



MEDICAID UTAH CROSSOVERS (U4005) PRE-ENROLLMENT INSTRUCTIONS

WHICH FORM(S) SHOULD I DO?

- EDI enrollment is completed online using Medicaid's [MMIS Prism Provider Portal](#)
 - A Utah-ID Account is needed to complete EDI enrollment ([Utah-ID Setup Instructions](#))
 - For PRISM enrollment assistance, please review the online tutorials [here](#)
 - If Office Ally EDI Contact information is requested, please use the information below:
 - Contact Name: Customer Service
 - Phone Number (360) 975-7000 Option 1
 - Fax: (360) 896-2151
 - Email: Support@officeally.com
 - When prompted, enter Office Ally's Trading Partner ID **HT006842-001** for 837P and/or 837I transactions. Also select 835s if you want Office Ally to receive your ERAs.

WHAT IS THE TURNAROUND TIME?

- Standard processing time is approximately 5-7 business days

HOW DO I CHECK STATUS?

- To check the status of your enrollment, please call Medicaid at (800) 662-9651 or (801) 538-6155 (option 3 then 4) or email providerenroll@utah.gov and ask if you have been linked to Office Ally's Trading Partner ID **HT006842-001**
- Once approved, you **MUST** contact Office Ally at (360) 975-7000 Option 1 and inform us of the approval **PRIOR** to submitting claims electronically