Office Ally

OPTUM 835 ENROLLMENT REQUEST

WHICH FORMS SHOULD I COMPLETE?

- Optum ERA Enrollment Spreadsheet
    - **See second tab for list of payers offered and their processing notes.**
        - You may complete a separate row for each payer on the same spreadsheet.
    - If you have multiple providers, you may include them all on the same spreadsheet, one row per NPI/TIN and payer combination.
    - Please find Instructions on completing the spreadsheet, if needed.

WHERE SHOULD I SEND THE FORM(S)?

- Email the spreadsheet (in Excel .xlsx format) to Optum.ERA@officeally.com
    - **Subject Line**: Optum ERA Enrollment Request - (Insert Provider NPI)
- You will receive an auto-generated email with a case number, which will be used for tracking your enrollments.

WHAT IS THE TURNAROUND TIME?

- Standard Processing Time is 30-45 business days.

HOW DO I CHECK STATUS?

- Once your spreadsheet is received and processed, Office Ally will email you a confirmation. If additional paperwork is required, we will request completion at that time.

- If you have not received a status update within the allotted turnaround time frame, please reply to your original case number email received requesting a status of the enrollment request.