Office Ally

MEDICAID ARIZONA (MCDAZ) ERA-ENROLLMENT INSTRUCTIONS

WHICH FORMS SHOULD I COMPLETE?

- Send an email with the below information to servicedesk@azahcccs.gov to request ERA activation
  - o Email Subject: MCDAZ Enrollment Request – (Insert Provider Name)
  - o Email Body:
    Please process my ERA Enrollment request with the below details:
    - Type of EDI transaction: **835**
    - Provider Name: _____
    - AHCCCS Provider ID: _____
    - Provider NPI: _____
    - Provider Tax ID: _____
    - Clearinghouse: **Office Ally**
- AHCCCS will send an email back advising you to complete the Technical Contact Information with the following pertinent Office Ally information:
  - o Technical Contact Name: **Payer Enrollment Dept**
  - o Technical Contact Phone: **(360) 975-7000 Opt 1**
  - o Technical Contact Email: **PayerEnrollment@officeally.com**

WHAT IS THE TURNAROUND TIME?

- Standard processing time is 7 business days

HOW DO I CHECK STATUS?

- You may check the status of your ERA Enrollment request by emailing the payer at servicedesk@azahcccs.gov
- Once Your account is setup, your ERAs will start coming through Office Ally
- You will continue to receive Paper remittances for 45 days from the date the 835 setup was completed