

REAL TIME CLAIM STATUS INSTRUCTIONS (SERVICE CENTER)



Office Ally provides a CORE compliant real-time service that allows users to check the status of a claim that has been submitted to a payer electronically via Office Ally.

To access this feature, log into the Service Center and click on the **Real Time Claim Status** link.

The **Claim Status** page will display with two tabs:

- **Search Claims Tab:** Check claim status based on Office Ally Claim ID or Patient/Provider information.
- **Claim Status History Tab:** Displays the claim status results for claims you've previously checked status on.

Click on the Help icon  in the upper right corner to access this User Manual at any time.

SEARCH CLAIMS TAB

The **Search Claims** tab is where you will initiate claim status requests. There are two ways to initiate a claim status request: entering the Office Ally Claim ID or performing a Claim Search and selecting claims from the search results.

Search by Office Ally Claim ID

If you have the Office Ally Claim ID, you can enter it in the "Search Office Ally Claim ID" field and click the **Check Claim Status** button, which will submit the real-time check, and display the results.

Claim Search

To search for claims, use the criteria in the **Claim Search** section of the **Search Claims** tab. You can narrow the search by payer, by patient, by provider, and/or by dates. You can click on the **30 Days**, **60 Days**, or **90 Days** links to auto-populate the date range. To clear your search, click the **Reset Fields** link. Click the **Claim Search** button to display the results below the search criteria.


The screenshot shows the 'Search Claims' interface. At the top, there are tabs for 'Search Claims' and 'Claim Status History'. Below the tabs is a search bar for 'Search Office Ally Claim ID:' with a 'Check Claim Status' button. The 'Claim Search' section includes a dropdown for 'Select Payer:' set to 'Aetna Healthcare', a 'Reset Fields' link, and input fields for 'Patient Last Name:' (david), 'Patient First Name:', 'Patient Account Number:', and 'Provider Tax ID:'. There is also a 'Date Type:' dropdown set to 'Date of Service' and a date range selector with 'From:' (3/22/2014) and 'To:' (6/20/2014) fields. Below the date range are links for '30 Days', '60 Days', and '90 Days'. A 'Claim Search' button is located at the bottom right of the search criteria. Below the search criteria, it says 'Search Results - 4 claims found' and displays a table with 11 columns: Office Ally Claim ID, Patient Name, Patient Acct. No, Insured ID, From Date of Service, To Date of Service, Total Charges, Tax ID, Payer Name, and Check Status. The table contains 4 rows of claim data. A red arrow points from the 'Claim Search' button to the table. At the bottom right of the table area is a 'Check Claim Status' button.

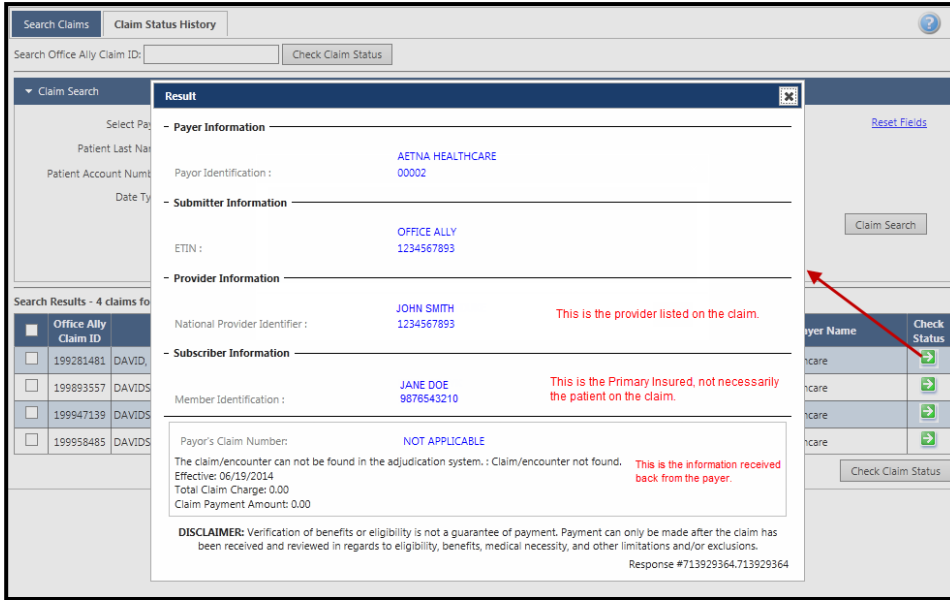
Office Ally Claim ID	Patient Name	Patient Acct. No	Insured ID	From Date of Service	To Date of Service	Total Charges	Tax ID	Payer Name	Check Status
199281481		6S5D4F8ESD4F548		04/24/2014	04/24/2014	\$220.00		Aetna Healthcare	
199893557		6S4DS8F4E4DS4DS		04/24/2014	04/24/2014	\$250.00		Aetna Healthcare	
199947139		S6DS56FWEWE4W		04/24/2014	04/24/2014	\$226.12		Aetna Healthcare	
199958485		F4DSW5E4F4DSF4E		04/24/2014	04/24/2014	\$138.00		Aetna Healthcare	

From the Search Results grid, you can check the claim status for one claim at a time or multiple at once. To check one, click the icon in the "Check Status" column (shown in red). To check multiple, select the checkboxes in the far left column, and then click the **Check Claim Status** button (shown in green).















This screenshot is identical to the previous one, but with several changes: the '30 Days', '60 Days', and '90 Days' links are now blue; the 'Check Status' column icons are now green; the checkboxes in the first column of the table are checked for the second, third, and fourth rows; and the 'Check Claim Status' button at the bottom right is highlighted with a green border.

Office Ally Claim ID	Patient Name	Patient Acct. No	Insured ID	From Date of Service	To Date of Service	Total Charges	Tax ID	Payer Name	Check Status
<input type="checkbox"/>		6S5D4F8ESD4F548		04/24/2014	04/24/2014	\$220.00		Aetna Healthcare	
<input checked="" type="checkbox"/>		6S4DS8F4E4DS4DS		04/24/2014	04/24/2014	\$250.00		Aetna Healthcare	
<input checked="" type="checkbox"/>		S6DS56FWEWE4W		04/24/2014	04/24/2014	\$226.12		Aetna Healthcare	
<input checked="" type="checkbox"/>		F4DSW5E4F4DSF4E		04/24/2014	04/24/2014	\$138.00		Aetna Healthcare	

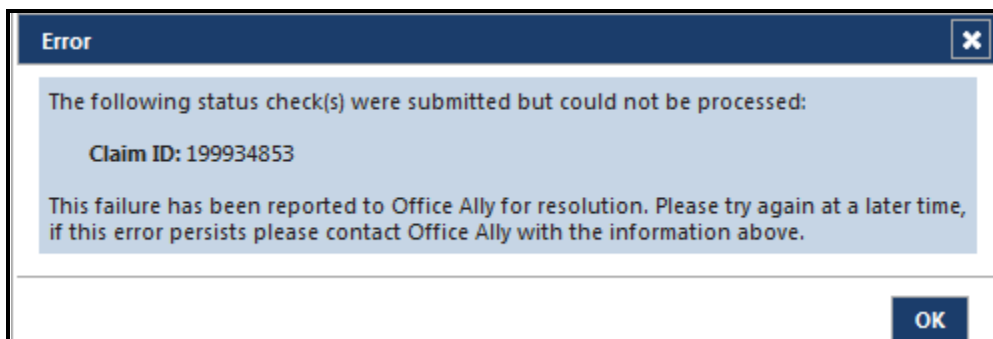
If you submit one claim status request at a time using the icon  in the “Check Status” column, or by entering the Office Ally Claim ID, your results will immediately display in a pop-up.



If you select multiple claim statuses to submit, you will be taken to the **Claim Status History** tab, where you can view or print a result individually by clicking on the appropriate icon in the columns to the far right.

Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View	Print
1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed		
818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found		

NOTE: There are instances where claim status check(s) will not be processed for various technical reasons. These errors are automatically reported to Office Ally for resolution.



CLAIM STATUS HISTORY TAB

The Claim Status History tab lists all the results for the claim status checks submitted. From this tab, you can search for, view, and/or print the claim status results. Use the Search For and Display Filters at the top of the grid to narrow your results based on specific data elements. The results will be sorted by Inquiry Date, to change the display order, click on one of the other column headings.

In the Status column, there are 5 possible statuses that could categorize the claim: **Claim Processed**, **Claim in Process**, **Claim Rejected**, **Transaction Issue**, and **Claim Not Found**. Each status can represent multiple messages about the claim

Claim ID	Patient Name	Patient Acct No.	Insured ID	From Date Of Service	To Date Of Service	Tax ID	Payer Name	Inquiry Date	Status	View	Print
<input type="checkbox"/> 1098951486		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
<input type="checkbox"/> 1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	10/30/2015	Claim Rejected		
<input type="checkbox"/> 1099381623		800Z1Z9		09/11/2015	09/11/2015		Aetna Healthcare	09/28/2015	Claim Rejected		
<input type="checkbox"/> 818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
<input type="checkbox"/> 818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	01/07/2015	Claim Processed		
<input type="checkbox"/> 818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	10/29/2014	Claim Processed		
<input type="checkbox"/> 818591061		P1027459560		02/17/2014	02/17/2014		CIGNA Healthcare	03/21/2014	Claim not found		

To print multiple claim status results at once, select the checkboxes next to the claims statuses, hover over the **Select Action** link, and click **Print Claim Status**.

The screenshot shows the same table as above, but with the first three rows selected (checkboxes checked). A modal window titled "Print Status Checks - Mozilla Firefox" is open, displaying detailed information for the selected claims. A red arrow points from the "Print Claim Status" button in the "Select Action" dropdown to the modal window.

SCAN HEALTH PLAN

For **Scan Health Plan** only, you can send real time requests even if the claim was not submitted via Office Ally.

▶ Claim Search

▼ Scan Claim Status Check

When searching for Claims not submitted through Office Ally, only two search options are allowed:

- SCAN Claim Number + Provider NPI
- Member ID + Date Of Service + Provider NPI

[Reset Fields](#)

SCAN Claim No: Provider NPI:

Date of Service: / / Member ID: