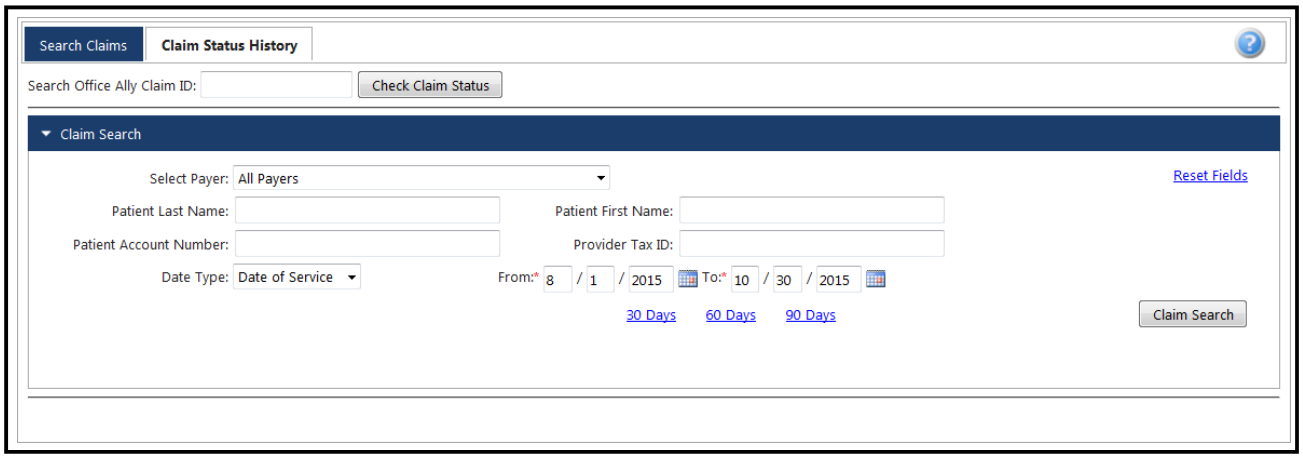
REAL TIME CLAIM STATUS INSTRUCTIONS (SERVICE CENTER)

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

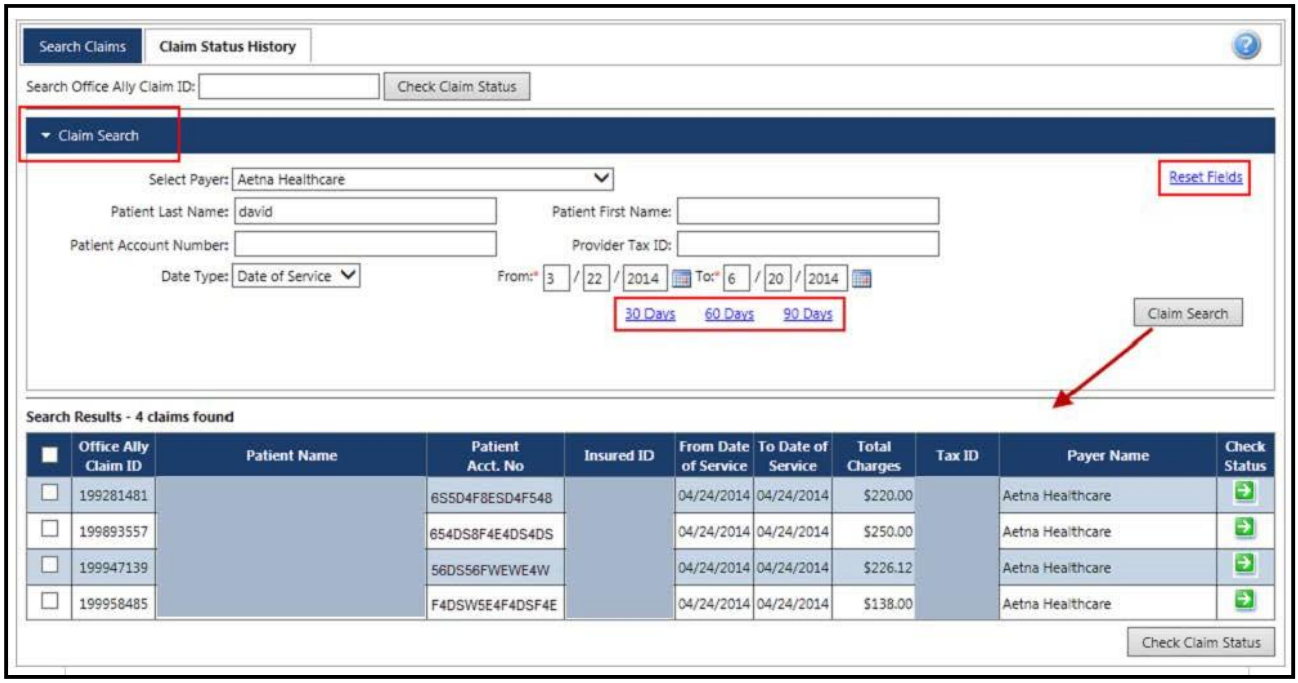
The **Search Claims** tab is where you initiate claim status requests. There are two ways to initiate a claim status request: entering the Office Ally Claim ID or performing a Claim Search and selecting claims from the search results.

Search by Office Ally Claim ID

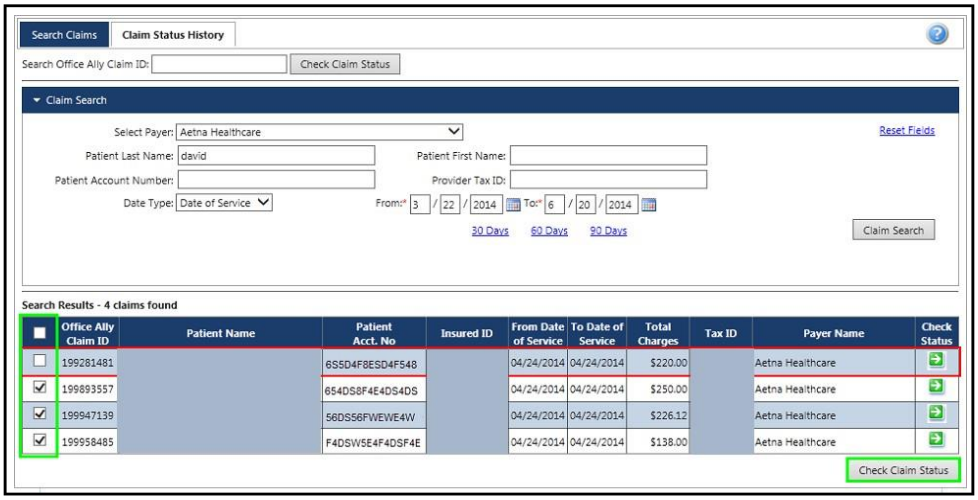
If you have the Office Ally Claim ID, you can enter it in the "Search Office Ally Claim ID" field and click the **Check Claim Status** button, which submits the real-time check, and display the results.

Search by Office Ally Claim ID

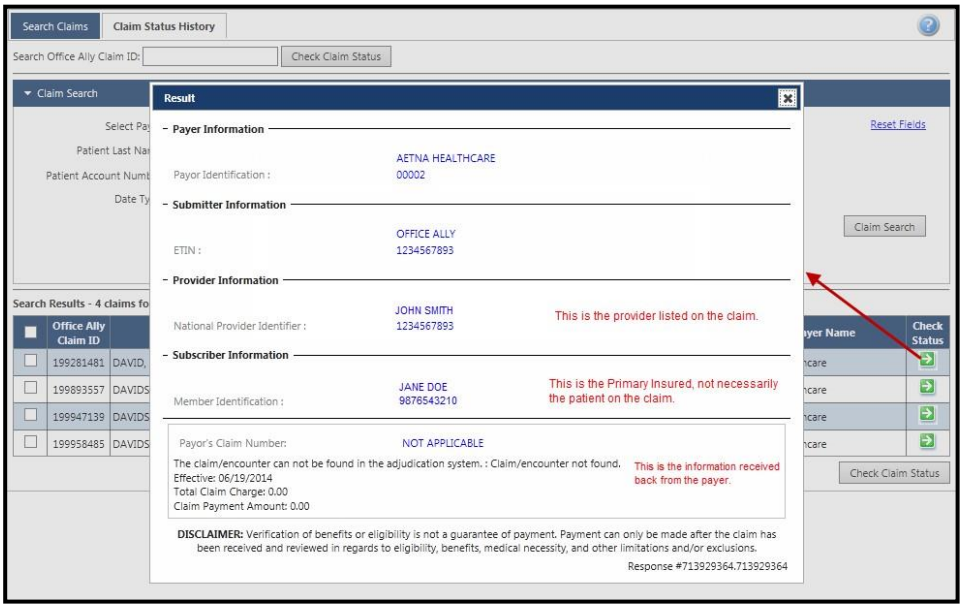
To search for claims, use the criteria in the **Claim Search** section of the **Search Claims** tab. You can narrow the search by payer, by patient, by provider, and/or by dates. You can click on the **30 Days**, **60 Days**, or **90 Days** links to auto-populate the date range. To clear your search,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



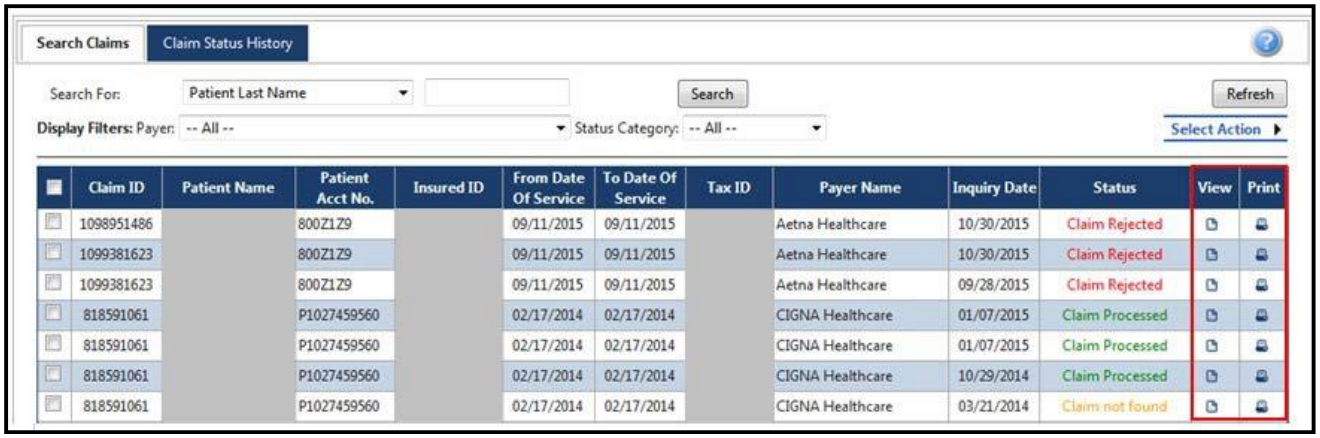
From the Search Results grid, you can check the claim status for one claim at a time or multiple at once. To check one, click the icon in the "Check Status" column (shown in red). To check multiple, select the checkboxes in the far-left column, and then click the **Check Claim Status** button (shown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



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.

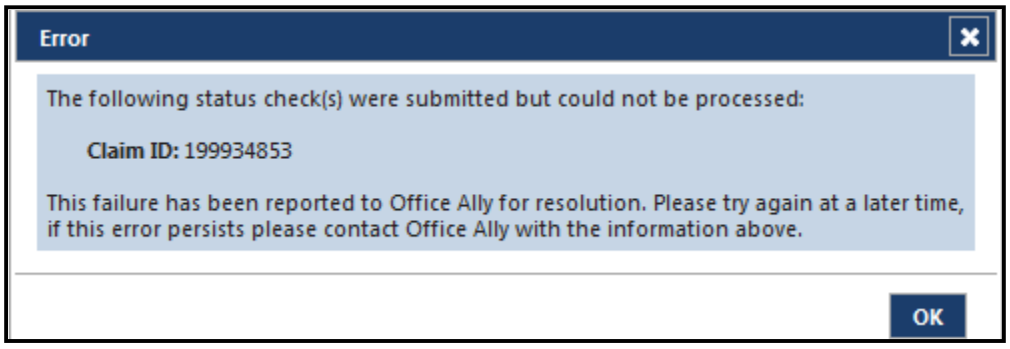


If you select multiple claim statuses to submit, you will be taken to the **Claim Status History** tab, where you can view or print a result individually by clicking on the appropriate icon in the columns to the far right.



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		

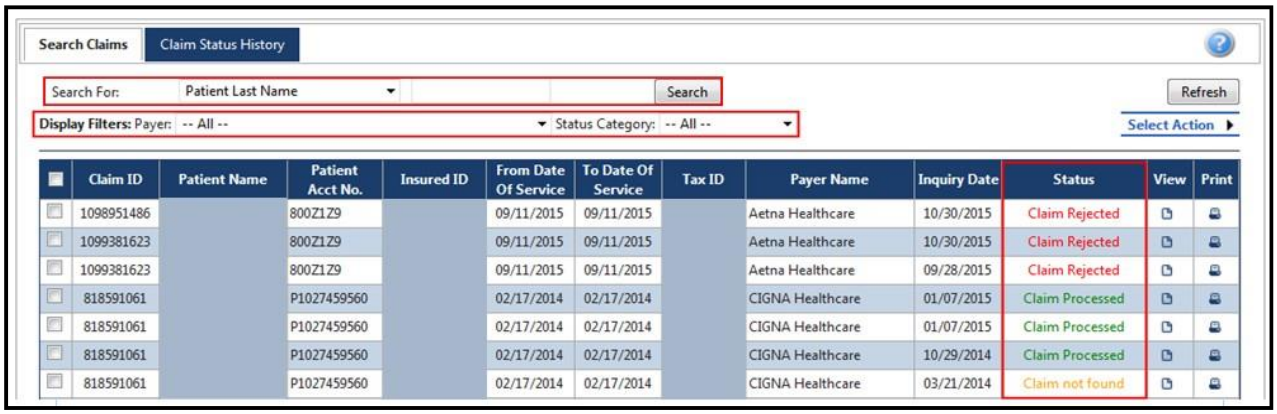
NOTE: There are instances where claim status check(s) will not be processed for various technical reasons. These errors are automatically reported to Office Ally for resolution.



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



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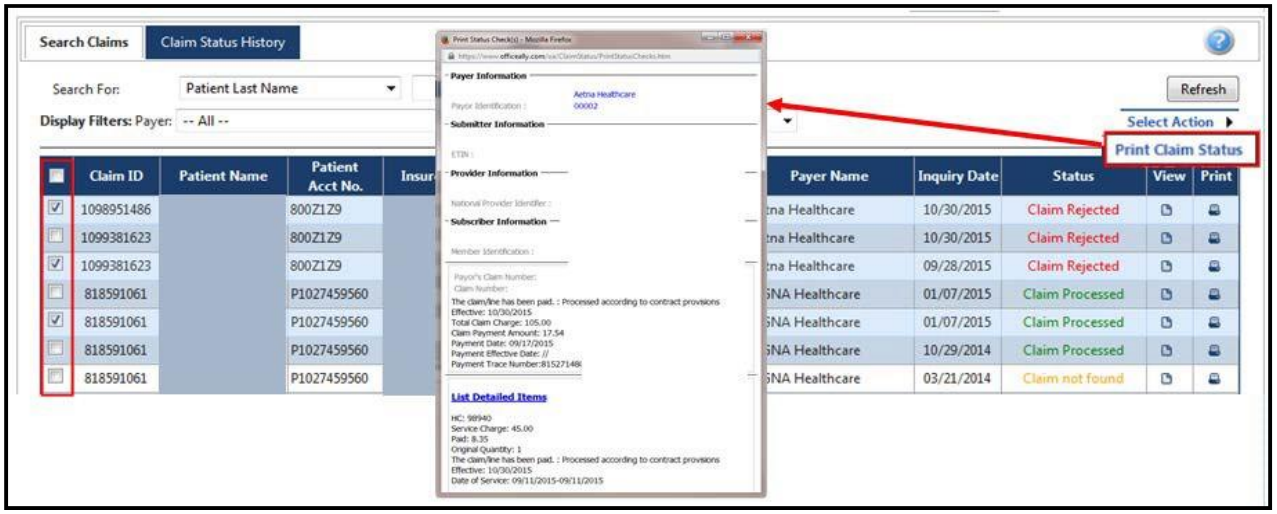
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found		

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**.