

## Update Insurance Information

**Overview:** It is the responsibility of the service administrator and users to keep the information on their service up to date and accurate in the MTLIS Online System. Correspondence with your service that include important notices, renewal and licensing information, and inspection updates will be sent using the information you provide and maintain in the system.

Insurance information must also be kept current and up to date in the MTLIS Online System. A current Certificate of Insurance must also be uploaded into the system.

**NOTE: All medical transportation services are required to maintain general and vehicle liability insurance at all times while licensed.**

If you have already registered with Identity Manager, you can log into the system using the following link: <https://services.dps.ohio.gov/EMSMTLS/>

# Steps to Update Insurance Information

NOTE: Please refer to the “**MTLS Online System User Manual**” for more detailed instructions on navigating in the system.

## Step 1.

- Log into the system:

## Step 2.

- From the system home page, hover over the “Action” area in the “Active / Pending Service Applications(s)” area of the service license you want to update. A pop-up will appear. Click on “Update”

## Step 3.

- Select the Insurance tab.

## Step 4.

- To update insurance information, select “+ Add General Insurance” or “+Add Vehicle Insurance”.
- Add update or new insurance information, then select “Save”.
- To delete the incorrect or expired insurance information, hover over the “Action” area then select “Delete”
- When you are done making updates, select “Save and Continue”

## Step 5.

- Select the Documents tab.

## Step 6.

- Select “Add Document”
- Select Certificate of Insurance from the drop down menu under Document Type

## Step 7.

- Scan and save the Certificate of Insurance as a PDF on your computer then upload the file.

**Step 8.**

- Select the Confirmation tab.
- Confirm that the information you updated is correct.
- Check the attestation box at the bottom of the page, then select “Save and Continue”