Open Payments System Quick Reference Guide – Physician and Teaching Hospital Record Review and Dispute Functions

To review your records submitted regarding payments and other transfers of value, as well as ownership and investment interests, from applicable manufacturers and applicable GPOs, execute the steps identified below. Note that you must have successfully registered in both the Enterprise Identity Management System and have requested and received access to the Open Payments system prior to reviewing data in the Open Payments system. For detailed steps and screenshots, please refer to the Open Payments User Guide, Section 9.

1. From within the Open Payments system, select the "Review and Dispute" tab.

2. Select the physician or teaching hospital name, as applicable, and program year you wish to review data for. Click the "Show Records" button.

   Note: If there are records that have been reported for you or a teaching hospital you represent, you will be directed to the "Review and Dispute" page. If there are no records associated with you or your organization, you will receive an error indicating there are no records to review.

3. On the "Review and Dispute" page, you will see a list of all submitted records for the selected physician or teaching hospital. You may filter the records by using the filtering tools in the search box. **To view all of the information available for each record, including links to view the payment record, use the scroll bar at the bottom of the table.**

4. Review your records by scrolling to the right and selecting the "View" link under the "View Record" column. **Note:** Additional information related to your record that is not available in the results table, can be viewed by selecting the "View" link.

5. Based on your review of the information, you have the option to perform the following actions on each record:
   a. **Affirm** – confirms the payment or other transfer of value as identified. You may affirm a record as long as the selected record does not have any disputes in an initiated or acknowledged status.
   b. **Dispute** – disputes the payment or other transfer of value reported.
   c. **Withdraw** –withdraws a dispute you previously initiated.

6. To perform one of these actions, select the desired record(s) and click on the corresponding button on the "Review and Dispute" landing page (e.g., "Affirm Record", "Dispute Record", or "Withdraw Dispute"). Follow the on-screen text to complete the desired action. **Note:** All comments submitted as your reasons for dispute will be made available to the applicable manufacturer or applicable GPO that submitted the record. Additionally, an email will be sent to them notifying them of all dispute or withdrawal actions. If a dispute is initiated for multiple entities at the same time, the same comments will be sent to all entities.