RESEARCHING PAPER CLAIMS THROUGH INVENTORY REPORTING

Within the Inventory Reporting tool, you can determine which claims have been dropped to paper and subsequently charged to you (if you have opted for Printing Services with Office Ally). There are two reasons why it may be necessary for a claim to be printed and mailed to the Payer via USPS:

- The payer was not on the Office Ally Payer List at the time the claim processed.
- The Payer requires pre-enrollment (see Payer List) and:
  o Pre-enrollment has not been completed
  o Pre-enrollment has been completed, but Office Ally has not yet been notified of a completed enrollment.

  NOTE: It is the Submitter's responsibility to follow pre-enrollment instructions from beginning to end (including notifying Office Ally once a Payer has approved the Provider for electronic claims submission).

HOW TO DETERMINE A CLAIM WAS PRINTED (WITHIN INVENTORY REPORTING)

Within Inventory Reporting, there are two scenarios which indicate whether a claim was printed:

1. The **Payer ID** that pulls up when searching for a claim (or multiple claims) is "**PAPER**".

Status	File ID	Claim ID	Payer ID
Passed	267154125	1067151751	PAPER
Passed	267154014	1067151453	54704
Passed	267154014	1067151454	54704

2. The **Print** column contains an "**X**".

Total Charge	Print	Error Code(s)
$330.00	X	ACCEPT
$2,400.00	X	ACCEPT
$2,400.00	X	ACCEPT

RESEARCHING CLAIMS POTENTIALLY PRINTED INCORRECTLY

If you believe a claim was printed in error, please verify the following:

- The Payer Name entered closely resembles that of which Office Ally has posted on the Payer List.
- The Payer ID was included on the claim (the Payer ID is very important in claim routing).
- If the Payer requires pre-enrollment, verify that you have completed the pre-enrollment requirements and verified with Office Ally that your approval is on file at Office Ally.

If you have verified that the payer information was sent correctly, pre-enrollment was done properly and the claims should **not** have been printed, please contact Customer Service at (360) 975-7000 Option 1 or email us at Support@OfficeAlly.com. Please have a Claim ID example ready for the Office Ally Representative.

NOTE: If you're trying to use Inventory Reporting in order to balance your Office Ally invoice, please note that there may be a variance in printed claim count as it's possible a claim was submitted towards the end of one month, but it didn't print until the following month (claims can take a few business days before they are printed and mailed out). Printed claims are billed in the month they actually are printed (as opposed to when they were submitted to Office Ally).