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 and realtime_support@officeally.com
>
> **Subject:** Medicare A & B NPI Enrollment Request
>
> **Body:** Provider NPI(s) and Provider Name(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.

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)**

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~