

WHICH FORMS SHOULD I COMPLETE?

- [Optum ERA Enrollment Spreadsheet](#)
 - o **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.
 - o If you have multiple providers, you may include them all on the same spreadsheet, one row per NPI/TIN and payer combination.
 - o Please find [Instructions on completing the spreadsheet](#), if needed.
- [COV \(Change of Vendor\) Letter](#)
 - o Must be printed on company letterhead.

WHERE SHOULD I SEND THE FORM(S)?

- Email the spreadsheet (in Excel .xlsx format) and COV Letter to Optum.ERA@officeally.com
 - o **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.