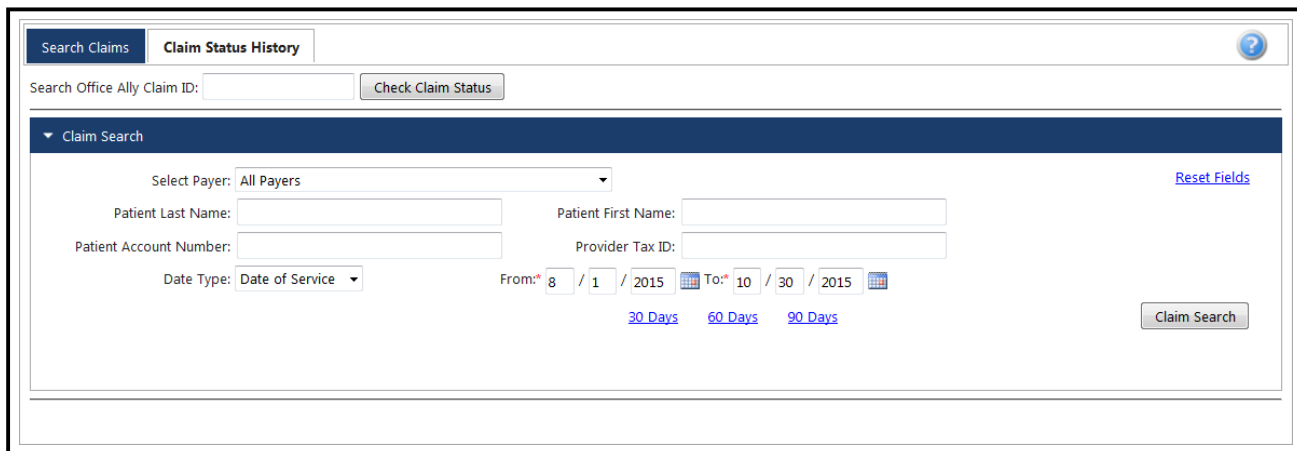


Office Ally provides a CORE compliant real-time service that allows users to check the status of a claim that has been submitted to a payer electronically via Office Ally.

To access this feature, log into the Service Center and click on the **Real Time Claim Status** link. The **Claim Status** page will display with two tabs:

- **Search Claims Tab:** Check claim status based on Office Ally Claim ID or Patient/Provider information.
- **Claim Status History Tab:** Displays claim status results for claims you've previously checked status on.

Click on the Help icon  in the upper right corner to access this User Manual at any time.



SEARCH CLAIMS TAB

The **Search Claims** tab is where you initiate claim status requests. There are two ways to initiate a claim status request: entering the Office Ally Claim ID or performing a Claim Search and selecting claims from the search results.

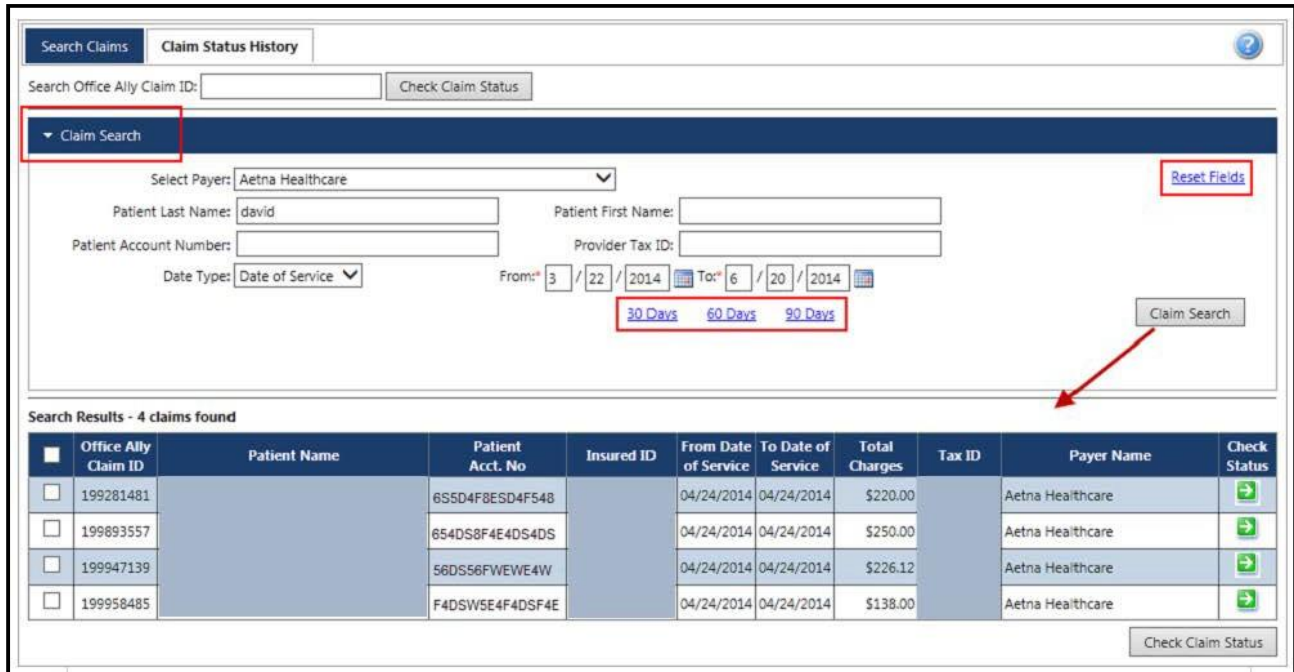
Search by Office Ally Claim ID

If you have the Office Ally Claim ID, you can enter it in the “Search Office Ally Claim ID” field and click the **Check Claim Status** button, which submits the real-time check, and display the results.







Search by Office Ally Claim ID

To search for claims, use the criteria in the **Claim Search** section of the **Search Claims** tab. You can narrow the search by payer, by patient, by provider, and/or by dates. You can click on the **30 Days**, **60 Days**, or **90 Days** links to auto-populate the date range. To clear your search, click the **Reset Fields** link. Click the **Claim Search** button to display the results below the search criteria.

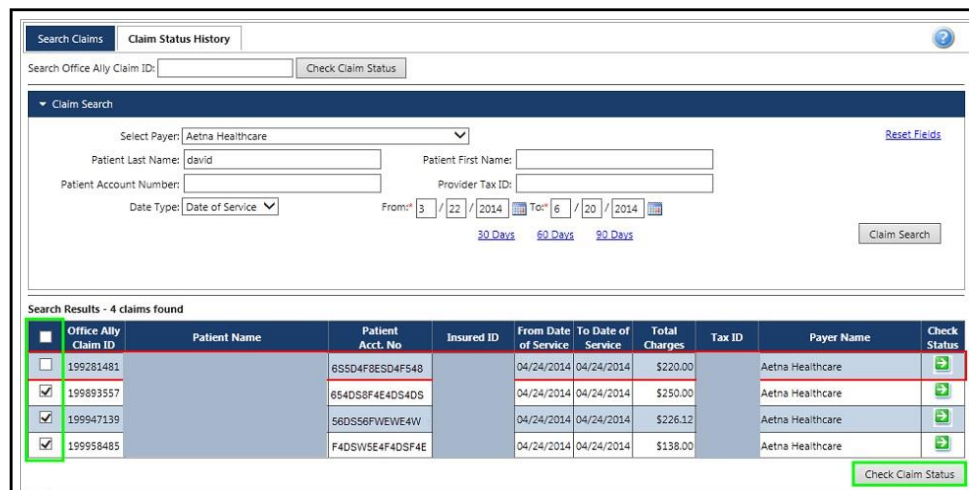


The screenshot shows the 'Search Claims' tab with the 'Claim Search' section expanded. The search criteria include: Select Payer: Aetna Healthcare, Patient Last Name: david, Patient First Name: (empty), Patient Account Number: (empty), Provider Tax ID: (empty), Date Type: Date of Service, From: 3/22/2014, To: 6/20/2014. Below the criteria are links for '30 Days', '60 Days', and '90 Days'. A 'Reset Fields' link is in the top right. A 'Claim Search' button is at the bottom right. Below the search criteria, the 'Search Results - 4 claims found' table is displayed.





Office Ally Claim ID	Patient Name	Patient Acct. No	Insured ID	From Date of Service	To Date of Service	Total Charges	Tax ID	Payer Name	Check Status
199281481		6S5D4F8ESD4F548		04/24/2014	04/24/2014	\$220.00		Aetna Healthcare	
199893557		654DS8F4E4DS4DS		04/24/2014	04/24/2014	\$250.00		Aetna Healthcare	
199947139		56DS56FWEWE4W		04/24/2014	04/24/2014	\$226.12		Aetna Healthcare	
199958485		F4DSW5E4F4DSF4E		04/24/2014	04/24/2014	\$138.00		Aetna Healthcare	


A red arrow points from the 'Claim Search' button to the 'Check Status' column in the results table.

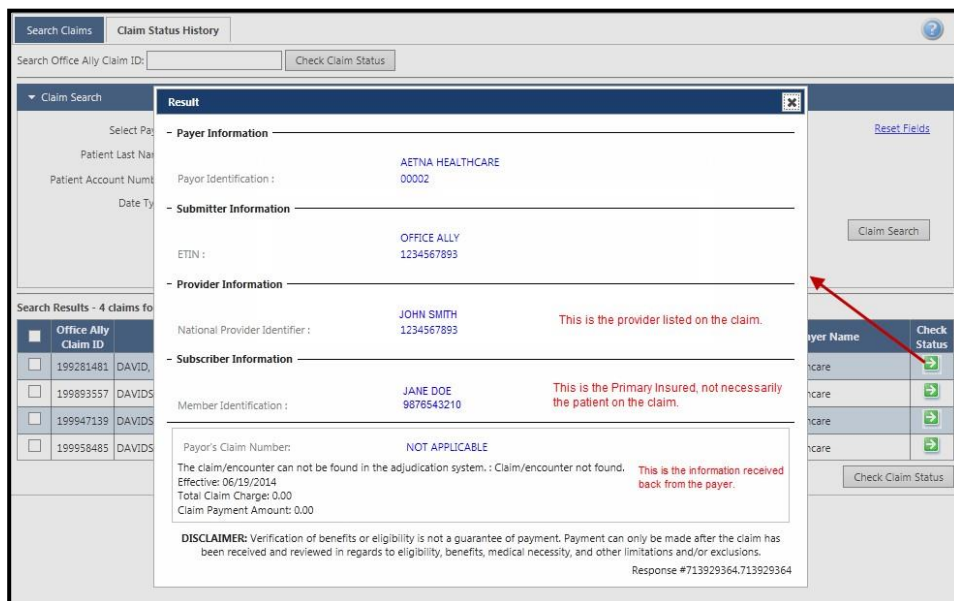
From the Search Results grid, you can check the claim status for one claim at a time or multiple at once. To check one, click the icon in the "Check Status" column (shown in red). To check multiple, select the checkboxes in the far-left column, and then click the **Check Claim Status** button (shown in green).



The screenshot shows the same 'Search Claims' tab with the 'Claim Search' section expanded. The search criteria are the same as in the previous screenshot. Below the criteria, the 'Search Results - 4 claims found' table is displayed. In this screenshot, the checkboxes in the far-left column are selected for all four claims. The 'Check Status' column shows red checkmarks for each claim. A green 'Check Claim Status' button is visible at the bottom right.

Office Ally Claim ID	Patient Name	Patient Acct. No	Insured ID	From Date of Service	To Date of Service	Total Charges	Tax ID	Payer Name	Check Status
<input checked="" type="checkbox"/> 199281481		6S5D4F8ESD4F548		04/24/2014	04/24/2014	\$220.00		Aetna Healthcare	
<input checked="" type="checkbox"/> 199893557		654DS8F4E4DS4DS		04/24/2014	04/24/2014	\$250.00		Aetna Healthcare	
<input checked="" type="checkbox"/> 199947139		56DS56FWEWE4W		04/24/2014	04/24/2014	\$226.12		Aetna Healthcare	
<input checked="" type="checkbox"/> 199958485		F4DSW5E4F4DSF4E		04/24/2014	04/24/2014	\$138.00		Aetna Healthcare	

If you submit one claim status request at a time using the icon  in the “Check Status” column, or by entering the Office Ally Claim ID, your results will immediately display in a pop-up.



Search Claims | **Claim Status History**

Search Office Ally Claim ID:

Claim Search

Select Patient Last Name
Patient Account Number
Date Type

Result

Payer Information
Payer Identification : AETNA HEALTHCARE 00002

Submitter Information
ETIN : OFFICE ALLY 1234567893

Provider Information
National Provider Identifier : JOHN SMITH 1234567893 *This is the provider listed on the claim.*

Subscriber Information
Member Identification : JANE DOE 9876543210 *This is the Primary Insured, not necessarily the patient on the claim.*

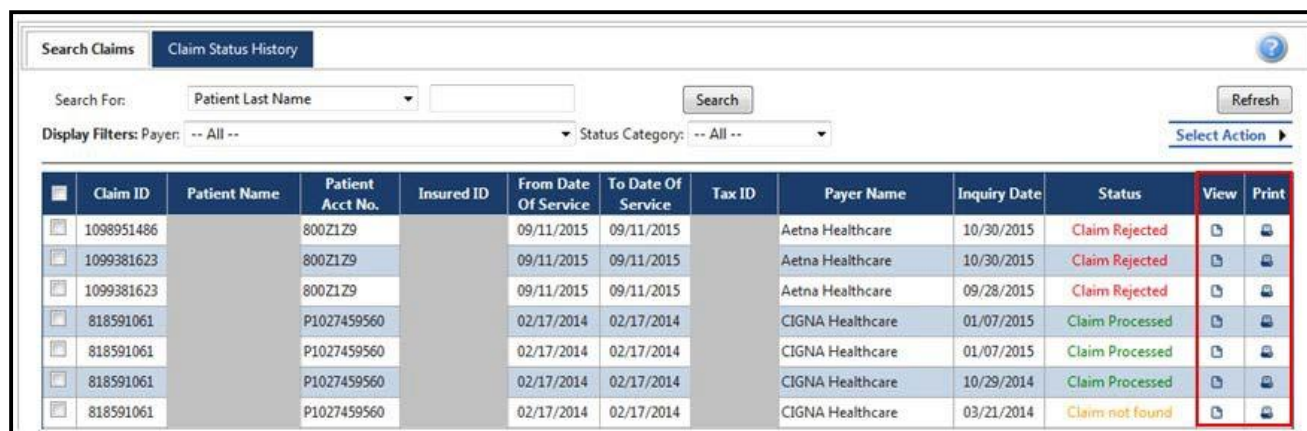
Payor's Claim Number: NOT APPLICABLE
The claim/encounter can not be found in the adjudication system. : Claim/encounter not found. *This is the information received back from the payer.*
Effective: 06/15/2014
Total Claim Charges: 0.00
Claim Payment Amount: 0.00

DISCLAIMER: Verification of benefits or eligibility is not a guarantee of payment. Payment can only be made after the claim has been received and reviewed in regards to eligibility, benefits, medical necessity, and other limitations and/or exclusions.
Response #713929364.713929364

Search Results - 4 claims found

Office Ally Claim ID	Patient Name	Check Status
199281481 DAVID	DAVID	
199893557 DAVIDS	DAVIDS	
199947139 DAVIDS	DAVIDS	
199958485 DAVIDS	DAVIDS	

If you select multiple claim statuses to submit, you will be taken to the **Claim Status History** tab, where you can view or print a result individually by clicking on the appropriate icon in the columns to the far right.



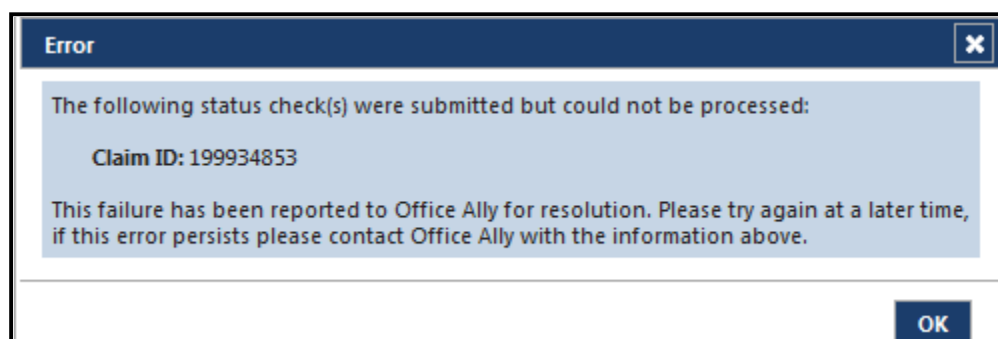
Search Claims | **Claim Status History**

Search For: Patient Last Name

Display Filters: Payer: -- All -- Status Category: -- All --

Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View	Print
1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found		

NOTE: There are instances where claim status check(s) will not be processed for various technical reasons. These errors are automatically reported to Office Ally for resolution.



Error

The following status check(s) were submitted but could not be processed:















Claim ID: 199934853

This failure has been reported to Office Ally for resolution. Please try again at a later time, if this error persists please contact Office Ally with the information above.















CLAIM STATUS HISTORY TAB

The Claim Status History tab lists all the results for the claim status checks submitted. From this tab, you can search for, view, and/or print the claim status results. Use the Search For and Display Filters at the top of the grid to narrow your results based on specific data elements. The results will be sorted by Inquiry Date, to change the display order, click on one of the other column headings.

In the Status column, there are 5 possible statuses that could categorize the claim: **Claim Processed**, **Claim in Process**, **Claim Rejected**, **Transaction Issue**, and **Claim Not Found**. Each status can represent multiple messages about the claim

Search Claims Claim Status History											
Search For:		Patient Last Name		Search		Refresh					
Display Filters:		Payer: -- All --		Status Category: -- All --		Select Action					
<input type="checkbox"/>	Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View Print
<input type="checkbox"/>	1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected	 
<input type="checkbox"/>	1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected	 
<input type="checkbox"/>	1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found	 

To print multiple claim status results at once, select the checkboxes next to the claims statuses, hover over the **Select Action** link, and click **Print Claim Status**.

Search Claims Claim Status History											
Search For:		Patient Last Name		Search		Refresh					
Display Filters:		Payer: -- All --		Status Category: -- All --		Select Action					
<input type="checkbox"/>	Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View Print
<input checked="" type="checkbox"/>	1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected	 
<input type="checkbox"/>	1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected	 
<input checked="" type="checkbox"/>	1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed	 
<input checked="" type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed	 
<input type="checkbox"/>	818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found	 

Print Status Checks - Mozilla Firefox

https://www.officeally.com/ClaimStatus/PrintStatusChecks.htm

Payer Information
Payer Identification: Aetna Healthcare 00002

Submitter Information
ETN:

Provider Information
National Provider Identifier:

Subscriber Information
Member Identification:

Payer's Claim Number:
Claim Number:
The claim/line has been paid: Processed according to contract provisions
Effective: 10/30/2015
Total Claim Charge: 105.00
Claim Payment Amount: 17.54
Payment Date: 09/12/2015
Payment Effective Date: J
Payment Trace Number: 81527146

List Detailed Items
HC: 98940
Service Charge: 45.00
Paid: 8.35
Original Quantity: 1
The claim/line has been paid: Processed according to contract provisions
Effective: 10/30/2015
Date of Service: 09/11/2015-09/11/2015