

REAL TIME CLAIM STATUS INSTRUCTIONS (SERVICE CENTER)



Office Ally provides a CORE compliant real-time service that allows users to check the status of a claim that has been submitted to a payer electronically via Office Ally.

To access this feature, log into the Service Center and click on the **Real Time Claim Status** link.

The **Claim Status** page will display with two tabs:

- **Search Claims Tab:** Check claim status based on Office Ally Claim ID or Patient/Provider information.
- **Claim Status History Tab:** Displays the claim status results for claims you've previously checked status on.

Click on the Help icon  in the upper right corner to access this User Manual at any time.

SEARCH CLAIMS TAB

The **Search Claims** tab is where you will initiate claim status requests. There are two ways to initiate a claim status request: entering the Office Ally Claim ID or performing a Claim Search and selecting claims from the search results.

Search by Office Ally Claim ID

If you have the Office Ally Claim ID, you can enter it in the "Search Office Ally Claim ID" field and click the **Check Claim Status** button, which will submit the real-time check, and display the results.

Claim Search

To search for claims, use the criteria in the **Claim Search** section of the **Search Claims** tab. You can narrow the search by payer, by patient, by provider, and/or by dates. You can click on the **30 Days**, **60 Days**, or **90 Days** links to auto-populate the date range. To clear your search, click the **Reset Fields** link. Click the **Claim Search** button to display the results below the search criteria.


The screenshot shows the 'Search Claims' interface. At the top, there are tabs for 'Search Claims' and 'Claim Status History'. Below the tabs is a search bar for 'Search Office Ally Claim ID:' with a 'Check Claim Status' button. The main section is titled 'Claim Search' and contains several input fields: 'Select Payer:' (Aetna Healthcare), 'Patient Last Name:' (david), 'Patient First Name:', 'Patient Account Number:', and 'Provider Tax ID:'. There are also date pickers for 'From:' (3/22/2014) and 'To:' (6/20/2014), with links for '30 Days', '60 Days', and '90 Days'. A 'Reset Fields' link is in the top right, and a 'Claim Search' button is in the bottom right. Below the search criteria, it says 'Search Results - 4 claims found' and displays a table with 11 columns: Office Ally Claim ID, Patient Name, Patient Acct. No, Insured ID, From Date of Service, To Date of Service, Total Charges, Tax ID, Payer Name, and Check Status. The table contains 4 rows of data, all with 'Aetna Healthcare' as the payer. A red arrow points from the 'Claim Search' button to the table.

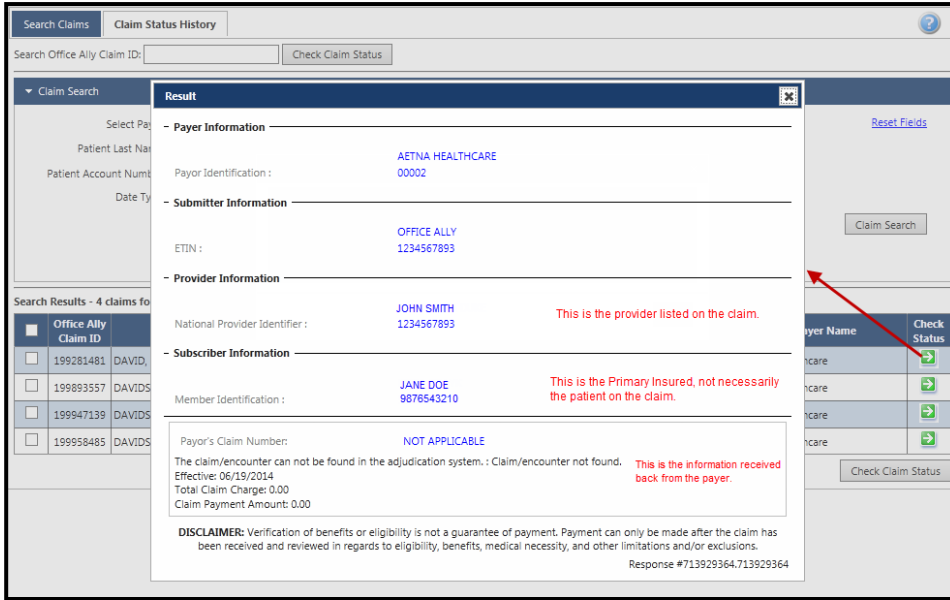
Office Ally Claim ID	Patient Name	Patient Acct. No	Insured ID	From Date of Service	To Date of Service	Total Charges	Tax ID	Payer Name	Check Status
199281481		6S5D4F8ESD4F548		04/24/2014	04/24/2014	\$220.00		Aetna Healthcare	
199893557		6S4DS8F4E4DS4DS		04/24/2014	04/24/2014	\$250.00		Aetna Healthcare	
199947139		S6DS56FWEWE4W		04/24/2014	04/24/2014	\$226.12		Aetna Healthcare	
199958485		F4DSW5E4F4DSF4E		04/24/2014	04/24/2014	\$138.00		Aetna Healthcare	

From the Search Results grid, you can check the claim status for one claim at a time or multiple at once. To check one, click the icon in the "Check Status" column (shown in red). To check multiple, select the checkboxes in the far left column, and then click the **Check Claim Status** button (shown in green).

This screenshot is identical to the one above, but with additional highlights. The checkboxes in the first column of the table are checked for the first two rows (199281481 and 199893557). The 'Check Status' icons for these two rows are highlighted in red. The 'Check Claim Status' button at the bottom right is highlighted in green.

Office Ally Claim ID	Patient Name	Patient Acct. No	Insured ID	From Date of Service	To Date of Service	Total Charges	Tax ID	Payer Name	Check Status
<input checked="" type="checkbox"/>		6S5D4F8ESD4F548		04/24/2014	04/24/2014	\$220.00		Aetna Healthcare	
<input checked="" type="checkbox"/>		6S4DS8F4E4DS4DS		04/24/2014	04/24/2014	\$250.00		Aetna Healthcare	
<input type="checkbox"/>		S6DS56FWEWE4W		04/24/2014	04/24/2014	\$226.12		Aetna Healthcare	
<input type="checkbox"/>		F4DSW5E4F4DSF4E		04/24/2014	04/24/2014	\$138.00		Aetna Healthcare	

If you submit one claim status request at a time using the icon  in the “Check Status” column, or by entering the Office Ally Claim ID, your results will immediately display in a pop-up.



Result

- Payer Information
 Payor Identification : AETNA HEALTHCARE 00002

- Submitter Information
 ETIN : OFFICE ALLY 1234567893

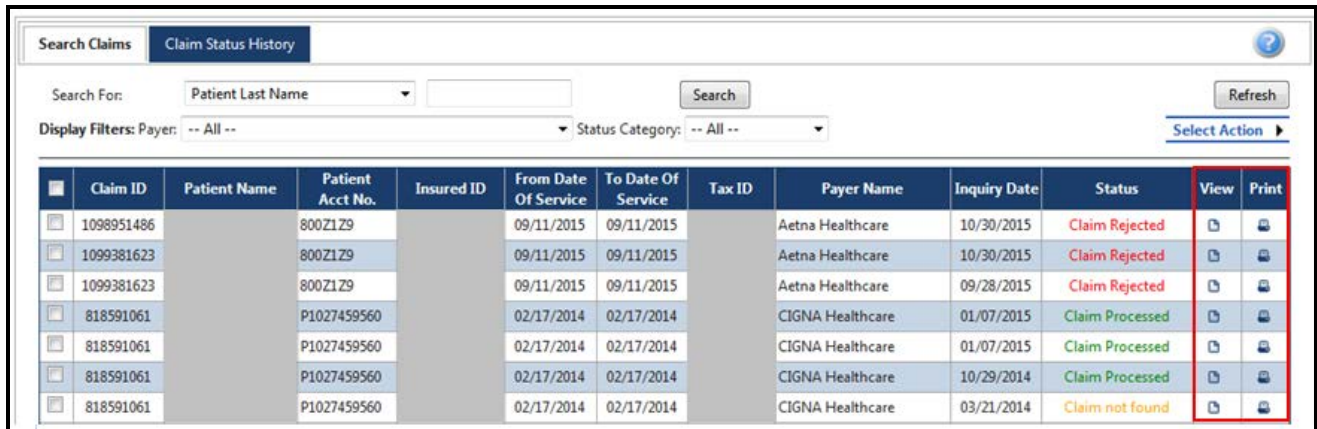
- Provider Information
 National Provider Identifier : JOHN SMITH 1234567893 *This is the provider listed on the claim.*

- Subscriber Information
 Member Identification : JANE DOE 9876543210 *This is the Primary Insured, not necessarily the patient on the claim.*

Payor's Claim Number: NOT APPLICABLE
 The claim/encounter can not be found in the adjudication system. : Claim/encounter not found. *This is the information received back from the payer.*
 Effective: 06/19/2014
 Total Claim Charge: 0.00
 Claim Payment Amount: 0.00

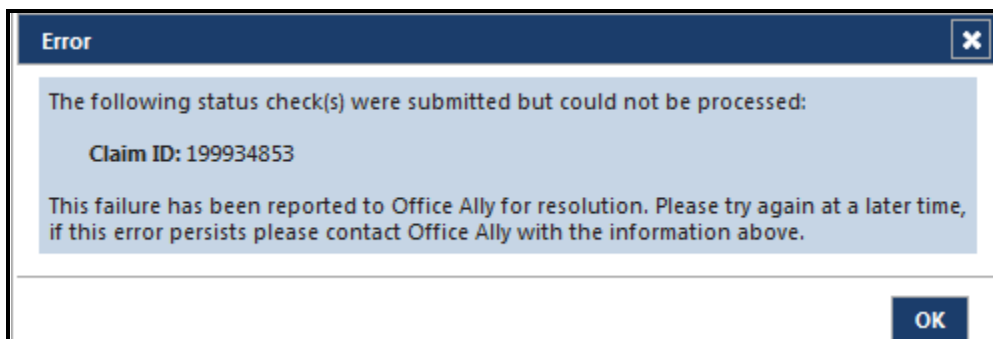
DISCLAIMER: Verification of benefits or eligibility is not a guarantee of payment. Payment can only be made after the claim has been received and reviewed in regards to eligibility, benefits, medical necessity, and other limitations and/or exclusions.
 Response #713929364.713929364

If you select multiple claim statuses to submit, you will be taken to the **Claim Status History** tab, where you can view or print a result individually by clicking on the appropriate icon in the columns to the far right.



Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View	Print
1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found		

NOTE: There are instances where claim status check(s) will not be processed for various technical reasons. These errors are automatically reported to Office Ally for resolution.



Error

The following status check(s) were submitted but could not be processed:
Claim ID: 199934853

This failure has been reported to Office Ally for resolution. Please try again at a later time, if this error persists please contact Office Ally with the information above.

OK

CLAIM STATUS HISTORY TAB

The Claim Status History tab lists all the results for the claim status checks submitted. From this tab, you can search for, view, and/or print the claim status results. Use the Search For and Display Filters at the top of the grid to narrow your results based on specific data elements. The results will be sorted by Inquiry Date, to change the display order, click on one of the other column headings.

In the Status column, there are 5 possible statuses that could categorize the claim: **Claim Processed**, **Claim in Process**, **Claim Rejected**, **Transaction Issue**, and **Claim Not Found**. Each status can represent multiple messages about the claim

The screenshot shows the 'Claim Status History' interface. At the top, there is a search bar with 'Patient Last Name' selected and a 'Search' button. Below it are display filters for 'Payer: -- All --' and 'Status Category: -- All --'. A 'Refresh' button is on the right. The main table has columns for Claim ID, Patient Name, Patient Acct No., Insured ID, From Date Of Service, To Date Of Service, Tax ID, Payer Name, Inquiry Date, Status, View, and Print. The 'Status' column contains values like 'Claim Rejected', 'Claim Processed', and 'Claim not found'.

Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View	Print
1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found		

To print multiple claim status results at once, select the checkboxes next to the claims statuses, hover over the **Select Action** link, and click **Print Claim Status**.

This screenshot shows the same interface as above, but with a modal window open for a selected claim. The modal window, titled 'Print Status Check(s) - Mozilla Firefox', displays detailed information for the claim with ID 1098951486. It includes payer information (Aetna Healthcare), provider information, subscriber information, and a list of detailed items with their respective charges and payment details. A red arrow points from the 'Print Claim Status' button in the table to the modal window. The table in the background has checkboxes selected for the first three rows.

Claim ID	Patient Name	Patient Acct No.	Insured ID
<input checked="" type="checkbox"/>		800Z1Z9	
<input checked="" type="checkbox"/>		800Z1Z9	
<input checked="" type="checkbox"/>		800Z1Z9	
<input type="checkbox"/>		P1027459560	
<input type="checkbox"/>		P1027459560	
<input type="checkbox"/>		P1027459560	