

MEDICAID FLORIDA (77027) PRE-ENROLLMENT INSTRUCTIONS



WHAT FORM(S) SHOULD I DO?

- [Electronic Data Interchange Agreement](#)
- Web Portal Account Creation
 - Medicaid Florida will provide you a “Gold” letter with your new PIN and Web Portal Setup Instructions. Once your Web Portal account has been set up follow the steps below for Creating Office Ally as an Agent (see “How to Create Office Ally as an Agent” instructions below). [Click Here for the Web Portal User Guide.](#)

HOW TO CREATE OFFICE ALLY AS AN AGENT:

In order to submit claims to Medicaid Florida, each user must create their Web Portal account. If you have not received your information on how to create your account, contact Medicaid Florida at 800-289-7799 Option 3 for assistance. Once your Web Portal account has been created, follow these steps to create Office Ally as an agent:

1. Go to <https://public.flmmis.com>
2. Enter Username and Password
3. Click on Account Management
4. Click on Add Agent
5. Enter the following email address: will.morrow@officeally.com
6. Select Username account: OACLAIMS
7. Click on, “Yes, I Agree”, to the Terms of Service
8. Click on Florida Web Portal
9. Select the following permissions for FLPortalProd
 - a. Claims
 - b. Download 997
 - c. Download TA1
 - d. Reports
 - e. Trade File
 - f. Download 835 (OPTIONAL – only select if you want to receive ERAs)
10. Click Save Changes

WHERE SHOULD I SEND THE FORM(S)?

- Fax the form to **(866) 270-1497**; or mail to:
HP Provider Enrollment
PO Box 7070
Tallahassee, FL 32314

HOW DO I CHECK STATUS?

Once you have added Office Ally as an agent, contact Office Ally Customer Support at 360-975-7000, Option 1 and tell them you are approved to submit claims to Medicaid Florida. You will need to provide Customer Support your Tax ID and Medicaid Florida Provider ID.

HOW DO I ENROLL TO RECEIVE ELECTRONIC REMITTANCE ADVICE (ERA/835)?

To receive ERA's, you will need to enroll online thru the portal (<https://public.flmmis.com/>) or complete the paper [Florida Medicaid Electronic Remittance Advice \(ERA\) Authorization Agreement](#) form. For instructions on how to enroll online or on paper see the [ERA Enrollment Guide](#).

HOW LONG DOES PRE-ENROLLMENT TAKE?

- Standard processing time for NEW submitters is approximately 3 weeks.
- Standard processing time for EXISTING submitters that just need to switch to Office Ally is 24 hours.