Creating a New ODI Gateway Account for Access to the External Review System Applications

Purpose: Step-by-step instructions on how to create a new ODI Gateway account for access to ODI Gateway applications, including the ODI External Review System applications.

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

Notes: This process applies to accounts for applications that use the ODI Gateway.

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

ODI takes our responsibility to safeguard user data seriously. As such, ODI reserves the right to verify information submitted and, if the account is for business purposes, to verify the requestor’s authorization to perform the functions inherent to the application access requested. This is true for initial account requests and/or upgrade requests.

Step 1: Open a browser and navigate to the Gateway location. The screen should look like Figure 1 below.

Step 2: Using your mouse, click on the button to create an account; located in Figure 1 by the red outline.

Notes: The red outlines will not appear on your screen. Also, the account information shown is not for a valid Gateway account. You must enter information specific to your situation when requesting an account.

Figure 1:

![Application Gateway Screen](image-url)
Step 3: The screen shown in Figure 2 explains some of the measures ODI takes to safeguard data and how we may use that data. Figure 2 is only a partial image of this screen.

You must agree to the information on this screen or you will not be able to proceed.

Click the "I Agree" button at the bottom to continue.
Step 4: On the following page, you will be asked to select the application to which you are requesting access. (If you already have a Gateway account, you are in the wrong place. Please read the guide for updating your Gateway account access.) Figure 3 shows an the list of available applications. (Keep in mind the list of available applications can change over time.)

Select the application you need:
- If you are a Health Plan Issuer (HPI) or acting on behalf of an HPI, select the “External Review – Health Plan Issuer (HPI) Access” application to submit, track, and/or report outcome information for External Review cases.
- If you are an Independent Review Organization (IRO) select the “External Review – IRO Access” application to track and report outcome information for External Review cases assigned to your organization for review.

Then, click the Continue button at the bottom of the screen.
Figure 3: 

Step 5: 

The next screen (Figure 4) explains that you must only create an account for yourself to use and the rules that govern your use of this account. It also states that ODI may terminate an account without notice should these rules not be followed. ODI takes very seriously our commitment to securing the data you provide to us as well as the information we may collect from citizens of Ohio. Adhering to these rules is one way we maintain security.

If you have any questions about the rules in Figure 4, please contact the ODI external review program administrator using the contact information at the top of this document.

Click the checkbox affirming that you agree to follow these rules.
Step 6: Please enter all required fields on the Personal Information screen (Figure 5). Access to some applications may require more detailed information than access to other applications. At the bottom, enter the letters and/or numbers to verify you are human, then click the Continue button.

Note: Do not enter information in the optional Organizational Affiliation section. Doing so will not automatically create affiliations.
Figure 5:
Step 7: The screen will now display a confirmation message (Figure 6) and you will receive a confirmation email (Figure 7) at the email address you entered. If the application you requested access to requires review by an ODI employee (i.e., you work for an IRO), you will not receive the confirmation email immediately.

If you do not receive the confirmation email within 2-3 business days, please check your spam filter and ask your IT department if the email could have been stopped before it was delivered to you. If you still can’t find the email, please contact the ODI external review program administrator using the contact information at the top of this document, citing the confirmation number.

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

Figure 6:

![Confirmation Message](image)

Figure 7:

![Confirmation Email](image)

Step 8: Please click the link in the confirmation email. You will now create your password. Remember to record your password when you create it – your password will not be disclosed in the final account creation email confirmation.

Follow the steps in the next three images (Figures 8, 9 and 10).
**Finished!** You have now successfully created your Gateway account. Your username is displayed on the screen (Figure 11), and your password is what you entered in the previous step. You will also receive a final confirmation email with your username.

*Figure 11:*

![Image of Ohio Department of Insurance Account Confirmed]

**Contact:** For technical assistance with Gateway account creation, please 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.