



HPPSA

National Claims Administration, Provider Data Management and Contracting

Office Ally Direct Data Entry (DDE) Solution

Provider Overview

What is the Office Ally DDE Solution?

Office Ally is a full service clearinghouse offering a web-based service where **qualifying** providers can submit claims to Kaiser Permanente for FREE*. This online claim entry tool allows you to create CMS1500, UB04 and ADA claims on its website; or use your existing software to create and submit claims electronically.

- ✓ Great option for providers not currently enrolled to submit electronic data interchange (EDI) through a traditional clearinghouse.
- ✓ Submit claims electronically and receive confirmation immediately
- ✓ Correct failed claims directly on website
- ✓ Free set up, training and ongoing support
- ✓ 24/7 access from anywhere with a internet connection
- ✓ Convenient, secure and HIPAA compliant
- ✓ [Click here](#) for a quick video to learn more!



*Non-Par Claim Fee applies when 50% or more of monthly claim volume is to Non-Par Payers (Kaiser Permanente is a participating payer). To see if you qualify, reach out to Office Ally via the contact information on page 11.

Provider Overview

How to enroll?

If you have successfully submitted 1 or more paper claims to Kaiser Permanente you are able to enroll in EDI with Office Ally and start submitting claims through the DDE (Direct Data Entry) feature.

[Register Here!](#)

A promotional banner for Office Ally Clearinghouse. The background is a light blue image of a hospital room with a patient bed and medical equipment. The text is in a clean, sans-serif font. At the bottom left, there is a red-bordered box containing an orange button with the text "Enroll Today".

Office Ally™ Clearinghouse

Office Ally is a full service clearinghouse offering a web-based service where providers can submit to Participating Payers for **FREE***.

Our Online Claim Entry tool allows you to create CMS1500, UB04, and ADA claims on our website; or use your existing software to create and submit claims electronically.

Enroll Today

Once enrollment form has been completed, Office Ally will contact you to complete the enrollment process.

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How to submit a claim?

Office Ally offers the option of both Professional (CMS1500) and Institutional (UB) Claim submission

- Once logged into the Office Ally website, hover your mouse over Online Claim Entry. There will be multiple claim form options to choose from. The Create Professional (CMS-1500) or Create Institutional (UB) Claim option will allow you to begin completing the online claim form immediately.



How to submit a claim? (continued)

After you enter all necessary claim data, review the claim for errors and then click the “Update” button at the bottom of the claim form. The program will alert you if you missed certain required fields. If all required fields were completed, clicking on “Update” will put your claim in the Claims Awaiting Batch section.

Online Entry - Waiting to be Batched

Form Type	Processed	FileID	Claim ID	Patient Name	Total Charges	From DOS	Payer	Secondary	Print	Correct	Delete
UB04	4/18/2017	ONLINE	6682156	Smith, Jane	10.00	4/12/2017		N		Correct	Delete

Office Ally will send you a report to ensure your claims were accepted. If a claim rejects, it is your responsibility to correct and resubmit the claim for processing.

- Secondary (claim re-submission) Claim submissions can be sent through Office Ally
- If additional information is needed for claim processing, you will receive a request for information (RFI Letter) from Kaiser Permanente
- Corrected claims can be submitted as long the claim is identified as a corrected claim, and includes the original claim number in the transaction

Additional Information

Additional Information

- Consult the Northern California HMO Provider Manual for more information on submitting claims for Visiting Members
- Office Ally Non-Par Claim Fee applies when 50% or more of monthly claim volume is to Non-Par Payers. Kaiser Permanente is a participating payer.

Office Ally Payer ID's by Region

Clearinghouse	Northern CA	Southern CA	Hawaii	Georgia	Northwest	Mid-Atlantic	Colorado
Office Ally	94135	94134	94123	21313	NW002	52095	91617

Contacts

Who to contact?

Office Ally Contact Information

Email: info@officeally.com or support@officeally.com

Customer Service: (360) 975-7000 Option 1

Technical Support: (360) 975-7000 Option 2

Enrollments: (360) 975-7000 Option 3

Accounting: (360) 975-7000 Option 4

Free Training Appointments: (360) 975-7000 Option 5

Live Chat Available (6am – 5pm PST): [Click Here](#) or enter <https://support.officeally.com/> into your browser to access Live Chat, Claim Rejection Solutions, Troubleshooter, News and more!

Online Video Tutorials: [Click Here](#) or enter <https://cms.officeally.com/Home/VideoLibrary.aspx> into your browser to access video tutorials covering Online Claim Entry, Inventory Reporting, Secondary Claims and more!

[Not an Office Ally User? Enroll Now](#)

Who to contact?

Kaiser Permanente Contact Information

For inquiries about EDI, ERA or EFT enrollment, please contact EDIEngagementTeam@kp.org

For any issues related to EDI submissions (claim rejections, missing claims, etc.),
please contact EDISupport@kp.org

Looking to obtain the status of your submitted claims?

Submit appeals, disputes or respond to request for information (RFI)?

Kaiser Permanente offers a free online portal called **Online Affiliate**. Navigate to the following link to find out more: providers.kp.org