

# REAL TIME ELIGIBILITY CHECKING SERVICES (RTE)



Office Ally offers real time eligibility checking services for a large number of commercial and government payers to help providers streamline their patient care administrative process. Eligibility results are immediate, easy to read, and contain important co-pay and deductible information. These services will allow you to determine whether a patient is eligible and what their benefits are before they even step foot into your office. No more waiting on hold with a payer or dealing with automated IVR phone systems to check a patient's eligibility benefits; saving you time and money.

## BENEFITS:

- Available 24 hours a day, 7 days a week
- Confirm eligibility prior to seeing patient
- Detailed benefit information including co-pay and deductible information
- Shorten check-in time
- Increase administrative efficiency and productivity
- Reduce administrative costs
- Reduce costly claim rejections
- Increase cash collections

## REAL TIME ELIGIBILITY CHECKING SERVICES/TOOLS AVAILABLE:

Office Ally offers 3 real time eligibility checking methods. Choose the one that's right for you!

### SERVICE CENTER ELIGIBILITY REQUEST TOOL

- **Cost:** **FREE**
- **Method:** Manual data entry
- **Results:** Health Benefit Plan Coverage (Active Coverage, Point of Service, Deductible, and more!)
- Easily view last 30 eligibility requests/responses
- No need to call in to Office Ally to have this activated! All admin accounts are activated automatically
- Link to [Service Center Eligibility Request Instructions](#)

### PRACTICE MATE ELIGIBILITY VERIFICATION SERVICE

- **Cost:** \$10/month for the first 100 transactions and \$.10 for each additional transactions
- **Method:** Capability for automatic check based on appointment schedule or *Check Now* via Patients tab
- **Results:** Health Benefit Plan Coverage (Active Coverage, Point of Service, Deductible, and more!)
- Easily set up your office's eligibility settings in the Manage Office tab
- Link to [Practice Mate Eligibility Verification User Agreement](#)
- Link to [Practice Mate Eligibility Verification Instructions](#)

### REAL TIME 270/271 TRANSACTIONS (CORE PHASE II COMPLIANT)

- **Cost:** Charges based on a volume tier system (see [Real Time 270/271 User Agreement](#))
- **Method:** Requires a MIME, SOAP, or HTTPS connectivity method (desktop software program required)
- **Results:** Health Benefit Plan Coverage (Active Coverage, Point of Service, Deductible, and more!)
- Send multiple 270 requests simultaneously
- No need to log into Office Ally in order to send real time requests
- Link to [Real Time 270/271 User Agreement](#)
- Link to [Real Time Eligibility Companion Guide](#)
- Link to [CORE Phase II \(270\) Connectivity Rules](#)