



Office Ally

LUTHERAN SERVICES CAROLINAS (LSC01) ERA-ENROLLMENT INSTRUCTIONS

WHICH FORMS SHOULD I COMPLETE?

Send an email to payerenrollment@officeally.com as follows:

- Subject: Lutheran Services Carolinas (LSC01) ERA Enrollment_(insert your NPI)
- Body: Please process the ERA Enrollment for Hinge Health (HINGE) with the below information:
 - Provider Name:
 - Provider Type (**Individual** or **Group**):
 - Provider NPI:
 - Provider TIN:
 - Physical Address (cannot be a PO Box):
 - Payer: Hinge Health
 - Payer ID: HINGE
 - Is the provider a **New submitter** or **Existing submitter** with Hinge Health?

WHAT IS THE TURNAROUND TIME?

- Standard Processing Time is approximately 14 business days.

HOW DO I CHECK STATUS?

- Once Office Ally completes the enrollment registration with the vendor, you will receive a response back on your email once enrollment is finalized/complete.