WHICH FORM(S) SHOULD I DO?

- Send an email with the below information to servicedesk@azahcccs.gov to request ERA activation

    o Type of EDI transaction requested: **835**
    o Provider Name
    o AHCCCS Provider ID
    o Provider NPI
    o Provider Tax ID
    o Clearinghouse: **Office Ally**

- AHCCCS will send an email back advising you to complete a Trading Partner Agreement on their Medicaid AZ Community Manager website. Once the account is created, an email will be sent with a username/password

- After logging in, you will be instructed to complete the Technical Contact Information with the following pertinent Office Ally information:

    o Technical Contact Name: **Office Ally**
    o Technical Contact Phone: **(360) 975-7000 Option 1**
    o Technical Contact Email: **Support@officeally.com**

WHAT IS THE TURNAROUND TIME?

- Standard processing time is 7 business days

HOW DO I CHECK STATUS?

- Email servicedesk@azahcccs.gov requesting an update on your ERA enrollment

- Once your account is set up, your ERAs will start coming through Office Ally

- You will continue to receive paper remittances for 45 days from the date the 835 setup was completed