



# Office Ally

Medicare A & B (MEDICARE)  
Eligibility & Benefits (270/271) NPI Enrollment Instructions

## WHICH FORMS SHOULD I COMPLETE?

Create a support case by sending an email:

**To:** [support@officeally.com](mailto:support@officeally.com) and [realtime\\_support@officeally.com](mailto:realtime_support@officeally.com)

**Subject:** Medicare A & B NPI Enrollment Request

**Body:** Provider NPI(s) and ProviderName(s)

This will create a support case and generate an email that will be sent from Office Ally Support (casesupport@officeally.com) that contains the case number.

## WHAT IS THE TURNAROUND TIME?

- Standard Processing Time is 1-3 business days

## HOW DO I CHECK THE STATUS?

- Reply to the Office Ally Support (casesupport@officeally.com) email that was received upon case creation.
- Please allow up to 3 business days for the request to be completed prior to asking for the status.

## HOW DO I KNOW IF I NEED TO ENROLL MY NPI(S)?

### For Office Ally web portal products (Service Center, Practice Mate, EHR 24/7):

If you receive any of the following responses after submitting an Eligibility & Benefit request to Medicare A & B, please follow the instructions above:

- Payer Response/Transaction Error: **Authorization/Access Restrictions (41)**
- Payer Response/Transaction Error: **Invalid/Missing Provider Identification (43)**
- Payer Response/Transaction Error: **Provider Ineligible for Inquiries (50)**
- Payer Response/Transaction Error: **Provider Not on File (51)**

Dashboard > Eligibility & Benefits History > Eligibility & Benefits Response

Office Ally

Print Response New Search Edit Search

Payer: Medicare A & B **Unsuccessful Response**

**Your Search**

Subscriber Name Mickey Mouse	Member ID TEG4TE5MK73	Subscriber Date of Birth 9/30/1929	Subscriber Gender Male	Dates of Service 9/1/2023 - 9/1/2023
Search Type Subscriber	Service Type Health Benefit Plan Coverage			

**Payer Response** Transaction ID: 318281938-20230919

**Transaction Errors**

Payer Error Response  
Invalid/Missing Provider Identification (43)  
Follow-up Action  
Please Correct and Resubmit (C)

### For Realtime EDI Submitters (sending/receiving X12 270/271):

If you receive any of the following AAA03 error codes on the Eligibility & Benefit response (271) after submitting an Eligibility & Benefit request (270) to Medicare A & B, please follow the instructions above:

Loop	AAA01	AAA03	AAA04	Example
2100B	N	41	C	AAA*N**41*C~
2100B	N	43	C	AAA*N**43*C~
2100B	N	50	C	AAA*N**50*C~
2100B	N	51	C	AAA*N**51*C~