

REAL TIME CLAIM STATUS CHECKING SERVICES (RTS)



Office Ally offers real time claim status checking services for a number of commercial payers to help providers streamline their reimbursement process. Claim status results are immediate, easy to read, and contain important adjudication information. These services will allow you to determine whether a claim sent was accepted, rejected, or is pending at the payer. It offers the ability review any available adjudication/payment information. No more waiting on hold with a payer or dealing with automated IVR phone systems to check on claim status; saving you time and money.

BENEFITS:

- Available 24 hours a day, 7 days a week
- Streamline claim tracking process
- Verify if a claim was accepted, rejected, or is currently pending.
- Detailed adjudication information including charge amount and payer payment amount
- Increase administrative efficiency and productivity
- Decrease duplicate claim submissions
- Provides high level claim status information
- Improved cash flow
- Reduce administrative costs

REAL TIME CLAIM STATUS CHECKING SERVICES/TOOLS AVAILABLE:

Office Ally offers 2 real time claim status checking methods. Choose the one that's right for you!

SERVICE CENTER CLAIM STATUS TOOL

- **Cost:** **FREE**
- **Method:** Manual data entry
- **Results:** Payer's Claim ID, Claim Status (ACC/REJ/PEND), Total Claim Charge, Claim Payment Amount, etc.
- Easily view/print past requests/responses
- No need to call in to Office Ally to have this activated! All admin accounts are activated automatically
- Link to [Service Center Claim Status Request Instructions](#)

REAL TIME 276/277 TRANSACTIONS (CORE PHASE II COMPLIANT)

- **Cost:** Charges based on a volume tier system (see [Real Time 276/277 User Agreement](#))
- **Method:** Requires a MIME, SOAP, or HTTPS connectivity method (desktop software program required)
- **Results:** Payer's Claim ID, Claim Status (ACC/REJ/PEND), Total Claim Charge, Claim Payment Amount, etc.
- Send multiple 276 requests simultaneously
- No need to log into Office Ally in order to send real time requests
- Link to [Real Time 276/277 User Agreement](#)
- Link to [Real Time Claim Status Companion Guide](#)
- Link to [CORE Phase II Connectivity Rules](#)