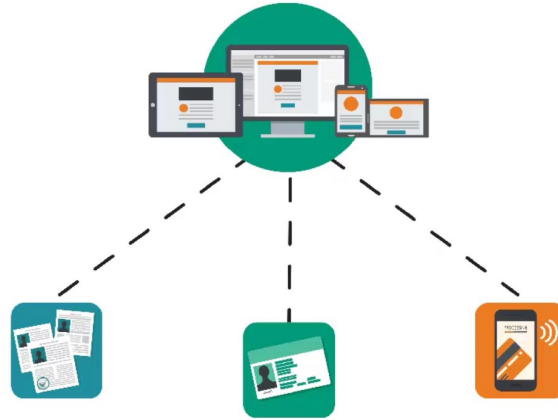


**MQA Online Services Portal:
Professional Liability Coverage
User Guide**

Welcome to the Division of Medical Quality Assurance's help tutorial. This user guide will instruct you how to log into the MQA Online Services Portal and access the Update Professional Liability Coverage form.



To begin the registration process, click the link provided to visit the MQA Online Services Login Page shown below. Select "Returning Applicant/Licensee Login"

<https://mqa-vo.doh.state.fl.us/datamart/voservicesportal/>

The screenshot shows the MQA Online Services portal. At the top left is the Florida Health Medical Quality Assurance logo. The main heading is "MQA Online Services". A navigation bar includes links for Home, FL HealthSource, File a Complaint, FAQs, and Telehealth. The page is divided into two main sections: "Licensed Practitioner Login" and "Other Users Login Options". The "Licensed Practitioner Login" section has input fields for "Licensee's Last Name", "Licensee's SSN", and "Licensee's Date Of Birth", followed by a "Login" button. A note below states: "NOTE: Not all mobile devices are fully compatible with the online system at this time. It is highly recommended that you have access to a desktop or laptop computer." The "Other Users Login Options" section has several buttons: "Create New Applicant Account", "Business Establishment / School", "Returning Applicant / Licensee Login" (highlighted with a red box and a red arrow), and "Prescription Pad Vendor Login". At the bottom, there are links for "Click here for Out-of-State Telehealth" and "Click here for Other Payer". The footer contains links for "Privacy Statement", "Disclaimer", "Feedback", and "Email Advisory", along with copyright information and the Florida Health logo.

Enter the User Name and Password that was provided in your registration email, then click the Login button.

The screenshot shows the 'MQA Online Services' login page. At the top left is the Florida Health logo. The main heading is 'MQA Online Services'. A navigation bar contains links for Home, FL HealthSource, File a Complaint, FAQs, and Telehealth. The central 'Login' form includes a 'User ID*' field with the email 'gina.schendowich@gmail.com', a 'Password*' field with masked characters, and a teal 'Login' button. Below the form are links for 'Forgot user ID?', 'Forgot password?', and 'Create a new account'. The footer contains links for 'Privacy Statement', 'Disclaimer', 'Feedback', and 'Email Advisory', along with copyright information for 2024 FL HealthSource and the Florida Department of Health.

If the system prompts you to change your password, enter the temporary password provided in the email in the “Old/Temporary Password” field. Enter a new password in the “New Password” field and the “Confirm Password” field. Note the password requirements shown at the top of the page. Once you’ve entered a password that meets the requirements, select “Save.”

The screenshot shows the 'MQA Online Services' password reset page. It features the Florida Health logo and the heading 'MQA Online Services'. A user is logged in as 'R, Busta', with links for 'Update Account', 'Logout', and 'Contact Us'. The 'Reset Password' section lists requirements for a new password: minimum 8 characters, at least one uppercase and lowercase letter, at least one number, at least one special character, and not matching the user ID or its variations. Below the list are three input fields for 'Old/Temporary Password', 'New Password', and 'Confirm Password'. A blue 'Save' button is located at the bottom right. The footer includes the same navigation and copyright information as the login page.

On the MQA Services Online Account Email Verification/Update page, click the Continue button.

Florida HEALTH
Medical Quality Assurance

MQA Online Services

Home | FL HealthSource | File a Complaint | FAQs | Telehealth

MQA Services Online Account Email Verification/Update

Please confirm or add/update your MQA Services Account email address

Email Address:* gina.schendowich@gmail.com

Continue

Privacy Statement | Disclaimer | Feedback | Email Advisory

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Florida Department of Health | Division of Medical Quality Assurance Web Portal

On the main MQA Online Services page, go to your Office Surgery Registration, click on the drop-down menu, select the value of "Update Professional Licensing Coverage", then click the corresponding Select button.

My Dashboard

Important information about your dashboard:

- To download a copy of your e-License, please navigate to the "Licensure Documents" menu located within the "Additional Activities" section below.
- When your profession opens for renewal a "Renew My License" option will become available no later than 90 days prior to your license expiration date. If you do not see the "Renew My License" option, please check back later.
- If you are trying to reactivate from an inactive or a retired status, this cannot be completed online unless you are eligible to reactivate your inactive license during a public health emergency pursuant to s. 381.00315(1)(c)3., Florida Statutes. Please contact your board office for more information.
- If your profession is not in renewal and you need a duplicate license, to request a name change or perform any other license maintenance activity, please choose your option under "Manage My License".
- If you have not yet added your license to your account, you can do this by selecting the "Add My License or Previous Application" option under the "Additional Activities" section below.

To begin, choose an option then hit the "Select" button. You will return to this dashboard after you have finished.

License Information [Show Details](#)
License Number: #1193
License Type: Office Surgery Registration

Manage My License
Office Surgery Registration #1193 [Select](#)

Applicant Activities
1501 - Medical Doctor #175979 [Select](#)

Your “Update Professional Liability Coverage” application should be displayed and available for you to complete and submit.

For additional assistance, please call our MQA Customer Contact Center at 850-488-0595 or use the “Contact Us” link in the top right corner of the Online Services Portal.

MQA Customer Contact Center



Phone:

Monday – Friday
8 a.m. – 6 p.m. EST
850-488-0595

Email:

Click the Contact Us link from your
MQA Online Services account