

SUBMITTING ATTACHMENTS (WORKERS COMP CLAIMS)



STEP 1 – SUBMIT THE CLAIM

To submit attachments for Workers Comp claims, users must first submit the Workers Comp claim through Office Ally.

The claim must contain the following information:

- Accident Date (Box 15)
- Authorization Number (Box 23)

Once the user submits the Workers Comp claim through Office Ally, they must then wait for the processing cycle to complete. Please note, claims and attachments cannot be submitted at the same time.

Once the claim processes, you can use the assigned Claim ID (sent back on a report) to find the claim in the Attachments tool.

STEP 2 – SUBMIT THE ATTACHMENT

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

Hover over **Attachments** and click on **Claim Search**. By clicking on **Claim Search**, you can search for claims submitted to Workers Comp payers through Office Ally.



The **Claim Search** screen will appear.

A screenshot of the "Claim Search & Attachments Request" form. The form is titled "Search for Claims" and contains several search criteria fields: "Select Payer" (dropdown menu), "Date Type" (radio buttons for DOS, Upload, Processed, None), "Form Type" (radio buttons for HCFA, UB04), "From Date" and "To Date" (date pickers), "Type of Attachment" (dropdown menu), "Status" (dropdown menu), "Sort By" (dropdown menu), "Master Vendor" (text input), "State License ID" (text input), "Patient Name" (text input with L and F fields), "Patient Acct Num" (text input), "File ID" (text input), and "Claim ID" (text input). A "Search" button is located at the bottom of the form.

The only required field within **Claim Search** is the **From Date**.

If you have the Office Ally Claim ID assigned to your Workers Comp claim, you can enter that into the **Claim ID** field.

Apart from being able to locate the claim by the Office Ally Claim ID, you also have the option to search by:

- Payer
- Provider Tax ID (Master Vendor)
- Patient Name
- Patient Account Number
- Office Ally File ID

Once you've entered your search criteria, click the **Search** button. The results will be returned below the search tool:

The screenshot shows a search interface with a 'Claim ID' field containing a question mark icon and a 'Search' button. Below the search box is a table with the following data:

(4) Claims Found									
Attach	Status	Att. Type	FileID/RequestID	ClaimID	PayerID	Last, First	Account #	From DOS	Total Charge
ATTACH			136105991	689042641	STJOE			01/11/2012	\$100.00
ATTACH			157430423	761712354	STJOE			01/11/2012	\$100.00

Locate the claim you wish to send an attachment for (verify claim number) and click the **ATTACH** link next to it (on the left). You will be taken to the **Upload Attachments** screen for the claim selected:

The screenshot shows the 'Upload Attachments' screen for a claim. At the top, there are links for '[New Claim Search](#)', '[View Open Requests](#)', and '[View Closed Requests](#)'. Below this is the 'Claim Details' section with a table:

ClaimID	Type	Payer	Processed	Patient Name	From Date	Total Charges	Status
689042641	HCFA	STJOE	04/05/2013		01/11/2012	\$100.00	Claim Processed ()

Below the table is the 'Upload Attachments for this Claim' section. It features a table with 'Files' and 'Size' columns. Below the table are buttons for 'Select File', 'Clear', and 'Upload File'. A 'Description:' section follows, with a text area and a dropdown menu labeled '-- Type Of Attachment --'. A note below the dropdown reads: 'Please indicate the type of attachment that you are requesting.'

Click on the **Select File** button and a browse window will pop up.

Locate the document you want to attach and click **Open**.

Please Note: PDF and TIF files are the only formats allowed for Workers Comp attachments.

The document will show in the **Upload Attachments** box.

Upload Attachments for this Claim

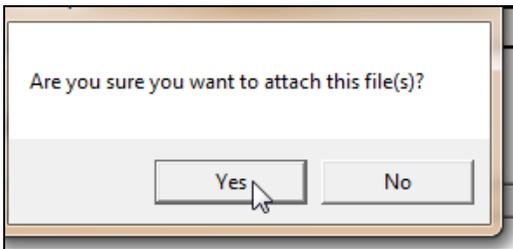
Files (1)	Size (78KB)
C:\Users\... \Desktop\Attachment.pdf	79,977 bytes

Enter the **Description** and choose the **Type of Attachment**.

Description:
 The description you enter will be assigned to all the attachments in the Upload Control when you press Upload. If you wish to assign different descriptions to different attachments then: clear the control, select the attachment, enter the description, and click Upload.

-- Type Of Attachment -- Please indicate the type of attachment that you are requesting.

A pop up box will appear asking you to confirm the submissions of the attachment. Click **Yes**.



The attachment will display in the **Existing Attachments for this Claim** section. You may Delete or Download (view) the attachment, if needed.

Claim Details

ClaimID	Type	Payer	Processed	Patient Name	From Date	Total Charges	Status
689042641	HCFA	STJOE	04/05/2013	[REDACTED]	01/11/2012	\$100.00	Claim Processed ()

Existing Attachments for this Claim

Note: If Delete is blank, the payer has downloaded this attachment.

Attached Date	File Name	Description	Att. Type	Delete	Download
04/21/2015	Attachment.pdf	Attachment	Trip Report	Delete	Download