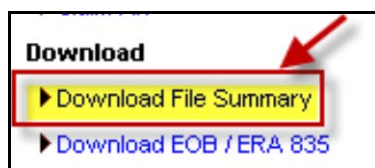


Once Office Ally has processed your claims, you will receive an email notification that your File Summary is ready. Follow the steps below to view your File Summary. If you are set up with an SFTP account, you can receive the File Summary reports as 277CA's (call Customer Service at 360-975-7000 Opt 1 to have this activated). After a payer has processed your claims, some will send back a confirmation or error message depending on whether the claim passed or failed their processing. Any payer response file we receive from the payers will be passed on to you in the form of an EDI Status Report. Please note that NOT all payers return responses to us, only the ones that are able.

1. When you are logged in to the Office Ally website, click on the **Download File Summary** link on the left hand side.



2. A calendar will appear on your screen. The YELLOW Active Date is today's date. Dates in BLUE indicate reports you have already viewed. PINK dates indicate there are reports that you have not viewed yet.

(0) Downloads pending in prior month

<< November 2006 >>							Calendar Legend	
S	M	T	W	T	F	S	Active Date	Report(s) To Be Viewed
			1	2	3	4		
5	6	7	8	9	10	11		
12	13	14	15	16	17	18		
19	20	21	22	23	24	25		
26	27	28	29	30				

**Notes:** This Download File Summary page has been changed to display only File Summary and Payer Response reports. To view EOB and ERA 835 reports, please use page "Download EOB / ERA 835".

3. When you click on BLUE or PINK dates on the calendar, reports available for that day will be listed.
4. In the **File Name** column, you'll see that File Summaries are sent back with your original file name included. EDI Status Reports come back formatted as: **OAFIELD\_IDI\_STATUS\_YYYYMMDD.txt**.
5. In the **Download/View** column, you can click the [VIEW](#) link to download and view the file.

Payer	Form Type	File ID	File Name	#Accepted	#Pending	#Failed	Total	Download/View
MULTI	HCFA			93	0	7	100	<a href="#">VIEW</a>
MULTI	HCFA			190	0	10	200	<a href="#">VIEW</a>
MULTI	HCFA			5	0	1	6	<a href="#">VIEW</a>
MULTI	HCFA			385	0	15	400	<a href="#">VIEW</a>

Payer	Form Type	File ID	File Name	#Accepted	#Pending	#Failed	Total	Download/View
MULTI	Payer Response		_EDI_STATUS_20061107.txt	8436	0	331	8767	<a href="#">VIEW</a>

# FILE SUMMARY AND EDI STATUS REPORTS



- Click on **Open** to view the claim detail in the file. You can also print this detail if needed.
- The File Summary will appear and look similar to below:

```

Dear John Smith

Your claims file has now been processed by Office Ally, claims that are accepted below have been forwarded to the appropriate payers
for final processing. Processing results for your claim file are as follows.

=====
The file 133333333_03112013 was split into 3 files
for processing. These files are:

File ID          Payer (PayerID)          Claims    Totals
-----
133314444        CHAMPUS (CH002) (CH002)    3         $900.00
133314455        Medicare Florida (MR025)    2         $390.00
133314466        BCBS of Florida (00590)     1         $770.00
                                     Total: $2,060.00
=====
    
```

```

Multiple Payer Upload File Summary

File Name:133333333_03112013
Date Uploaded: 3/11/2013
Type of File: HCFA
Date Processed: 3/11/2013
# of Claims Initially Accepted: 3
# of Claims Rejected: 3
+----> 3 # errors FE131 - Invalid Diagnosis Code

=====
-----ERROR CLAIM DETAIL
-----
CLAIM# OA CLAIMID PATIENT ID LAST, FIRST DOB FROM DOS TO DOS CPT ICD9 TAX ID ACCNT# PHYS.ID PAYER ERRORS
-----
1) 677777753 123456789A DUCK DONALD 01/01/1955 02/07/2013 02/07/2013 99215 78791 222334444 DUCK1234 111111111 MR025 FE131
2) 677777754 ABC123456789 DOE AMY 07/04/1965 02/07/2013 02/07/2013 99216 78906 333115555 DOE00000 111111111 00590 FE131
3) 677777755 0098765432 DISNEY WALTER 12/25/1936 02/07/2013 02/07/2013 99215 56400 959999999 DISM000 111111111 MR025 FE131
-----
-----ACCEPTED CLAIM DETAIL
-----
CLAIM# OA CLAIMID PATIENT ID LAST, FIRST DOB FROM DOS TO DOS CPT ICD9 TAX ID ACCNT# PHYS.ID PAYER
-----
4) 677777756 401649008 WHITE SNOW 12/31/1948 02/07/2013 02/07/2013 88305 7871 333115555 WHITS000 111111111 CH002
5) 677777757 401649008 RABBIT JESSICA 12/31/1948 02/10/2013 02/10/2013 88305 7871 333115555 RABJ0000 111111111 CH002
6) 677777758 401649008 CHARMING PRINCE 12/31/1948 02/15/2013 02/15/2013 88305 7871 333115555 CHARP000 111111111 CH002
=====
    
```

**Accepted:** These are sent on to the Payers.

**Pending:** Rejected for “Patient Not Covered” or “Patient Not Found”; we will hold on to these claims and reprocess every 7 days for 3 attempts in case it’s just a matter of the eligibility file not being up to date. If not found by the 3rd attempt, it will be rejected back to you.

**Rejected:** Specific reasons will be noted on the report. Note the error code column on the right side of the Error Claim Detail section. These codes are explained above the Error Claim Detail section.

8. The EDI Status Report will appear and look similar to below:

Dear: Smith, John (username)

---

Electronic Claim Submission Payer Responses Provided By Office Ally

---

The following list of claims are the most current responses from their corresponding payers, please review the results of each claim and determine if further action is required for the claim. Should any claim be rejected please fix the error and resubmit the claim to Office Ally.

---

PayerID	Payer	# Accepted	\$ Accepted	# Pending	\$ Pending	# Rejected	\$ Rejected
(MR002)	Medicare CA South	2	\$4,649.50	0	\$0.00	7	\$10,115.00
(62308)	CIGNA Healthcare	7	\$14,960.00	0	\$0.00	0	\$0.00
(IP079)	N-A-M-M So Cal	5	\$7,480.00	0	\$0.00	0	\$0.00

---

File ID	Claim ID	Pat. Acct#	Patient	Amount	PracticeID	Tax ID	Payer	Payer Process Dt	Payer RefID	Status	Payer Response
54673789	375691402	888888	Last, First	\$2,133.50	1234567890	987654321	MR002	07/14/2010		REJECTED	Subscriber Zip
54673789	375691470	888888	Last, First	\$1,062.50	1234567890	987654321	MR002	07/14/2010		REJECTED	Invalid Subscriber ID
54673789	375691483	888888	Last, First	\$1,317.50	1234567890	987654321	MR002	07/14/2010		REJECTED	Invalid Subscriber ID
54673789	375691400	888888	Last, First	\$1,870.00	1234567890	987654321	MR002	07/14/2010		ACCEPTED	Accepted - No Additional Details
54673789	375691401	888888	Last, First	\$2,779.50	1234567890	987654321	MR002	07/14/2010		ACCEPTED	Accepted - No Additional Details
55448070	378878019	888888	Last, First	\$850.00	1234567890	987654321	62308	07/14/2010		ACCEPTED	Claim has been accepted for processing by the payer.
55448070	378878020	888888	Last, First	\$1,870.00	1234567890	987654321	62308	07/14/2010		ACCEPTED	Claim has been accepted for processing by the payer.

9. The EDI Status Report will list any messages Office Ally has received from the payer for this account on whichever day it appears on. Most come back within 3-5 business days, but every payer is different.

Make sure to check for your reports daily as it's your responsibility to correct and resubmit any rejected claims that you may receive. You can correct the claims within your practice management system or through our online Claim Fix tool.