



# Office Ally

## MEDICAID NORTH CAROLINA (NCMCD) REAL TIME EDI-ENROLLMENT INSTRUCTIONS

### WHICH FORMS SHOULD I COMPLETE?

- To complete claim status enrollment, the provider must have an [NCTracks](#) account
- Log into MCTracks and complete the “Currently Enrolled Provider NCTracks Registration”
  - o Complete enrollment instructions can be found [here](#)
- On the **Methods of Claim and Electronic Transactions** page, select “Billing Agent”
- On the **Associate Billing Agent** page, click search and from the dropdown menu select “Office Ally” and Add
- Under **Select Transaction Type**, choose: 276

[Billing Agent Name & Agent ID: Office Ally – 50445680 - MYYV]

### PAYER CONTACT INFORMATION

- Having issues completing enrollment?
  - o Contact NCTracks at 800-688-6696 or email [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com)

### WHAT IS THE TURNAROUND TIME?

- Standard Processing Time is 5-7 business days

### HOW DO I CHECK STATUS?

- After the allotted turnaround timeframe, you will contact the payer at 800-688-6696 and ask if you have been linked to Office Ally's TSN Number **50445680 – MYYV** for the real time, claim status transaction.