



Real Time Eligibility Request 270/271 User Agreement

Definitions

- A **transaction** is defined as an electronic eligibility request (270) submitted to the payer.
- A **successful transaction** is defined as an eligibility request (270) for a patient where a response (271) is returned. The response may be that the patient is covered, not covered or that there was an incomplete response due to the lack of patient or provider information in the request, etc. These responses will count towards the total number of successful transactions.
- An **unsuccessful transaction** is defined as an eligibility request (270) where a response (271) is not returned at all. This can be due to system issues or connection problems. Unsuccessful transactions will not be included in total number of transactions.

Fee for Service*

User will incur a charge for each **successful transaction**, per the fee schedule to the right. Office Ally will invoice User at the beginning of each calendar month for the number of successful transactions conducted in the previous calendar month. Unsuccessful transactions will not be included in either the total volume or the invoiced amount. All transactions for payers where Office Ally is the designated clearinghouse will be provided free of charge (these payers are identified on our payer list by a notation in the Note column).

# of Transactions	Fee for Service*
1-100	\$10.00 Flat Fee
101-1,000	\$0.10 per Successful Transaction
1,001-5,000	\$0.09 per Successful Transaction
5,001-10,000	\$0.08 per Successful Transaction
10,001-50,000	\$0.07 per Successful Transaction
50,001-100,000	\$0.06 per Successful Transaction
100,001>	\$0.05 per Successful Transaction

Some payers require providers to complete pre-enrollment prior to being able to perform eligibility requests. User is responsible to ensure that they have completed and payer has approved all necessary pre-enrollment prior to submitting eligibility requests to these payers. Eligibility requests that are incomplete due to a lack of patient or provider information/pre-enrollment are still defined as successful transactions and will be included in the total number of successful transactions for which the User is invoiced.

Termination of Services

If User wishes to cancel this service it must complete the product cancellation form. Upon request to cancel Office Ally will send the product cancellation form to User. User shall not consider the cancellation complete until the time that it has received an email confirmation to the email address on the account. Cancellation can only be requested by the Office Ally account owner. Additionally, User acknowledges that any unpaid account balance must be paid prior to Office Ally processing the cancellation request and said unpaid balance may delay the processing of the cancellation.

I have read and understand this agreement and wish to be able to check eligibility using the eligibility request protocol offered by Office Ally. I am authorized to sign this agreement on behalf of my business. This Real Time Eligibility Request 270/271 User Agreement is only required if you want to perform Real Time Eligibility Requests (270) / Responses (271).

Owner of Account Name (Please Print)
 (President/CEO/Owner of Entity who owns the Office Ally Account)

Date

Owner of Account Signature
 (President/CEO/Owner of Entity who owns the Office Ally Account)

Title of Signer (Please Print)

Practice / Facility Name

Office Ally Username

Contact Name / Contact Phone Number

Office Ally Representative

Please fax completed User Agreement to (360) 314-2184. Questions? Email: Molly.Eggleston@officeally.com