

**WHICH FORMS SHOULD I COMPLETE?**

- [Register](#) for the Provider Portal.
- Once registered, access the Provider Portal [here](#).
  - o Complete the Clearinghouse Information section with the following:
    - Clearinghouse name: Office Ally, Inc.
    - Name of Clearinghouse Contact: Customer Service
    - Trading Partner ID: JQR
    - Contact Phone Number: (360) 975-7000

**WHERE SHOULD I SEND THE FORM(S)?**

- Fax the form to (650) 616-8046; OR
- Email to [psinquiries@hpsm.org](mailto:psinquiries@hpsm.org)

**WHAT IS THE TURNAROUND TIME?**

- Standard Processing Time is 7-10 business days.

**HOW DO I CHECK STATUS?**

- If you would like to check the status after the standard processing time, you may call (650) 616-2106, or email [claimsinquiries@hpsm.org](mailto:claimsinquiries@hpsm.org) to verify your ERAs have been linked to Office Ally's submitter number JQR.