

HEALTH PLAN OF SAN MATEO (HPSM1) ERA ENROLLMENT INSTRUCTIONS



WHAT FORM(S) SHOULD I DO?

- [Electronic Funds Transfer & Electronic Remittance Advice \(EFT/ERA\) Authorization Form.](#)
 - Complete the Clearinghouse Information section with the following:
 - Clearinghouse Name: Office Ally, Inc
 - Name of Clearinghouse Contact: Customer Service
 - Trading Partner ID: **JQR**
 - Contact Phone Number: (360) 975-7000

WHERE SHOULD I SEND THE FORM(S)?

- Fax Form to (650) 616-8046 ; Or
- Email to psinquiries@hpsm.org

WHAT IS THE TURNAROUND TIME FOR ERA ENROLLMENT?

- Standard processing time is 7-10 business days.

HOW DO I CHECK STATUS?

- If you would like to check the status after the standard processing time, you may call (650) 616-2106 or email psinquiries@hpsm.org to verify that your ERAs have been linked to Office Ally's submitter number JQR.