Researching A Claim Not On File

Please follow these steps if you are trying to verify that the payer has received your claim(s):

- View the file summary to confirm the claim was sent to the correct insurance by payer ID. (All Payer ID's are listed here for clarification.)
- Be sure to allow at least 5 business days from the date your claim was sent to Office Ally.
- Verify that your claim has not been rejected. (If rejected, the claim's status will be "Rejected" in Inventory Reporting. It may also be in ClaimFix if it has not yet been corrected, as well as on the file summary or EDI Status report depending on whether Office Ally or the Payer rejected it).
- Check your EDI status report for the claim reference number.
  For more information on EDI status reports, please refer to this document:
  https://cms.officeally.com/OfficeAlly/Forms/Forms/DFS_EDI%20Status%20Reports_20170131.pdf?ver=2017-02-06-165846-780
- Contact the Insurance Company to verify that the claim is/is not on file.

PLEASE NOTE, RESEARCH WILL NOT COMMENCE UNTIL YOU HAVE FOLLOWED ALL OF THE STEPS LISTED ON THIS GUIDE; OR IF ONE OR MORE OF THESE REASONS APPLY TO YOUR CLAIM(S): (1) YOUR CLAIM HAS BEEN REJECTED BY OFFICE ALLY OR THE PAYER, (2) DENIED ON THE EOB/ERA, (3) WAS MAILED, (4) WAS NOT PROCESSED BY OFFICE ALLY, (5) OR IF THERE IS A REFERENCE NUMBER FOR THE CLAIM ON THE EDI STATUS REPORT (INDICATING THAT THE CLAIM WAS RECEIVED BY THE PAYER).

Should you call the payer and find that your claim has not been received, please fill out the below fields, and click Submit By Email:

Office Ally Username (login):

Contact Name: **Contact Phone Number:**

Office Ally Claim ID: **Date claim was sent:**

Payer's Phone No. (# called to verify status):   **Payer ID/Payer Name:**

Reference number for above call with payer:
*Please note, if the payer goes through Availity see page 2 for guidelines on their Claim Not On File process.*

Clicking the Submit button should allow you to automatically email this completed form to us, however, if that is not working, you can also save this completed form to your computer and then attach it to an email and send to support@officeally.com.

After sending the email, you will receive a Support Ticket # assigned to this form submission. Please allow Office Ally 24-48 business hours to get back to you with information regarding your claim. Please reference the Support Ticket # whenever inquiring on this request.

For Availity payers (Click here for list of payers processed through Availity) you will need to access the Availity portal before Office Ally is able to initiate a Claim not on File ticket. Please first attempt to check claim status via Availity's web portal. If you do not have access to this site you can easily do so by registering at https://www.availity.com/resources/support/web-portal-registration.

Once you are logged into your Availity web portal you can check claim status by clicking on the Claims & Payment>
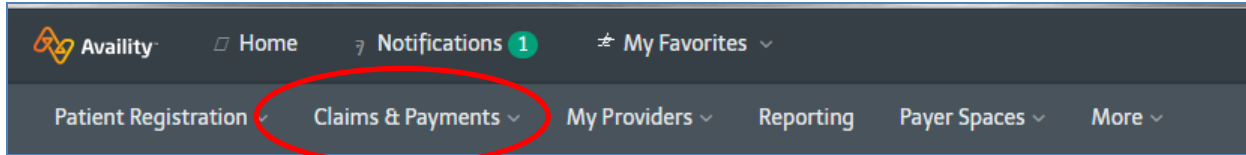
Then click on "Claim Status Inquiry">
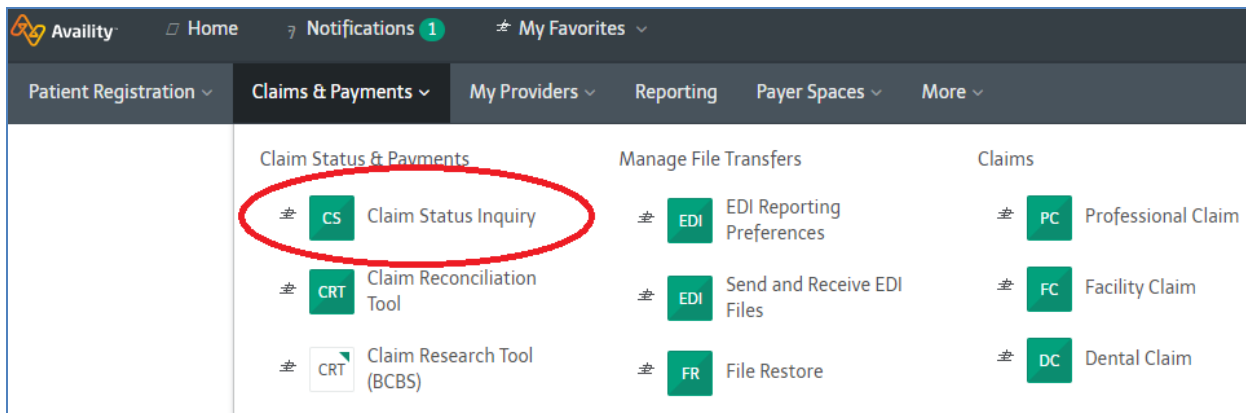
Then simply complete the "Claim Status Inquiry" form with the same claim information as was submitted to Office Ally.

If the claim(s) are still not found, proceed by taking a screen shot of the Availity page and attach this document to your email to Office Ally. *Please note: If emailing this additional attachment, zip and password protect the attachment then send the password to support@officeally.com with the Ticket Number returned by Office Ally on the first email.* *This is imperative for Availity claim not on file tickets, as Availity does require proof from their website before they will proceed with any research on anyone's behalf.*

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