



Requesting New Access to External Review System Applications in the ODI Gateway

Purpose: Step-by-step instructions on how to request access to additional ODI Gateway application(s). ODI realizes many people need access to more than one Gateway application – and we are adding new applications in the Gateway all of the time. This document describes how to request access to additional applications, including access to ODI External Review System applications.

Keep in mind that access to some applications are subject to review by ODI staff and it may take up to forty-eight (48) hours to receive notification of approval or denial.

Note: *Some images give examples of applications for which you do not and will not need access. This is for illustrative purposes only.*

Contact: For assistance, you may contact the ODI external review program administrator at External.Review@insurance.ohio.gov or (614) 644-0188.

Note: This process applies to accounts that use the ODI Gateway to access applications; and, in particular, ODI External Review System applications.

Gateway location: <https://gateway.insurance.ohio.gov>

Step 1: Open a browser and log in as you normally would. The screen should look like Figure 1 below. Click the link as shown in Figure 1.

Note: *The red outlines will not appear on your screen.*

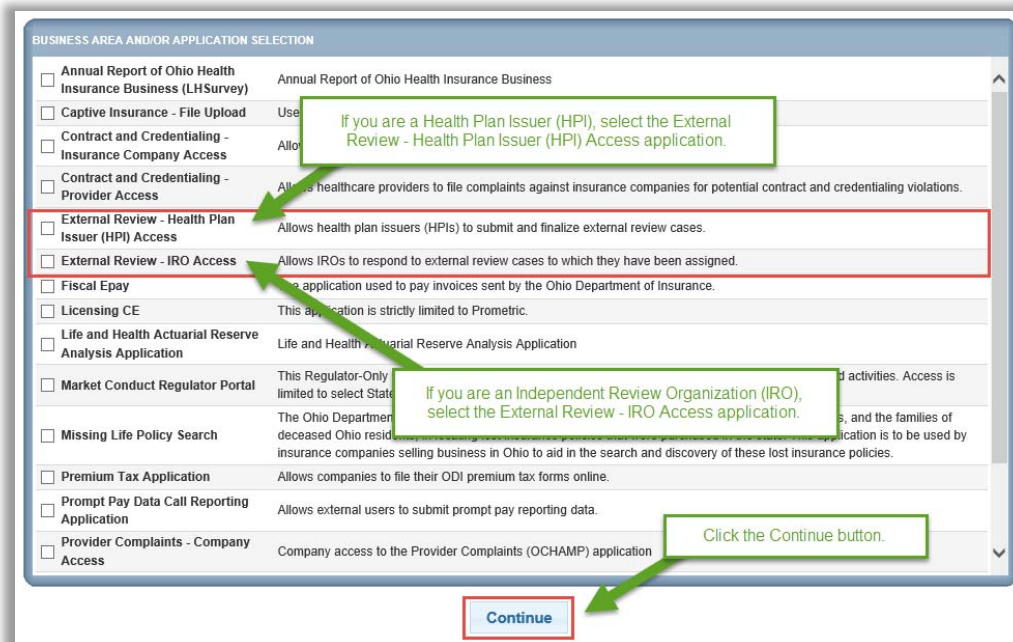
Figure 1:



Step 2: You will receive a screen much like the one in the screen shot below. Select the application for which you need access, then click the Continue button.

Note: *The image below is not the exact screen you will see – however, it is functionally the same and visually similar.*

Figure 2:



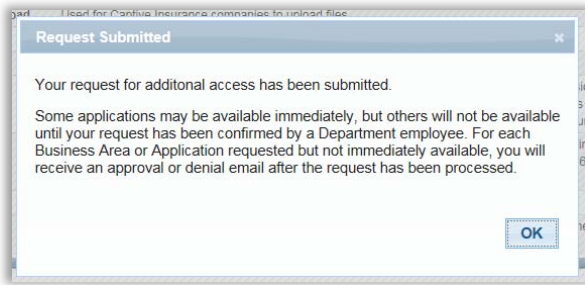
Step 3: After clicking the Continue button, you will receive a pop-up box allowing you to enter information that would be helpful for ODI when evaluating access approval. Please enter a brief description of how you will be using your access to the ODI External Review System (e.g., to submit External Review cases on behalf of your organization, to report review decisions on assigned reviews, etc.). This information is not required to submit your request; however, it is helpful to ODI in processing your request most efficiently.

Click the Save button to submit your request.

Step 4a: Figure 4 shows the message you will receive after submitting your request. Any application access request that does not need additional approval will be in your list of applications after you log in. Application access requests that require additional approval will be processed with an approval or denial within forty-eight (48) hours.

Click the OK button.

Figure 4:



Step 4b: You will now be redirected to your list of approved applications. Any application(s) that does not need additional approval will now be in this list. See Figure 5. You will also receive an email indicating your approval (Figure 6).

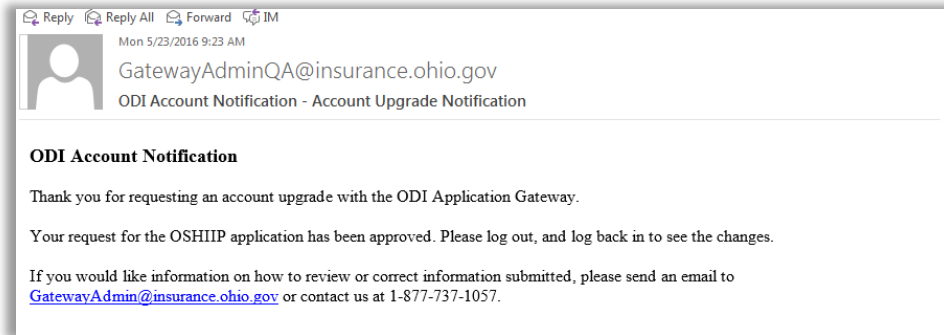
Access to the External Review IRO application requires additional approval by the ODI external review program administrator, whereas access to the Health Plan Issuer application to submit an External Review case does not.

Note for IRO users: *If you need access to report the review result for an Expedited External Review case, do not wait – contact ODI immediately!*

Figure 5:



Figure 6:



Step 5 – Approval: After ODI review of any applications needing further approval, you will also receive an email indicating approval or denial. Figure 7 shows the approval email. Figure 8 shows the additional application access.

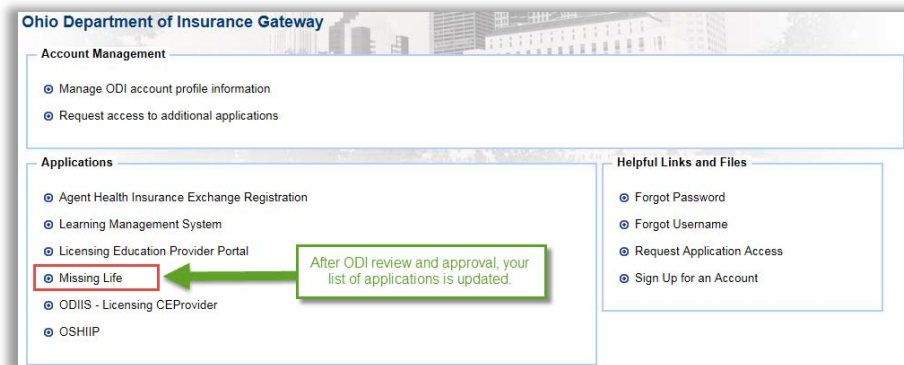
Note for Health Plan Issuers:

This process does not create Health Plan Issuer affiliations. Without an affiliation you can only view External Review cases that you have personally submitted for a Health Plan Issuer. Instructions for establishing Health Plan Issuer affiliations will be forthcoming in the ODI External Review System User Guide.

Figure 7:



Figure 8:

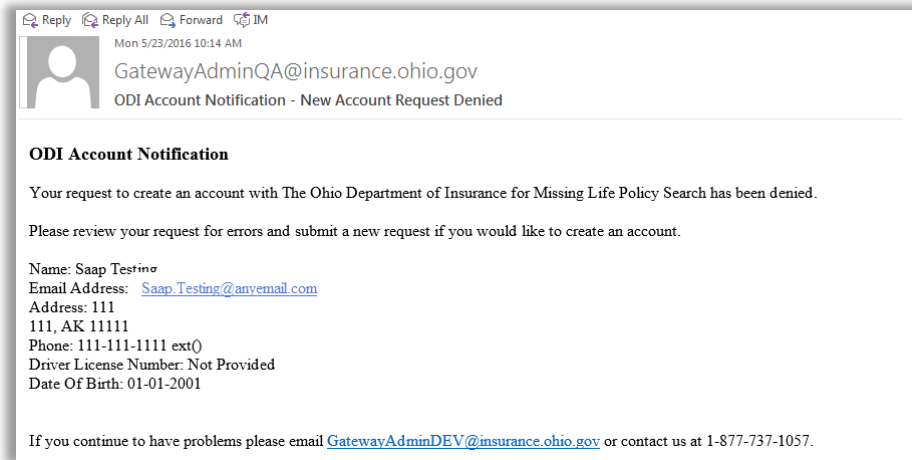


Step 5 – Denial:

Should your request be denied, you will receive an email such as the one shown in Figure 9.

You may directly contact the ODI external review program administrator at External.Review@insurance.ohio.gov or (614) 644-0188 for further assistance with a denied request.

Figure 9:



Finished! You have now completed the process to add additional ODI Gateway application access to your account for the ODI External Review System applications!

Contact: For technical assistance with the ODI Gateway, contact GatewayAdmin@insurance.ohio.gov.

For any urgent External Review situation or for questions regarding External Review System application access, procedures, and requirements, please directly contact the external review program administrator at External.Review@insurance.ohio.gov or (614) 644-0188.