

SUBMITTING ATTACHMENTS (NON-WORKERS COMP CLAIMS)



The Claim attachment tool is used to attach files associated with claims. There are two types of Claim attachments, OA Claim Attachments and Non OA Claim attachments. OA Claim attachments are for attachments where the claim was created using Office Ally. A Non OA Claim Attachment is for an attachment where the claim was not created using Office Ally.

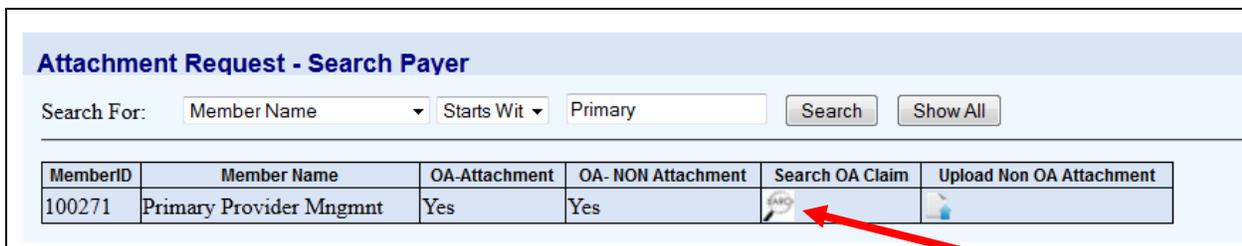
If you are new to submitting attachments through Office Ally and you do not see the Claim Attachments link in the Service Center, please contact Customer Service at (360) 975-7000 Option 1 to have that activated.

USING THE CLAIM ATTACHMENT TOOL (OA CLAIM ATTACHMENTS)

To attach a document to a submitted claim, log into the **Service Center** and click on the **Claim Attachments** link under the Requests section in the navigation menu on the left. The default landing page will be the **Attachment Request – Search Payer** screen.



To find a specific payer, Change the **Search For** option to look for the **Member Name** (Payer). When entering a name, don't be overly specific otherwise the results may not pull up. The search results will display below the search fields as shown below. Click the Icon in the **Search OA Claim** column to find the specific claim you need to attach a document for.



Once the icon is clicked, the **Attached Request – Search Claim for Payer** will pull up and you can use this search tool to locate a specific claim submitted through Office Ally.

Attachment Request - Search Claim for Payer: Primary Provider Mngmnt

Date Of Service: / | Last 100 Entries

Search For:

Display Filter: Form Type: Payer Name:

You can filter through claims submitted to this payer using:

- **Date of Service: Date/Date Range/Month**
- **Claim ID**
- **File ID**
- **Patient Name**
- **Show All claims**

Note: Make sure to select the correct **Form Type: HCFA / UB04**

Once you find the claim you want to attach a document for, click on the **Attachment** link for that claim:

Display Filter: Form Type: Payer Name:

Upload File	Claim ID	File ID	Patient First Name	Patient Last Name	Form Name	From DOS	To Dos	Payer Name	Form Name	Status	Total Charges
Attachment	860665312	191509745			HCFA	04/29/2014	04/29/2014	Primary Provider Mngmnt	HCFA	Claim Processed	240.00

To attach a file, click the **Browse** button, select a file, and then click the **Add Attachment** button. Repeat this process until all desired attachments are added. Use the **Description** to type in any comments or details about the attachments. This description will be associated with all the attachments in this upload instance. To assign different descriptions to each attachment, upload 1 attachment at a time. When the **Upload Attachment** form is completed, click the **Upload** button to send the attachment(s).

UpLoad Request Attachment - Claim ID: 860665312

Claim ID: 860665312 Member: Primary Provider Mngmnt Patient: Doc.Type: Not Defined

No file selected. (Attachments will display below)

Description:

USING THE CLAIM ATTACHMENT TOOL (NON OA CLAIM ATTACHMENTS)

After following the previously listed steps to locate the payer you want to send attachments for, click the Icon in the **Upload Non OA Attachment** column.

Please Note: Not all payers will allow Non OA Attachments to be sent via Office Ally.

In the **Non OA Claim** screen, you're able to enter the claim information. This is what the payer will use to link the claim (that wasn't sent via Office Ally) and the attachment together.

All fields are required except the **Prov. Patient Control No.**

NonOA Claim - Attachment Request - Upload Attachment For Payer: Primary Provider Mngmnt

Note: Require these additional fields to complete the upload:

Claim No:	<input type="text"/>	Provider Tax ID:	<input type="text"/>
Med.Rec.No./DCN:	<input type="text"/>	Date of Service:	<input type="text"/>
Attach.Type:	<input type="text" value="Not Defined"/>	Prov.Patient Control No:	<input type="text"/>
		Patient Name:	<input type="text"/>

No file selected. (Attachments will display below)

Maximum Files: No Limit

Description:

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