

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.



ATTN: Please use Account Number as your User Name!

Need help signing in? [Click here](#)

Or sign in with

REMINDER: Use your Account Number to login

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



ATTN: Please use Account Number as your User Name!

Account Number

Password

Sign In

Need help signing in? [Click here](#)

Or sign in with

IPFCF Employee

REMINDER: Use your Account Number to login

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.



ATTN: Please use Account Number as your User Name!

Forgot Your Password?

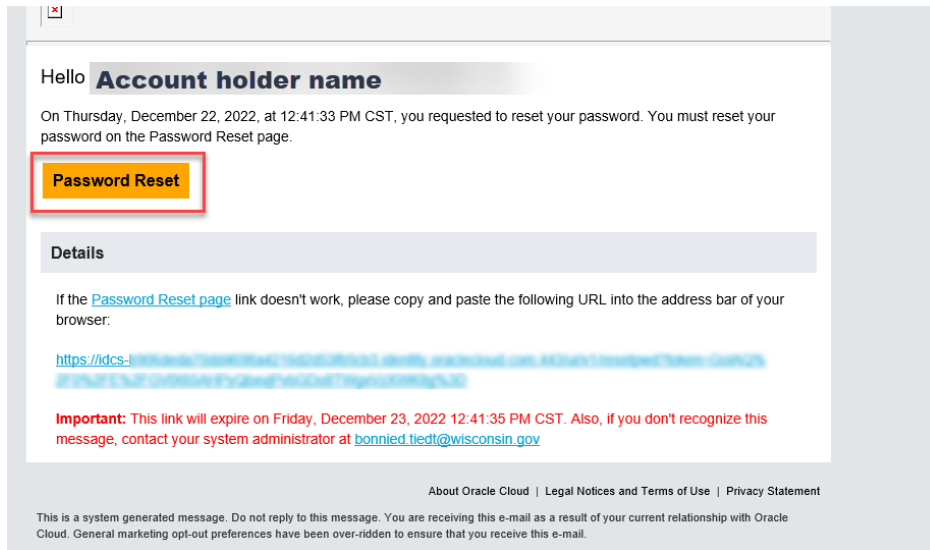
Having trouble with your password? Reset it here.

What's your user name?

Next

[Cancel](#)

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.

A screenshot of a web form titled "Reset your password". Below the title is the instruction "Set a password for your user account." The form contains three main elements, each highlighted with a red rectangular box: 1. A "New Password" input field containing a series of dots. 2. A list of password requirements, each preceded by a green dot: "The password must have at least 12 characters.", "The password cannot exceed 40 characters.", "The password cannot contain the First Name of the user.", "The password cannot contain the Last Name of the user.", "The password cannot contain the user name.", "The password must have at least 1 lowercase characters.", "The password must have at least 1 uppercase characters.", "The password must have at least 1 numeric characters.", "The password must have at least 1 alphabetic characters.", "The password must have at least 1 special characters.", "Cannot repeat last 5 passwords". 3. A "Confirm New Password" input field. At the bottom of the form is a blue button with the text "Reset Password" in white.

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

- 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.

The screenshot shows the IPFCF Provider Access Portal home page. At the top left is the IPFCF logo with the text "Injured Patients & Families Compensation Fund". To its right is the text "Provider Access Portal". On the top right, there is a user profile section labeled "Account Name" with a dropdown arrow and a profile picture icon. Below this are navigation links: "Affiliations", "Billing", "Coverage", and "Correspondence". The main content area is titled "Home" and includes a welcome message: "Welcome, Account holder name". Below this are two columns: "Quick Links" and "News and Announcements". The "Quick Links" column contains a link for "Affiliations" with the subtext "Add/View Provider Affiliations". The "News and Announcements" column contains a notification for "Information" dated "11:17 AM" with a close button (X).

IPFCF - Provider Portal - Linking and Unlinking

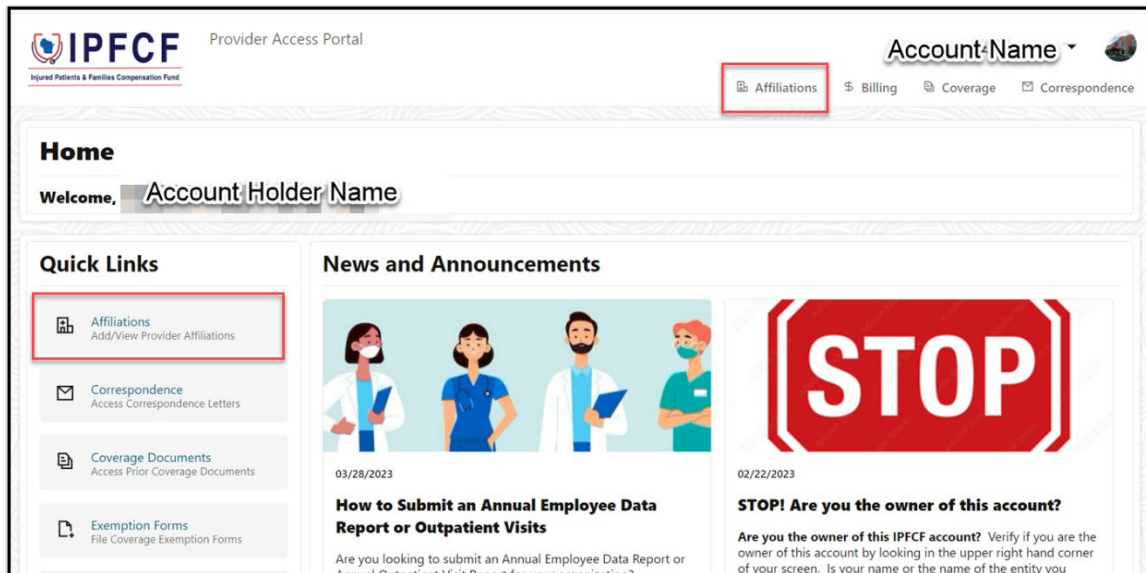
These instructions provide the steps for linking (adding) and unlinking (removing) individual providers to a group/employer account.

Important Notes:

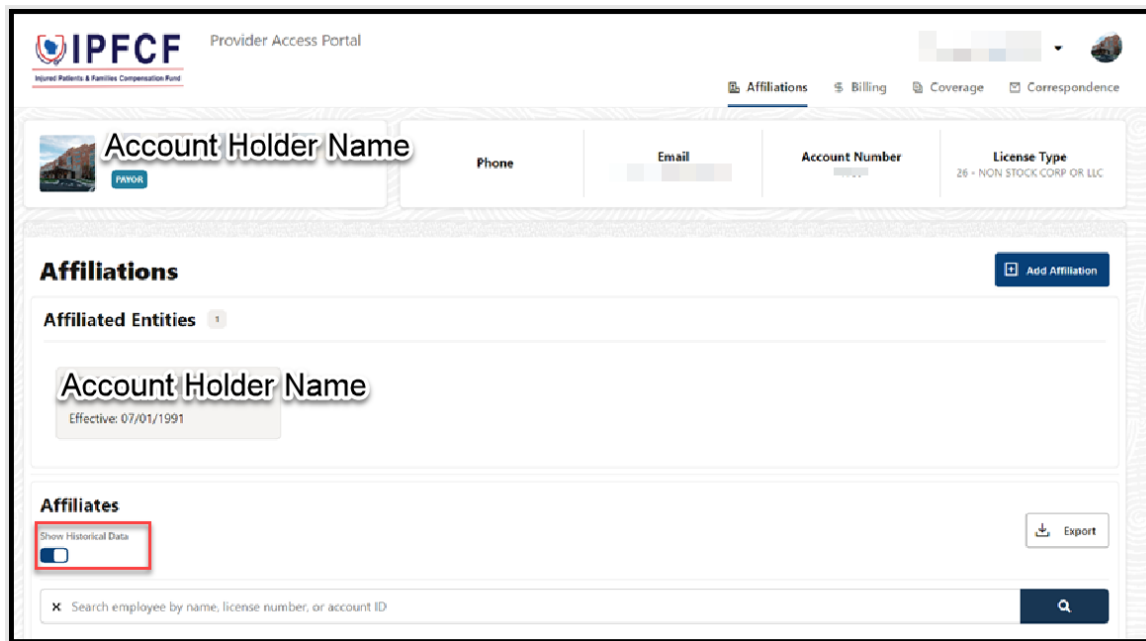
- Linking a provider to your group account allows you to see the linked providers' billing invoices, coverage filings, and correspondences (including non-compliance correspondence).
- A provider cannot be linked to your group if they are currently linked to another group. You will need to contact IPFCF 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):

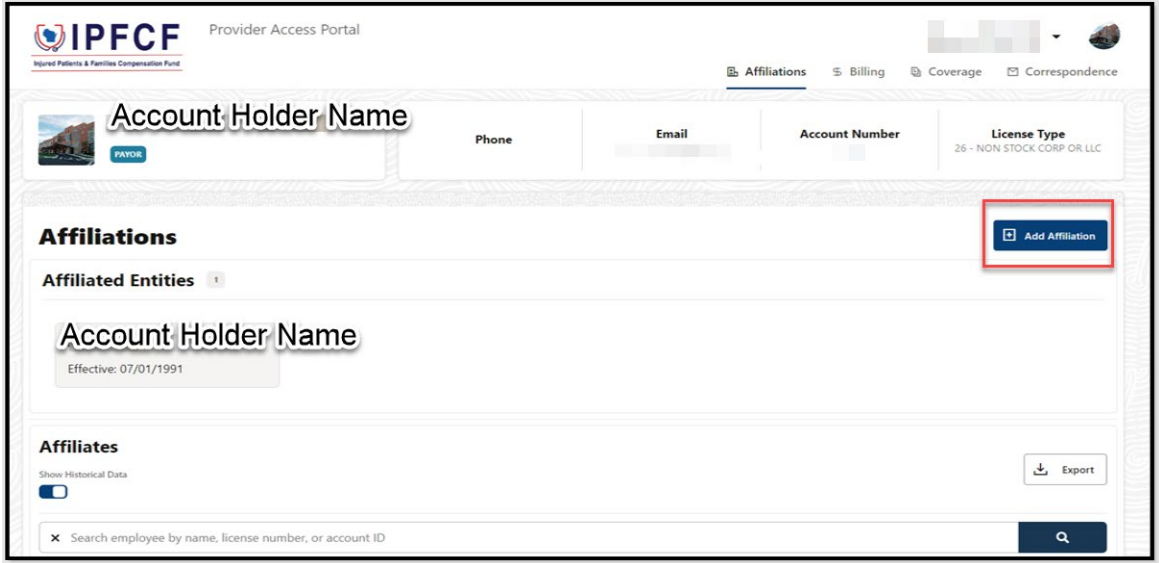


3. There are two (2) sections under the Affiliations tab: Affiliated Entities and Affiliates (individual providers).
4. The Affiliates section defaults to showing only the providers that are currently linked to your group.
5. Move the "Show Historical Data" toggle to the right if you wish to see all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

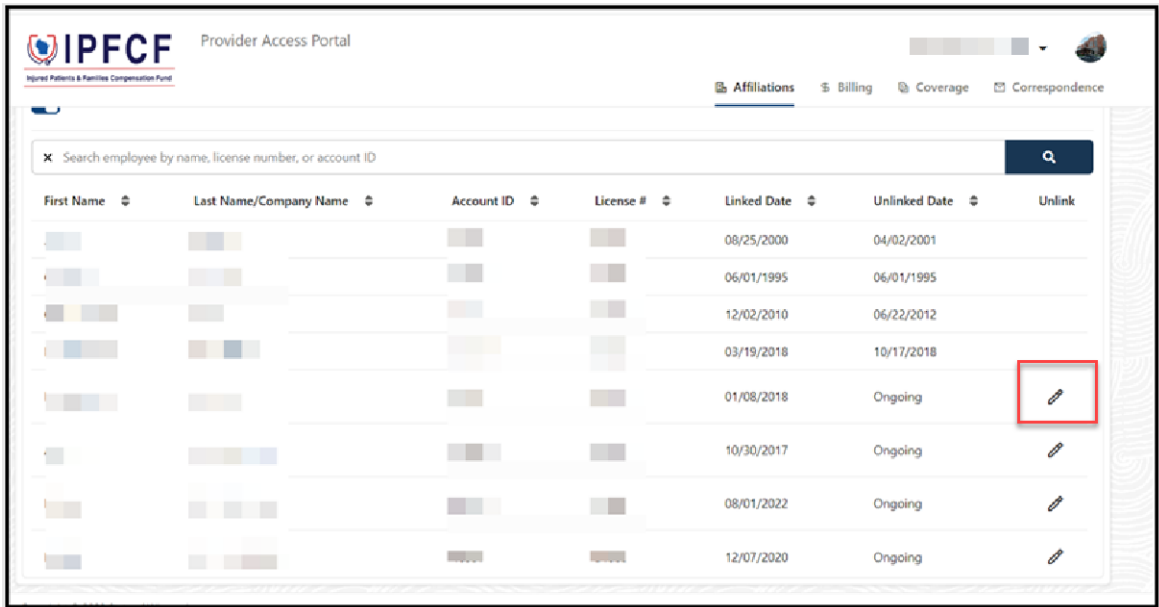


6. Click "Export" if you wish to download an Excel file of your linked providers. Make sure the **Historical Data** toggle is in the correct position for the file you wish to produce.

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

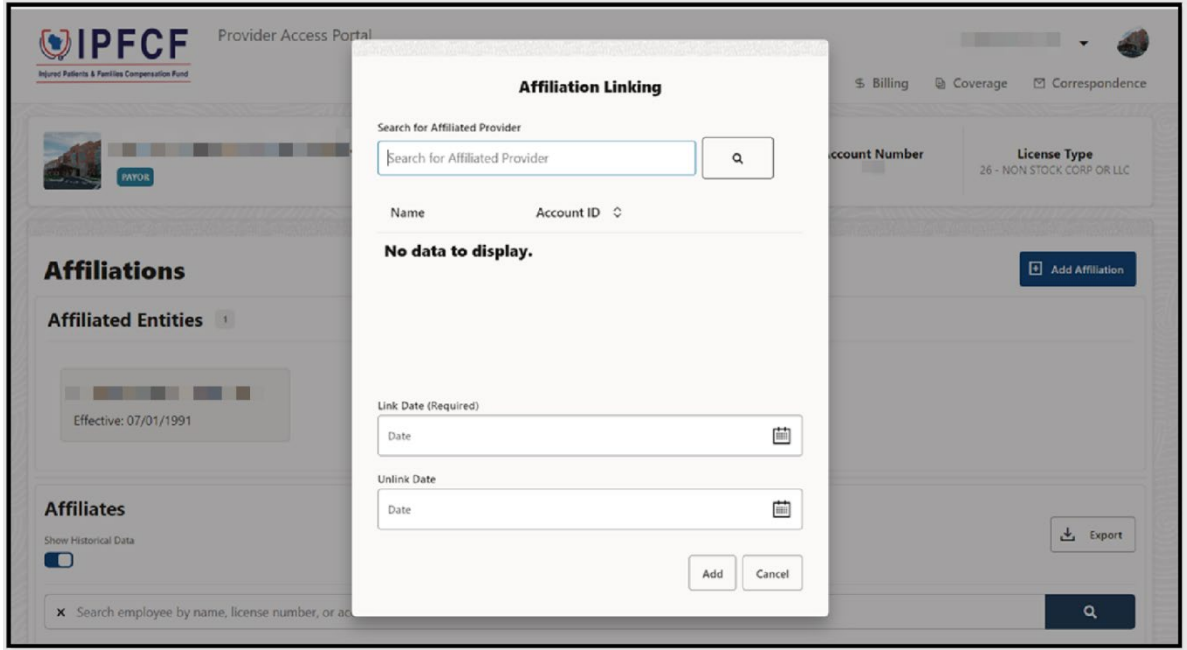
1. Pull up your group account on the Provider Portal: <https://ipfcfsecure.oci.wi.gov/>
2. Click one of the Affiliations tabs

The screenshot shows the IPFCF Provider Access Portal Home page. The top navigation bar includes the IPFCF logo, the text 'Provider Access Portal', and a user profile dropdown labeled 'Account:Name'. A red box highlights the 'Affiliations' tab in the navigation bar. Below the navigation bar, the 'Home' section displays a welcome message for 'Account Holder Name'. The 'Quick Links' section on the left contains four links: 'Affiliations' (highlighted with a red box), 'Correspondence', 'Coverage Documents', and 'Exemption Forms'. The 'News and Announcements' section on the right features two articles. The first article, dated 03/28/2023, is titled 'How to Submit an Annual Employee Data Report or Outpatient Visits'. The second article, dated 02/22/2023, is titled 'STOP! Are you the owner of this account?' and includes a red 'STOP' sign graphic.

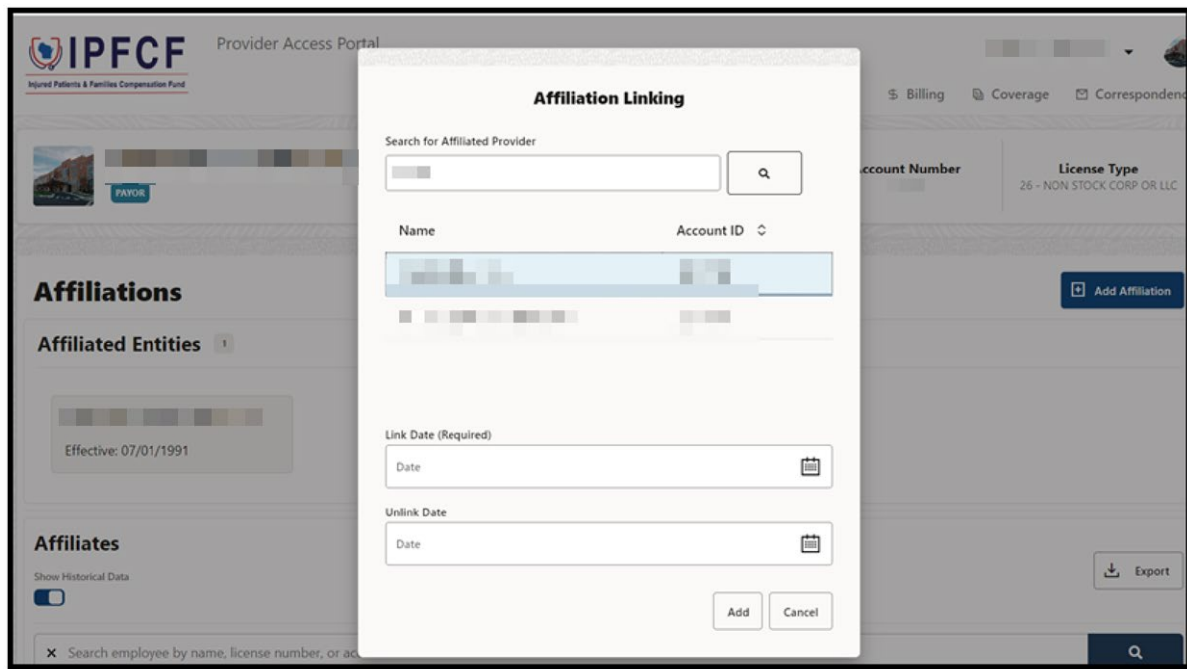
3. Click the "+Add Affiliation" button

The screenshot shows the IPFCF Provider Access Portal Affiliations page. The top navigation bar includes the IPFCF logo, the text 'Provider Access Portal', and a user profile dropdown labeled 'Account:Name'. A red box highlights the 'Add Affiliation' button in the top right corner. Below the navigation bar, the account holder information is displayed in a table-like format with columns for 'Account Holder Name', 'Phone', 'Email', 'Account Number', and 'License Type'. The 'Affiliated Entities' section shows one entity: 'Account Holder Name' with an effective date of 07/01/1991. The 'Affiliates' section includes a search bar with the text 'Search employee by name, license number, or account ID' and an 'Export' button.

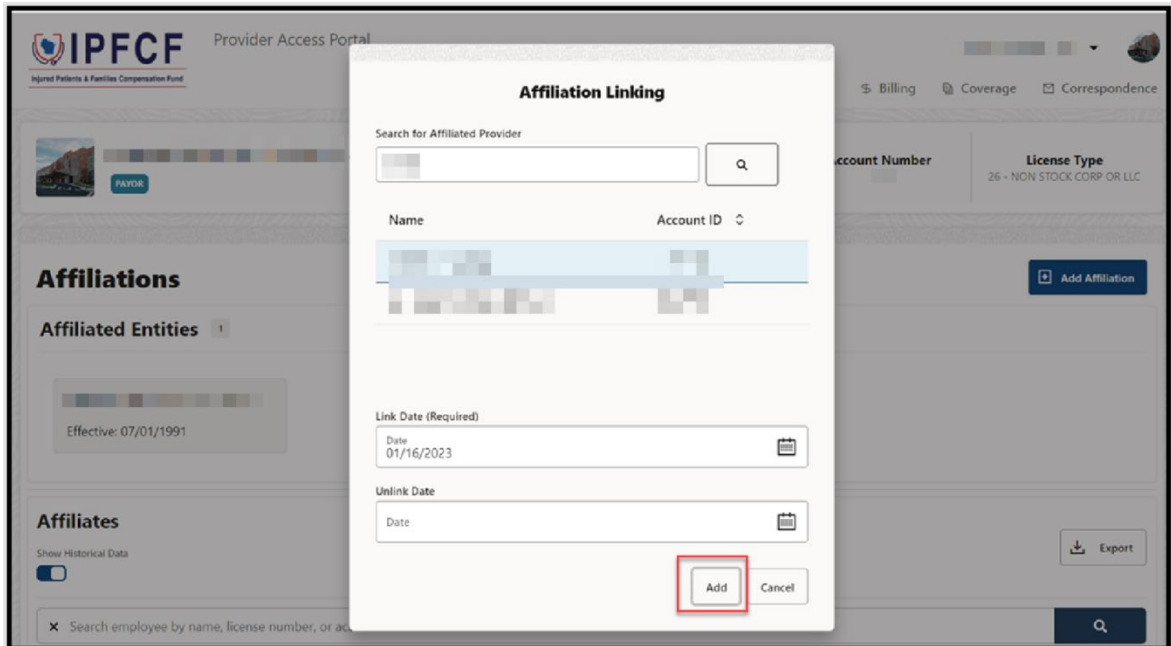
4. You will see an "Affiliation Linking" box pop up



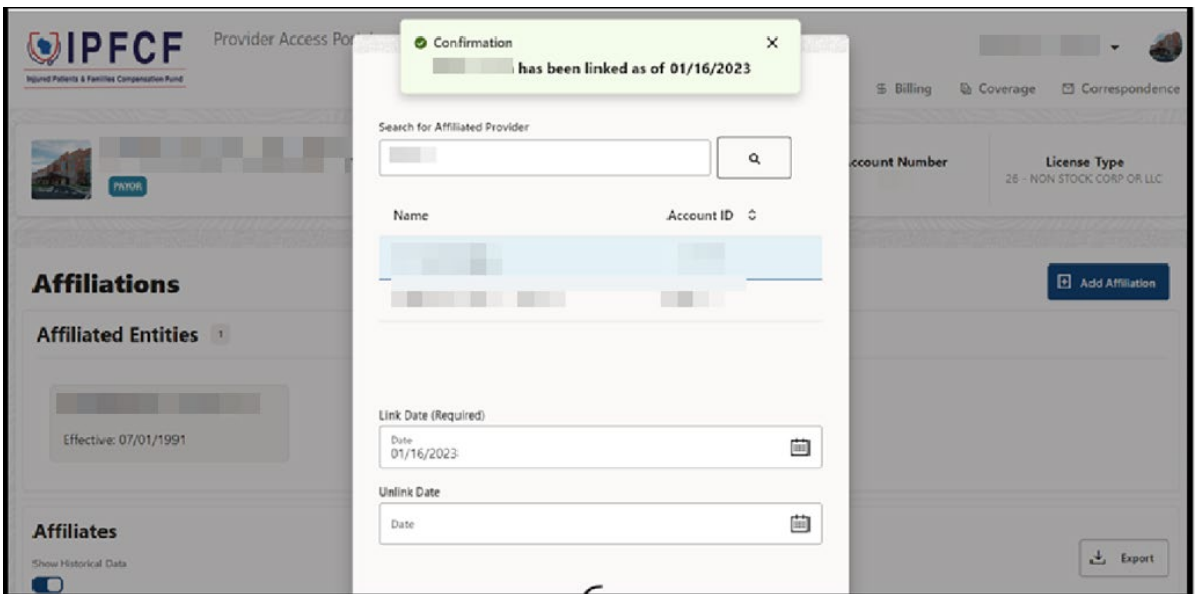
5. Enter the provider's information in the Search box. You can search by first name, last name, license number, or IPFCF account number. Click the provider's name when shown under the search box. The provider's name should be highlighted in a blue box.
6. Enter the link date which is generally the start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

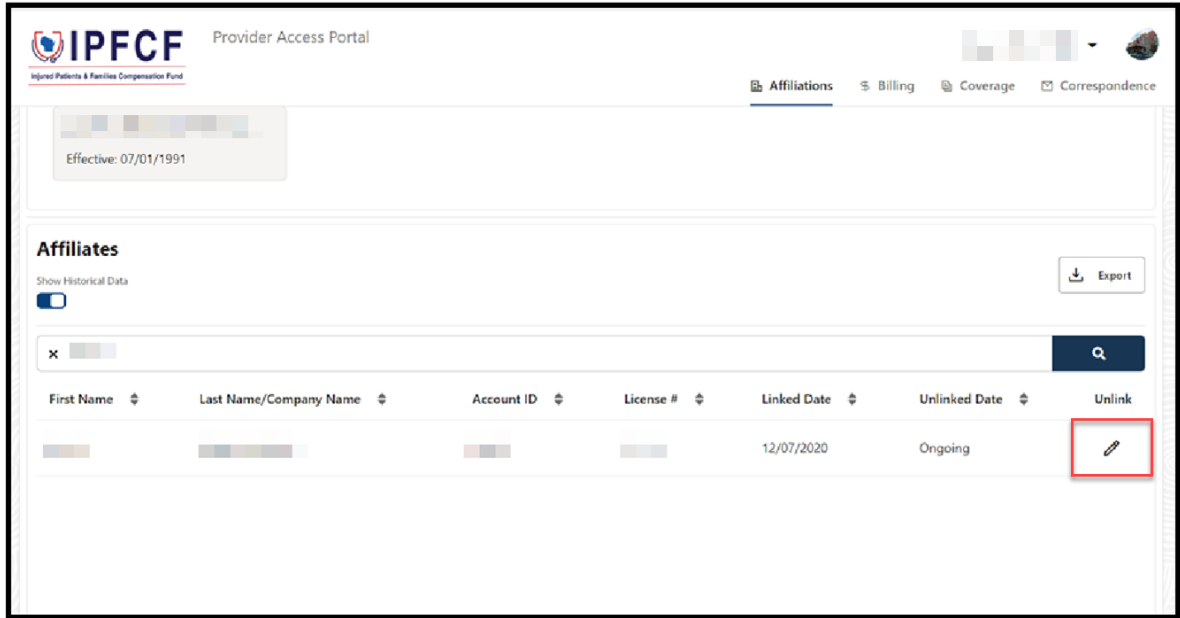
The screenshot shows the IPFCF Provider Access Portal. The top navigation bar includes 'Affiliations', 'Billing', 'Coverage', and 'Correspondence'. The 'Affiliations' tab is highlighted. The main content area has a 'Home' section with a welcome message to the account holder. Below this are 'Quick Links' and 'News and Announcements'. The 'Quick Links' section has a red box around the 'Affiliations' link. The 'News and Announcements' section features a large red 'STOP' sign graphic and a message asking if the user is the owner of the account.

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.

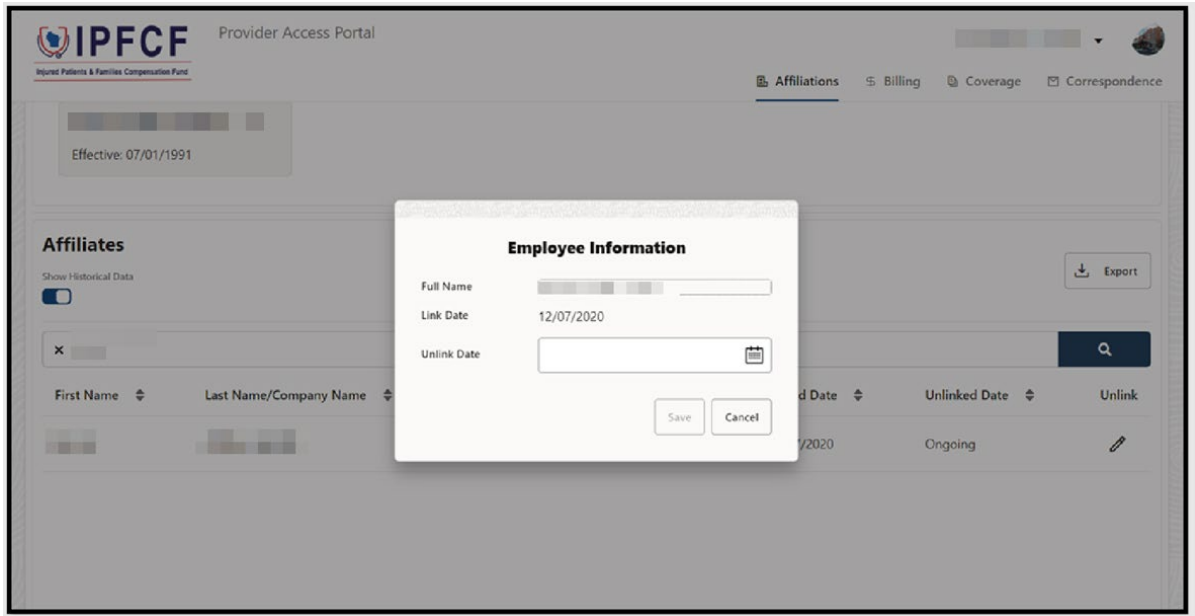
The screenshot shows the 'Affiliates' page in the IPFCF Provider Access Portal. The 'Show Historical Data' toggle is turned on. Below this is a table of affiliated entities. The table has columns for First Name, Last Name/Company Name, Account ID, License #, Linked Date, Unlinked Date, and Unlink. The table is highlighted with a red box.

First Name	Last Name/Company Name	Account ID	License #	Linked Date	Unlinked Date	Unlink
				08/25/2000	04/02/2001	
				06/01/1995	06/01/1995	
				12/02/2010	06/22/2012	
				03/19/2018	10/17/2018	

- Click the pencil icon under the "Unlink" column.

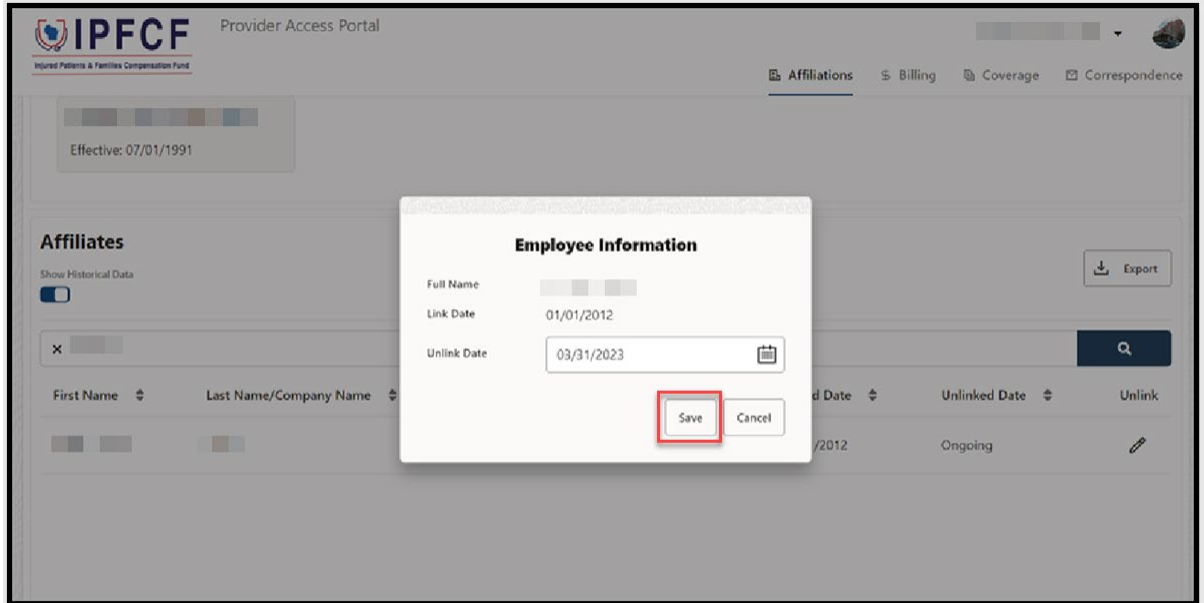


- An Employee Information box will pop up.

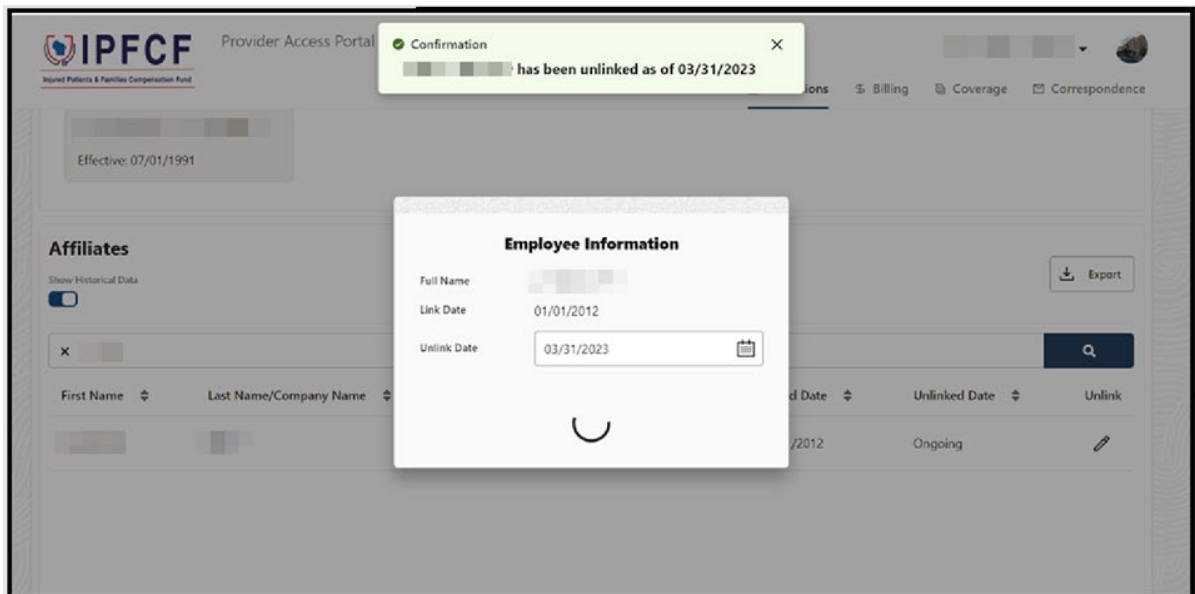


- Enter the unlink date which is generally the date employment ended.

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.

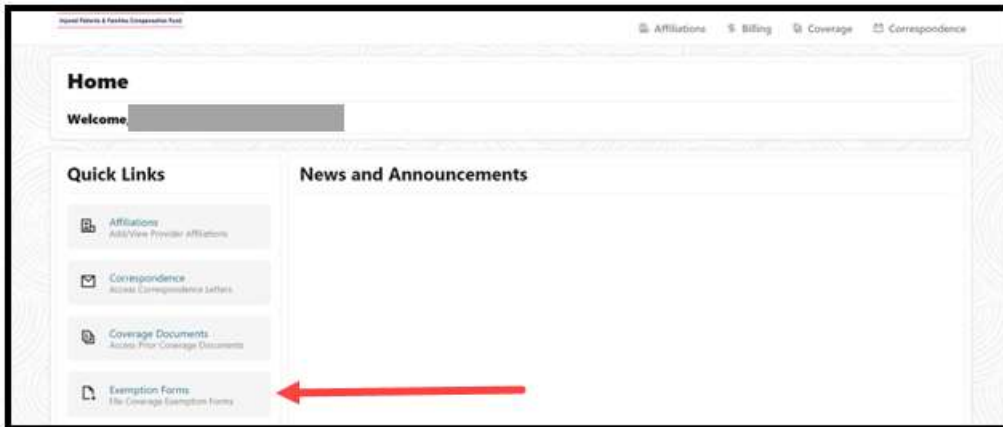
Please keep the following information in mind when filing an exemption:

- 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**".

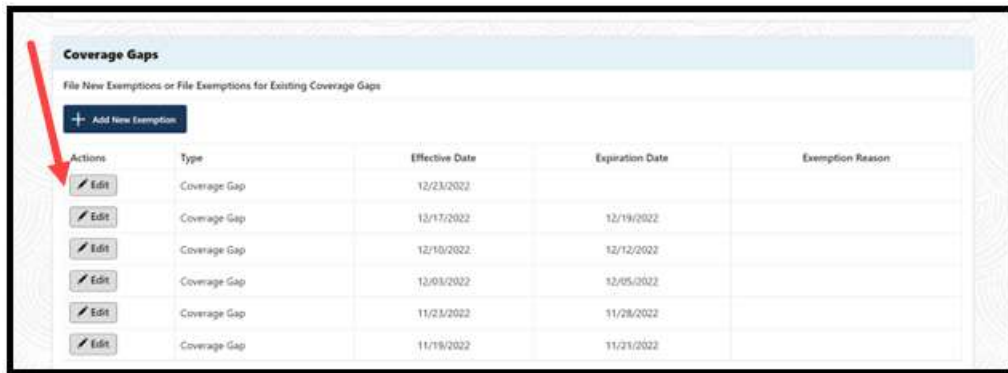


3. If you have existing coverage gaps, they will be reflected in this screen, listed by Effective Date. If you do not have existing coverage gaps and are entering a NEW exemption, skip to step #15.

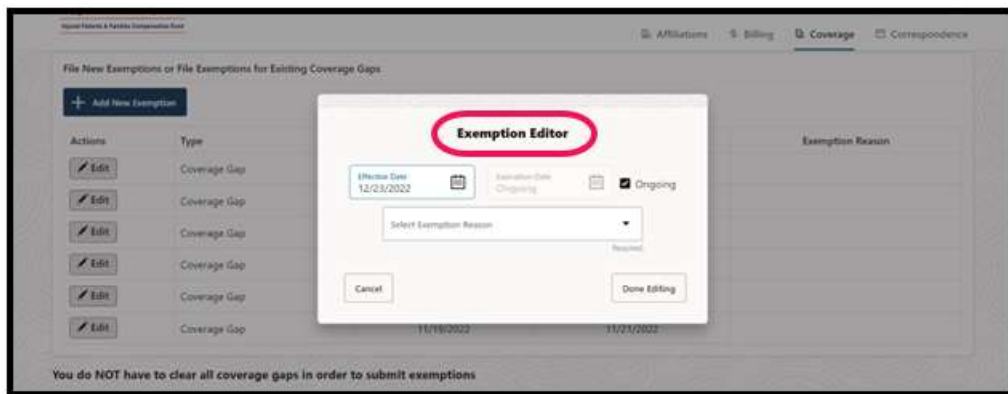
The screenshot shows the 'Coverage Gaps' screen. The title 'Coverage Gaps' is highlighted with a red arrow. Below the title, there is a button '+ Add New Exemption' and a table listing existing coverage gaps. The table has the following columns: Actions, Type, Effective Date, Expiration Date, and Exemption Reason.

Actions	Type	Effective Date	Expiration Date	Exemption Reason
Edit	Coverage Gap	12/23/2022		
Edit	Coverage Gap	12/17/2022	12/19/2022	
Edit	Coverage Gap	12/10/2022	12/12/2022	
Edit	Coverage Gap	12/03/2022	12/05/2022	
Edit	Coverage Gap	11/23/2022	11/28/2022	
Edit	Coverage Gap	11/18/2022	11/21/2022	

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

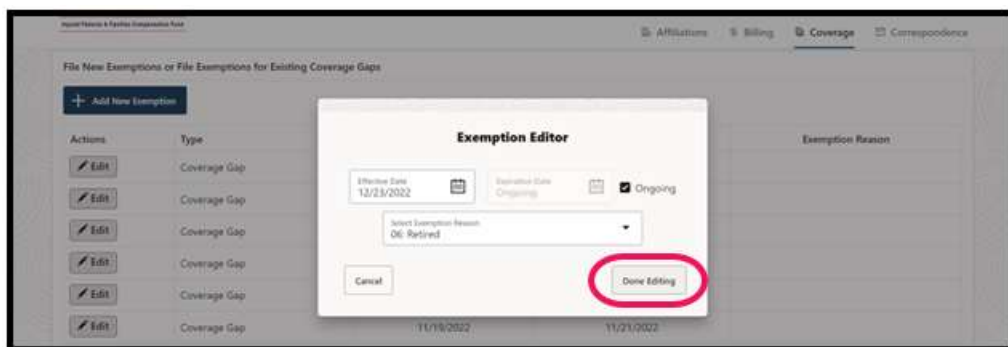


5. This brings up the "**Exemption Editor**" box.

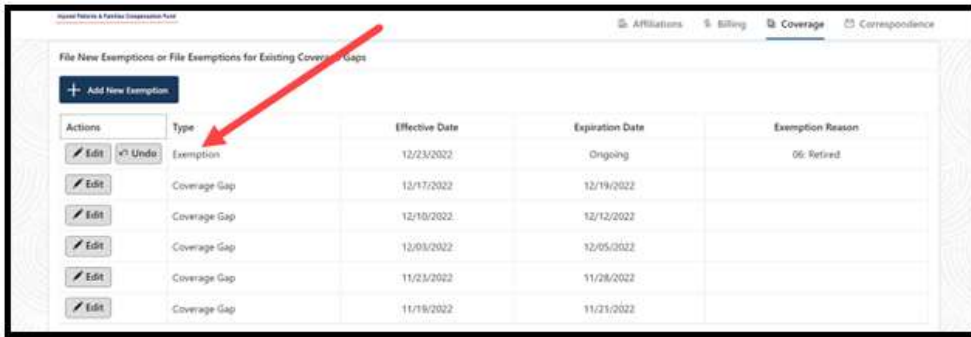


6. In the "**Exemption Editor**" box, revise the dates if needed, and select an exemption reason from the drop-down box. If you choose reason number 7 (not yet practicing), you will need to select an expiration date.

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.



Actions	Type	Effective Date	Expiration Date	Exemption Reason
<input type="button" value="Edit"/> <input type="button" value="Undo"/>	Exemption	12/23/2022	Ongoing	06: Retired
<input type="button" value="Edit"/>	Coverage Gap	12/17/2022	12/19/2022	
<input type="button" value="Edit"/>	Coverage Gap	12/10/2022	12/12/2022	
<input type="button" value="Edit"/>	Coverage Gap	12/03/2022	12/05/2022	
<input type="button" value="Edit"/>	Coverage Gap	11/23/2022	11/28/2022	
<input type="button" value="Edit"/>	Coverage Gap	11/19/2022	11/21/2022	

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

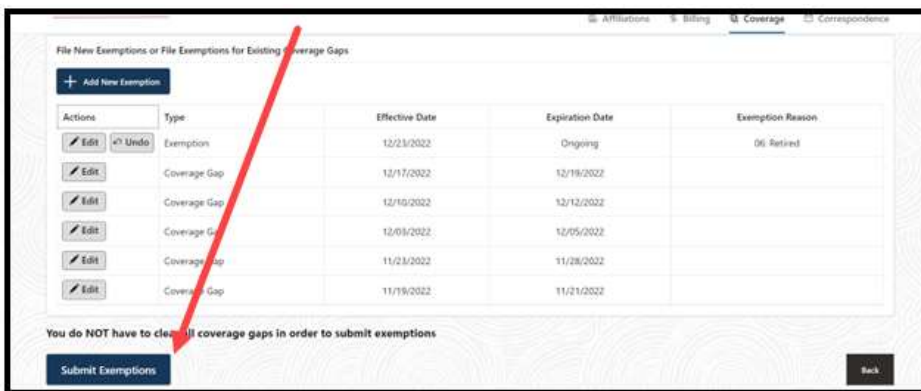
10. If you need to make any changes to the exemptions you have entered, click **“Undo”** before you submit the form. Contact IPFCF staff to make any changes to the submitted exemptions.



Actions	Type	Effective Date	Expiration Date	Exemption Reason
<input type="button" value="Edit"/> <input type="button" value="Undo"/>	Exemption	12/23/2022	Ongoing	01: Practice < 240 Hours Per Year
<input type="button" value="Edit"/>	Coverage Gap	12/17/2022	12/19/2022	
<input type="button" value="Edit"/>	Coverage Gap	12/10/2022	12/12/2022	
<input type="button" value="Edit"/>	Coverage Gap	12/03/2022	12/05/2022	
<input type="button" value="Edit"/>	Coverage Gap	11/23/2022	11/28/2022	
<input type="button" value="Edit"/>	Coverage Gap	11/19/2022	11/21/2022	

You do NOT have to clear all coverage gaps in order to submit exemptions

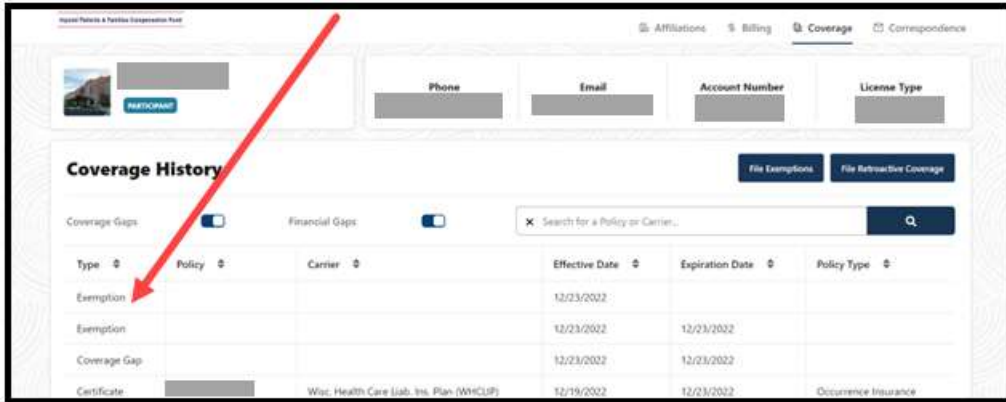
11. Once you have verified that the exemption information is entered accurately, click **“Submit Exemptions”**.



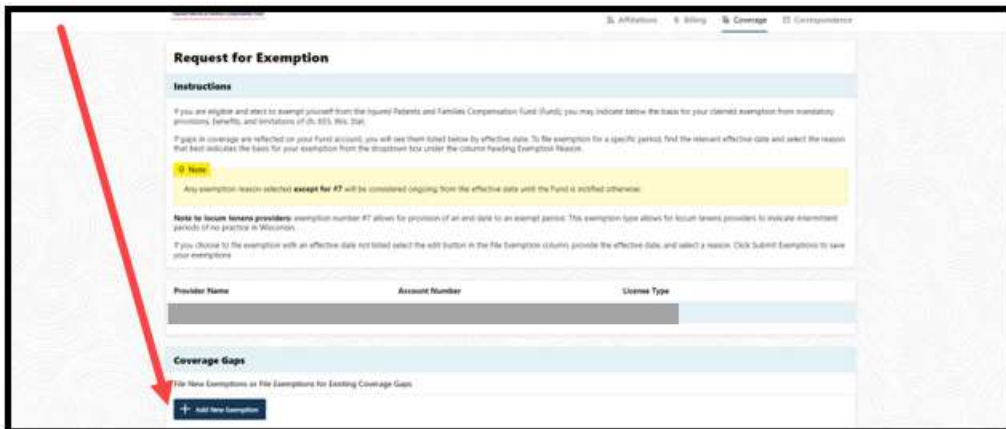
Actions	Type	Effective Date	Expiration Date	Exemption Reason
<input type="button" value="Edit"/> <input type="button" value="Undo"/>	Exemption	12/23/2022	Ongoing	06: Retired
<input type="button" value="Edit"/>	Coverage Gap	12/17/2022	12/19/2022	
<input type="button" value="Edit"/>	Coverage Gap	12/10/2022	12/12/2022	
<input type="button" value="Edit"/>	Coverage Gap	12/03/2022	12/05/2022	
<input type="button" value="Edit"/>	Coverage Gap	11/23/2022	11/28/2022	
<input type="button" value="Edit"/>	Coverage Gap	11/19/2022	11/21/2022	

You do NOT have to clear all coverage gaps in order to 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.

Provider Name Account Number License Type

Exemption Editor

Effective Date: 10/01/2022 Expiration Date: Ongoing Ongoing

Select Exemption Reason: 06: Retired

Cancel Done Editing

Provider Name Account Number License Type

Coverage Gaps

File New Exemptions or File Exemptions for Existing Coverage Gaps

Add New Exemption

Actions Type Effective Date Expiration Date Exemption Reason

Exemption 10/01/2022 Ongoing 06: Retired

You do NOT have to clear all coverage gaps in order to submit exemptions

16. Click “**Done Editing**”.

Provider Name Account Number License Type

Exemption Editor

Effective Date: 10/01/2022 Expiration Date: Ongoing Ongoing

Select Exemption Reason: 06: Retired

Cancel Done Editing

Provider Name Account Number License Type

Coverage Gaps

File New Exemptions or File Exemptions for Existing Coverage Gaps

Add New Exemption

Actions Type Effective Date Expiration Date Exemption Reason

Exemption 10/01/2022 Ongoing 06: Retired

You do NOT have to clear all coverage gaps in order to submit exemptions

17. Click “**Submit Exemptions**”.

Provider Name Account Number License Type

Coverage Gaps

File New Exemptions or File Exemptions for Existing Coverage Gaps

Add New Exemption

Actions Type Effective Date Expiration Date Exemption Reason

Exemption 10/01/2022 Ongoing 06: Retired

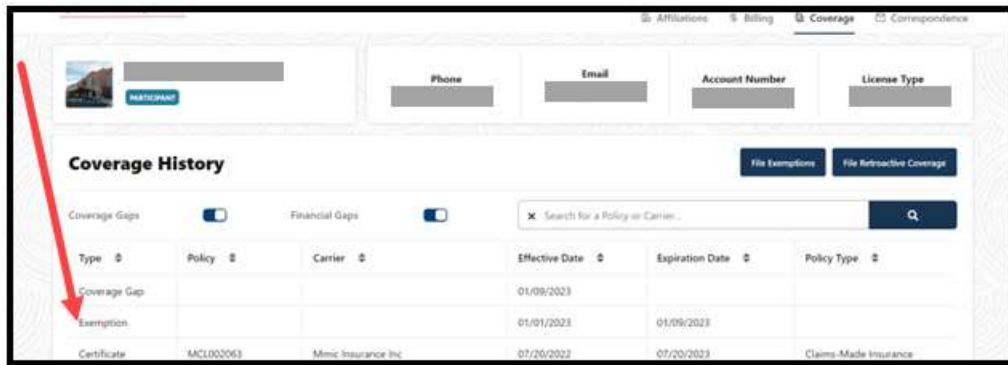
You do NOT have to clear all coverage gaps in order to submit exemptions

Submit Exemptions Back

Please contact us for further information: ocip@hiviscorsun.gov or 608-707-5481

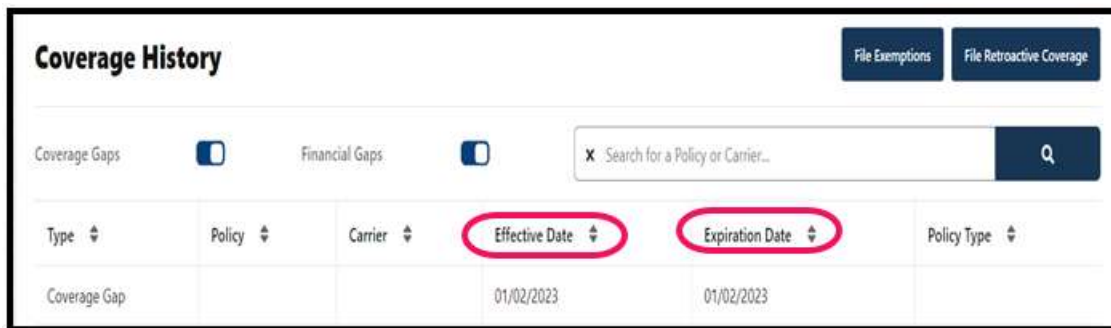
18. You should then see a message stating “**Confirmation! Submission Successful!**” which should clear automatically.

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 Billing Information for Group Coordinators & Employers

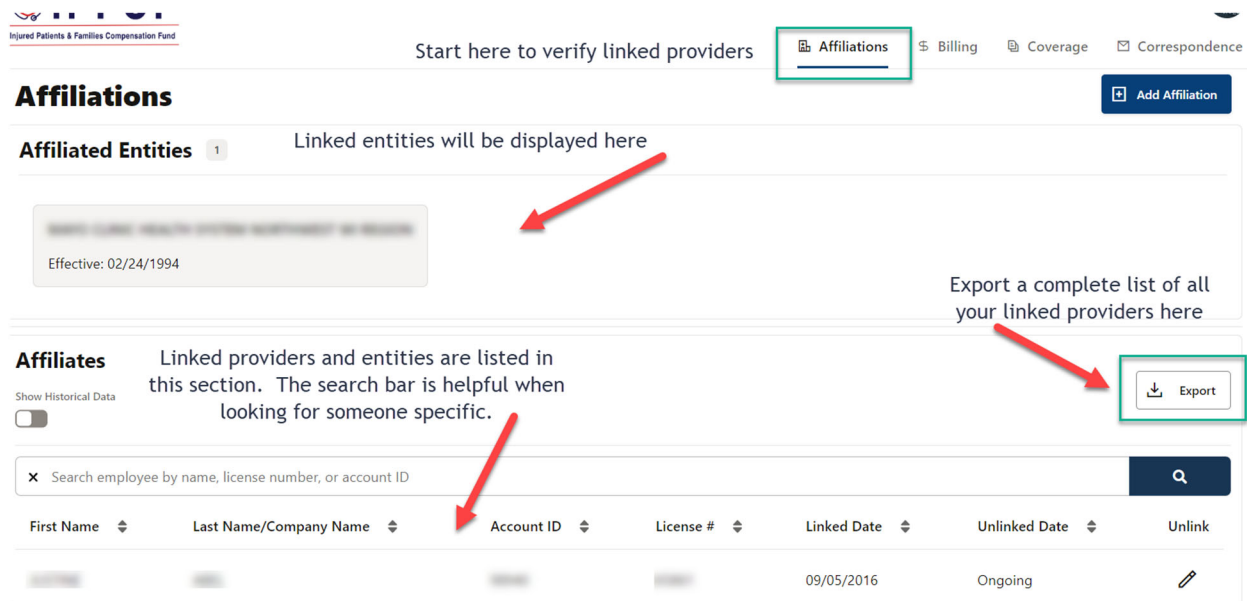
Beginning the first billing cycle for Fiscal Year 2024, all IPFCF providers will receive notice of each billing statement regardless of being linked to an employer or group account.

The linked employer or group coordinator will also receive notice of each billing statement and will be able to pay for all their linked providers from the Provider Portal. Individual and consolidated billing statements will be available.

This change will require each group coordinator to communicate with their IPFCF providers regarding who is responsible for payment.

Group Coordinators and Employers

To prepare for the next billing cycle, it is recommended to verify that all the providers you will be paying for are linked to the group account. This information can be verified by logging onto the group/employer's IPFCF Portal account. From the **Affiliations** tab you can view all the linked entities and all your currently linked providers. The complete list can be exported by selecting the **Export** button on the right-hand side of the screen.



Start here to verify linked providers

Affiliations | Billing | Coverage | Correspondence

Affiliated Entities 1 Linked entities will be displayed here

Effective: 02/24/1994

Export a complete list of all your linked providers here

Affiliates Linked providers and entities are listed in this section. The search bar is helpful when looking for someone specific.

Show Historical Data

Search employee by name, license number, or account ID

First Name	Last Name/Company Name	Account ID	License #	Linked Date	Unlinked Date	Unlink
				09/05/2016	Ongoing	

You will receive a billing statement for each linked entity and provider.

An excel summary of each quarterly bill is downloadable by logging onto the group/employer's IPFCF Portal account. Under the **Billing** tab select the **Statements** button. From there you can select which billing summary you would like to download by billing date. The amounts displayed under this section are a snapshot of what was issued on the billing date.

Billing Statements
Select a Statement to View Invoices

Select the download icon for the date you need a billing summary for.

Billing Date	Total Due	Minimum Due	Number of Invoices	Download
07/01/2023	\$2,223.00	\$816.00	3	
04/01/2023	\$2,149.00	\$1,087.00	3	

The excel billing summary can be submitted to the US Bank with any check payments. However, you must note any changes made to the paid amounts or providers listed on the summary statement prior to sending payment.

The amounts displayed here are a snapshot of what was issued on the billing date.

The individual billing statements can be accessed by double clicking on the billing statement row you are working on.

Billing Statements
Select a Statement to View Invoices

Double click in the billing date row to access the individual billing statements

Billing Date	Total Due	Minimum Due	Number of Invoices	Download
07/01/2023	\$2,223.00	\$816.00	3	
04/01/2023	\$2,149.00	\$1,087.00	3	

Check any or all of the boxes in front of each provider's name to select which detailed billing statements you want to download or print.

Billing Summary - 07/01/2023

[Return To Statements](#)

Total Invoices 3 Minimum Due \$816.00 Total Due \$2,223.00

[Download & Print Selected](#) \$ Pay

Show Paid Minimum Show Paid Total

Check the boxes for the invoices you want then Download & Print

<input type="checkbox"/>	Name	Account #	Group #	CheckDigit	Min Due	Total Due	Payment Status
<input type="checkbox"/>				AA	\$247.00	\$715.00	NEW
<input type="checkbox"/>					\$333.00	\$666.00	NEW
<input type="checkbox"/>				JA	\$236.00	\$842.00	NEW

Check any or all of the boxes in front of each applicable provider's name when you are ready to make a payment.

Billing Summary - 07/01/2023

[Return To Statements](#)

Total Invoices 3 Minimum Due \$816.00 Total Due \$2,223.00

[Download & Print Selected](#) \$ Pay

Show Paid Minimum Show Paid Total

Check the boxes for the invoices you want to make payment on.

<input type="checkbox"/>	Name	Account #	Group #	CheckDigit	Min Due	Total Due	Payment Status
<input type="checkbox"/>				AA	\$247.00	\$715.00	NEW
<input type="checkbox"/>					\$333.00	\$666.00	NEW
<input type="checkbox"/>				JA	\$236.00	\$842.00	NEW

The **Pay** button will take you to the next screen where you can select whether you want to pay the total due or the minimum due by individual provider. After you have selected which accounts and the amount you wish to pay, use the **Continue Payment** button to make a credit card or ACH payment.

Review Invoices to Pay

[Select Payment](#)

Pay Total For All Invoices If paying the total due for all the invoices click here Use the pay total toggle if you will not be paying the total for each provider included in your billing summary

Date	Name	Account Number	Minimum Due	Total Due	Pay Total?
2023-07-01			\$333.00	\$666.00	<input checked="" type="checkbox"/>
2023-07-01			\$236.00	\$842.00	<input type="checkbox"/>
2023-07-01			\$247.00	\$715.00	<input checked="" type="checkbox"/>

Payment Amount
\$1,617.00

Click here after selecting the payment amounts per provider account

[Continue Payment](#)

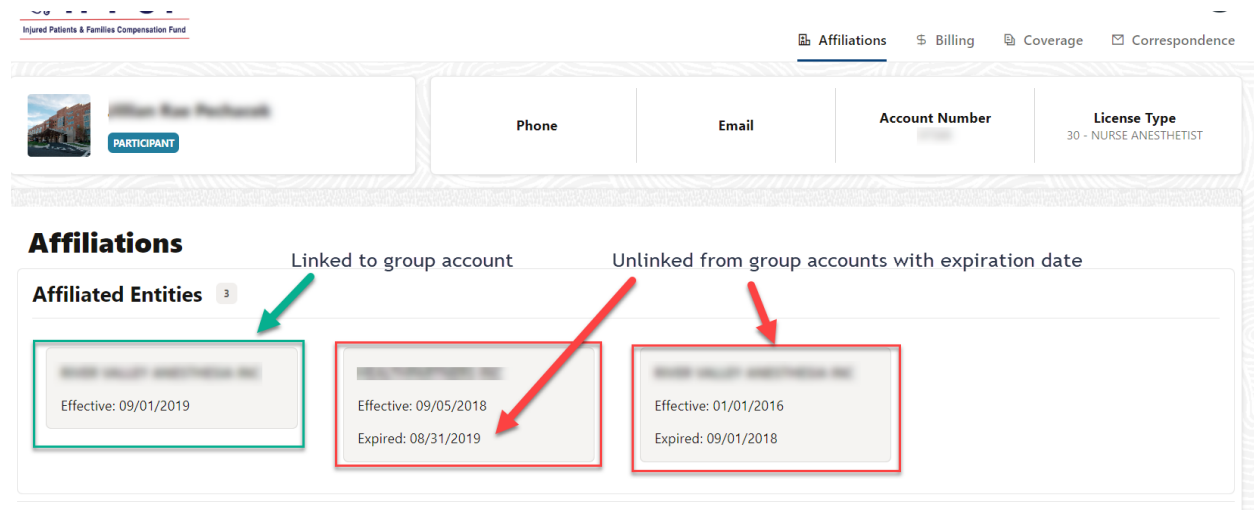
IPFCF Billing Information for Individual Providers with an Employer or Group Payor

Beginning the first billing cycle for Fiscal Year 2024, all IPFCF providers will receive notice of each billing statement regardless of being linked to an employer or group account.

The linked employer/group coordinator will also receive notice of each billing statement and will be able to pay for all their linked providers from the Provider Portal.

It will be important to know whether your employer or someone else will be paying for your IPFCF coverage and how they are to be notified. Not all employers/groups use linking as their process to receive the IPFCF billing statements.

To prepare for the next billing cycle, verify whether you have been linked to your paying employer or administrative group's IPFCF account. You can verify this by logging onto your IPFCF Provider Portal account. Under the **Affiliations** tab, all the employee groups you have been linked to will be displayed. If there is an effective date and an expiration date listed, you are NOT linked to that group account. If the listed affiliate shows an effective date only, then you are linked to that group account, and they will also receive a billing statement for your IPFCF coverage.



The screenshot shows the IPFCF Provider Portal interface. At the top, there are navigation tabs: Affiliations, Billing, Coverage, and Correspondence. Below the navigation, there is a header section with a profile picture, name, and a 'PARTICIPANT' button. To the right of the header, there are fields for Phone, Email, Account Number, and License Type (30 - NURSE ANESTHETIST). The main content area is titled 'Affiliations' and contains a section for 'Affiliated Entities' with a count of 3. Three entities are listed, each with an effective date and an expiration date. A green arrow points to the first entity, which is labeled 'Linked to group account'. Two red arrows point to the second and third entities, which are labeled 'Unlinked from group accounts with expiration date'.

Entity	Effective Date	Expiration Date	Status
[Redacted]	09/01/2019		Linked to group account
[Redacted]	09/05/2018	08/31/2019	Unlinked from group accounts with expiration date
[Redacted]	01/01/2016	09/01/2018	Unlinked from group accounts with expiration date

To view or print your IPFCF billing statement go to the **Billing** tab on your IPFCF Provider Portal account and select the **Invoices** button. Each billing statement is listed by date. The amounts displayed here are a snapshot of what was issued on the billing date.

The screenshot shows the 'Billing' tab selected in the top navigation. Below the navigation bar, there are tabs for 'Balance', 'Invoices', and 'Transactions'. The 'Invoices' tab is active. Below the tabs, there are two toggle switches: 'Show Paid Minimum' (turned on) and 'Show Paid Total' (turned off). A table lists two invoices:

Invoice Date	Minimum Due	Total Due	Payment Status
<input checked="" type="checkbox"/> 2022-12-15	\$801.00	\$1,602.00	NEW
<input type="checkbox"/> 2023-03-15	\$902.00	\$1,804.00	NEW

If timely payment is not made, you and your linked employer/group coordinator will be notified of the financial noncompliance. All financial noncompliance letters will be posted to the **Correspondence** tab under the **Financial Letters** heading.

The screenshot shows the 'Correspondence' tab selected in the top navigation. On the left, there is a 'Correspondence Information' sidebar with 'Total Letters' (0) and 'Urgent Letters' (0). The main area is titled 'My Correspondences' and includes a search bar with a 'Download & Print' button. Below the search bar, there are two expandable sections: 'Coverage Letters' (No items to display) and 'Financial Letters' (No items to display). The 'Financial Letters' section is highlighted with a red box.

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.