Office Ally

MEDICAID WASHINGTON DC (77033) EDI/ERA - ENROLLMENT INSTRUCTIONS

WHICH FORMS SHOULD I COMPLETE?

If you do not already have an account, you must complete the [online enrollment registration](#).

Before you begin, please have the following available:
- **National Provider Identifier (NPI)**
- **Tax Identification Number (TIN)**
- **PIN** from the PIN letter mailed to your organization
- **Email address**

1. **Enter Required Information**
   Provide your Provider Details, NPI, TIN, and PIN.
   - If you have not received your PIN letter, contact **DCEDI@gainwelltechnologies.com**.
     Please include:
     - Provider name
     - Medicaid ID or NPI
     - Service address
   - You may also call the Contact Center at **(844) 366-4237**, Monday–Friday, **8:00 a.m. – 5:00 p.m. EST**.
2. **Complete Security Setup**
   Complete identity verification, create your password, and enable multi-factor authentication (MFA).
3. **Review and Confirm Your Profile**
   Log in and confirm or update your profile information, including addresses, service locations, and taxonomy.
4. **Add Users and Enroll in ERA**
   Invite staff users, assign appropriate roles, and **(**recommended) enroll in Electronic Remittance Advice (ERA).

ONCE YOU ARE REGISTERED:

For Claims (837):

1. You will navigate to the top right corner of the [home page](#) and click [Sign In](#).
2. You will now associate billing agents in the portal.
   a. Select Trading Partner Account
   b. Select Manage Billing Agents
   c. Select our Trading Partner ID (**Office Ally- DCTPID000736**) from the drop-down menu

If you are also enrolling in ERA (835):

1. Select **EDIT ERA** from the **Manage Providers** window
2. Complete Electronic Remittance Advice Information
   a. **Demographic & User Information**
      Complete all required demographic and user detail fields.
   b. **Remittance Data Aggregation Preference**
      Select **National Provider Identifier (NPI)** as the aggregation preference.
   c. **NPI Confirmation**
      Enter and/or confirm the appropriate **NPI**.
   d. **Method of Retrieval (Optional)**
      Select **Generate 835**.
   e. **835 Receiver Selection**
      Choose **Office Ally** as the 835-receiver.
   f. **Reason for Submission**
      Select **New Enrollment**.
   g. **Authorized Signature**
      Enter the electronic signature of the individual authorized to approve the ERA agreement.
   h. **Requested ERA Effective Date**
      Enter **today's date**.
   i. **Submit Enrollment**
      Select **Submit** and follow the on-screen prompts to confirm and agree to the terms and conditions.

WHAT IS THE TURNAROUND TIME?

- Standard processing time is 7 business days

HOW DO I CHECK STATUS?

- Call Gainwell at **(844) 366-4237**and ask if you are linked to Office Ally's Trading Partner Number DCTPID000736.