimum, leave the toggle as is. Defaults to paying the minimum amount.



12. Please note: You can only pay the minimum or the total amount due via online payments.
13. When ready to move forward with payment, click “Continue Payment”.



14. This will bring up the payment information window. You will need to enter your email address (for receipt), select payment method (New Card Account or New Bank Account), the credit card or banking information, and the billing address.
15. Select “I agree to the Terms and Conditions”.
16. Review payment information and click the orange “Pay $AMOUNT PAID” box.
17. If the payment is successful, you will receive a receipt at the email address provided. If unsuccessful, you will receive an error message right away.
18. Online payments should be shown on the portal within 3-5 business days after receipt.
19. Please contact our support team at 608-707-5481 or OCIIPFCF@wisconsin.gov for further assistance.

IPFCF - Resolving a Financial Gap in Coverage History

Do you have a line in your Coverage History that states "Financial Gap"? This indicates that a period was not paid for by the due date. You have two (2) options to resolve the financial noncompliance.

Exemption:

If you were not practicing at that time, or otherwise qualify for exemption, you will need to file an exemption to address the period of financial noncompliance. Please use the instructions starting on page 14 of the Provider Portal guide to file an exemption: https://oci.wi.gov/Documents/Funds/IPFCFProviderPortalGuide.pdf.

Retroactive Coverage Request – Filing:

If you were practicing and need to reinstate coverage for the time, you will need to file a Retroactive Coverage Request. Please follow these step-by-step instructions to complete a Retroactive Coverage Request.

- Go to the Provider Portal and login to your account.
- Click Coverage.
- If you are an individual provider, the history screen displays immediately.
- If you are a group/employer account, click "View Entity Coverage" to display the history screen.
- Click "File Retroactive Coverage".
- Read the instructions that start under "Request for Retroactive Coverage".
- Enter all required information under "Enter Retroactive Coverage Information".
- Enter the dates of the financial gap in the Noncompliant Periods and click "+ Add New".
- Enter your explanation in the box available and then click "Review and Print".
- You will now need to print the form, have the form notarized, and return the completed and notarized form to the Financial Specialist, Trina Schwartz:
    - Email: trina.schwartz@wisconsin.gov
    - Mail: Injured Patients and Families Compensation Fund
      P.O. Box 7873
      Madison, WI 53707-7873

Retroactive Coverage Request – Review and Approval:

The request will be reviewed by the Financial Specialist. If your form is complete, DSPS will be notified that you have taken the steps necessary to address the noncompliance. The request will be reviewed by the Legal Committee at their next quarterly meeting. The Legal Committee meets in February, May, August, and November. The provider will be notified by the Financial Specialist of the decision following the Fund Director's review or the Legal Committee's meeting. If approved, a retroactive billing statement will be sent that must be paid by the due date listed to obtain the retroactive coverage.