HPPSA

National Claims Administration, Provider Data Management and Contracting

Office Ally Direct Data Entry (DDE) Solution

Provider Overview

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

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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 direct data entry feature.
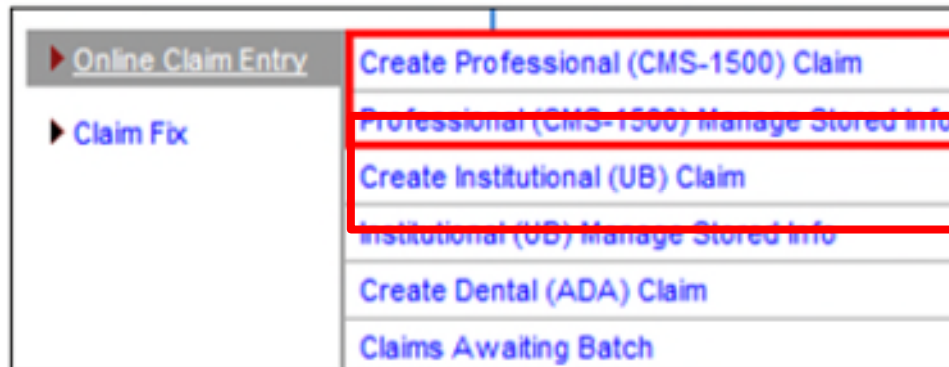
[Register Here!](#)

Once the initial 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.

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How to submit a claim? (continued)

Example of online claim forms

Professional CMS1500

Institutional UB

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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

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Additional Information

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- Consult the appropriate provider manual for your region for more information on submitting claims for visiting members. You can find your regional specific provider manual by going to providers.kaiserpermanente.org.

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Office Ally Payer IDs by Region

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

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Who to Contact?

Office Ally Contact Information

You can reach Office Ally customer support via email at
support@officeally.com or by calling : (360) 975-7000

Live Chat Available (6 am – 5 pm PST): Click Here or enter
https://support.officeally.com/ into your browser to learn claim rejection
solutions, troubleshoot tips, 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? Click to Enroll Now

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Kaiser Permanente Contact Information

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

Are you looking to obtain the status of your submitted claims?
Kaiser Permanente offers a free online portal called **Online Affiliate**.
You can also view patient benefits, eligibility, submit online disputes/appeals, claim inquiries, and respond to KP requests for information?

Navigate to kp.org/providers to find out more information and register for Online Affiliate today!

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