

MEDICAID ARIZONA (MCDAZ) ERA ENROLLMENT INSTRUCTIONS



WHAT FORM(S) SHOULD I DO?

- Send an email to EDICustomerSupport@azahcccs.gov requesting ERA activation
 - Indicate that the ERA's should be sent to your clearinghouse, Office Ally
 - Include contact information (name, phone number, email)
 - Include NPI, Tax ID, and any Provider ID's they may have assigned to you
- AHCCCS will send an email back advising you to complete a **Trading Partner Agreement** on their Medicaid AZ Community Manager website. Once the account is created, an email will be sent with a username/password.
- After logging in you will be instructed to complete the Technical Contact information with the following pertinent Office Ally information:

Technical Contact Name: **Office Ally**
Technical Contact Phone: **(360) 975-7000 Option 1**
Technical Contact Email: Support@officeally.com

WHAT IS THE TURNAROUND TIME FOR ERA ENROLLMENT?

- Standard processing time is 7 business days.

HOW DO I CHECK STATUS?

- Email EDICustomerSupport@azahcccs.gov requesting an update on your ERA enrollment.
- Once your account is set up, your ERA's will start coming through Office Ally.
- You will continue to receive paper remittances for 45 days from the date the 835 setup was completed.