

MEDICAID UTAH CROSSOVERS (U4005) PRE-ENROLLMENT INSTRUCTIONS



WHAT 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 and 835s if you want Office Ally to receive your ERA's.

WHAT IS THE TURNAROUND TIME?

- Processing time is approximately 5-7 business days.

HOW DO I CHECK STATUS?

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