Office Ally

WHICH FORMS SHOULD I COMPLETE?

- Complete the **CENCAL HEALTH ERA ENROLLMENT REQUEST FORM** (page 2)

WHERE SHOULD I SEND THE FORM(S)?

- Email the completed form to edi@cencalhealth.org
  - o **Subject Line:** ERA Enrollment Request_Cencal Health_ (insert NPI)
  - o **Email Body:** Please process my attached form request to link to Office Ally for 835 Remittance Advice.

WHAT IS THE TURNAROUND TIME?

- Standard Processing Time can take up to 15 business days.

HOW DO I CHECK STATUS?

- If you have not received a status update within the allotted turnaround time frame, please send a follow up email to the payer at edi@cencalhealth.org to confirm you're linked to Office Ally.

Enrollment is required for receipt of ERA (835 Electronic Remittance Advice) transactions.
When complete, please email to the CenCal Health EDI department: edi@cencalhealth.org

Provider / Practice / Group

* Provider Name:

* NPI number:

ERA enrollment is on an NPI basis.

To request enrollment of more than one NPI, enter "see list" and attach a list of the
Provider names and NPI-s.

The provider NPI must be contracted with CenCal Health.

If you do not know whether the provider is contracted, send the email requesting enrollment,

and if the provider is not contracted, the response from CenCal Health will say so.

Optional Provider Contact Info:

Contact Name:
Phone:
Email:

Clearinghouse
* Clearinghouse Name:
The clearinghouse must be one that is partnered as a clearinghouse with CenCal Health.

* Submitter ID:

Is this a New enrollment or an Update of an existing enrollment?   □ New □ Update □ Not known

For an NPI which is already enrolled with CenCal Health for ERA-s, a clearinghouse update
request (to a different clearinghouse) must come directly from the provider.

This means that a valid update request must not be from a clearinghouse, nor from a provider
software company, nor from a third party biller, nor from gmail or a similar domain.

Pursuant to CenCal Health policies and procedures, CenCal Health personnel may follow up via
phone or other means to confirm the validity of the update request.