

OfficeAllyTM Support

How to Problem Solve Electronic Claims

TheraThink.

Know You Have Failed Claims

You'll discover when you have missing or failed claims while performing your New Patient Follow Up Phone Call from Part 3 of the course.

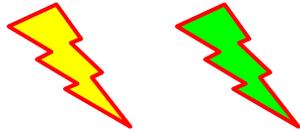
You can also find them under “Claims Fix >> Repairable Claims” on OA

The Billing Process

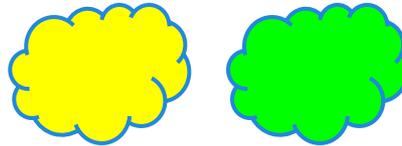
Claim → Electronic Submission → Insurance Co System → Payment Verification



You



EHR + Clearing House



“Blue Cross System”



You



Locate Claim ID in PracticeMate

Click “Claims/Billing”

Office ALLY Practice MATE OA-Rx, an e-Prescribe Program from Office Ally

OA-Rx is a web-based e-Prescription program designed to integrate into Office Ally's Practice Mate and EHR 24/7 applications. OA-Rx gives you the abilities to create prescriptions to transmit or print, reply to renewal requests, view patient eligibility for prescription benefits, and much more. Learn how to sign up and use OA-Rx by clicking [here](#).

Welcome, jchapin1. You are logged in.
[Repairable Claims \(590\)](#) [eVisit Message \(0\)](#) [New Patient Message \(0\)](#)

Home | Service Menu | <<LOGOUT | HIPAA | Privacy | PayerLists / Forms | FAQ | Training Videos | Contact | Help | Remote Support

Claims/Billing Accounting Manage Patients Patient Portal Manage Office

Add New Claim Claim List Claims Awaiting Batch Repairable Claims Reports

Claim List

Date Created: By Date [] [] [] Show All

Search For: Patient Last Name Starts With [] Search

Display Filter: Form Type: -- All -- Status: -- All -- Facility: -- All --

Print Options: CMS Form Version
 CMS 1500 08/05 (Old)
 CMS 1500 02/12 (New)
Set Default
 Includes Form Image
Select Actions

Claim No	Date Created	Form Type	From DOS	To DOS	Patient Name	Total Charges	Insurance Co.	Ins. Type	Sec. Claim	Status	Edit	Del	Print	Submit
95	05/21/2014	HCFA	05/20/2014	05/20/2014						Submitted				
80	05/20/2014	HCFA	05/16/2014	05/16/2014						Submitted				
187	05/20/2014	HCFA	01/11/2014	01/11/2014						Submitted				

Note the Claim Number

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Repairable Claims Screen



Claim Fix

- User: [Redacted]
- [Available Services]
- Process Credit Card Transaction
- Claims
- Upload Claims
 - Online Claim Entry
- Claim Fix
- Repairable Claims**
 - Claims Awaiting Batch
- Download
- Download File Summary
 - Download EOB / ERA 835
- Requests
- Eligibility Request
 - Real Time Claim Status
 - SCAN Claim Status
- Reports
- View Claim History

Claim Fix - Repairable Claims

<< November 2014 >>

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Calendar Legend

Active Date
Claims Failed



Claims For Tuesday, November 04, 2014

[Check All](#) [Clear All](#) [Print](#) [Print Select](#) [Remove](#)

[HCFA Failed Claims \(click to collapse or expand this section\)](#) [Export To Excel](#)

<< Previous 1 ... Next >>

Processed	File ID	Claim ID	Patient Name	Provider	Tax ID	Total Charges	Secondary	From DOS	Payer	No. of Errors	Correct	Select
11/04/2014	282				8	150.00	N	10/23/2014	01260	2	Correct	<input type="checkbox"/>

Error(s):
1. Returned to Entity.
2. CTN=934704551, Member Not Found.

Note the File ID



Contact OA Customer Support

Head to <https://support.officeally.com>



[Home](#) [Knowledgebase](#) [News](#) [Troubleshooter](#)

English (U.S.) ▾

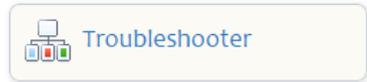
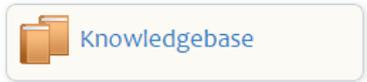
>> Contact Info

Call us at (360) 975-7000

- Customer Service - Option 1
- Technical Support - Option 2
- Enrollments - Option 3
- Accounting - Option 4
- Scheduling - Option 5

Patient Ally: (888) 747-4255
Fax: (360) 896-2151
E-mail: support@officeally.com

[SEARCH](#)



Latest Updates

Nov 17 **Medicaid Oklahoma (MCDOK) ERAs week of 11/12 and 11/19**
Posted on 17 November 2014 01:54 PM

The following message was posted from Medicaid Oklahoma:

The logo for TheraThink, featuring the word "TheraThink" in a large, outlined, sans-serif font.

Office Ally Chat



Submit Information & Ask for Follow Up

privacy policy.' The TheraThink logo is visible in the bottom right corner."/>

OFFICE ALLY | **SUPPORT SUITE**

✖ Close Language: English (U.S.) ▼

Live Chat

To help us serve you better, please provide some information before we begin your chat.

Department: Customer Service - Online ▼

Full Name: John Chapin

OA Username: n1

Email: denny@therathink.com

Your Question: I need help understanding why this claim failed.

Additional Info

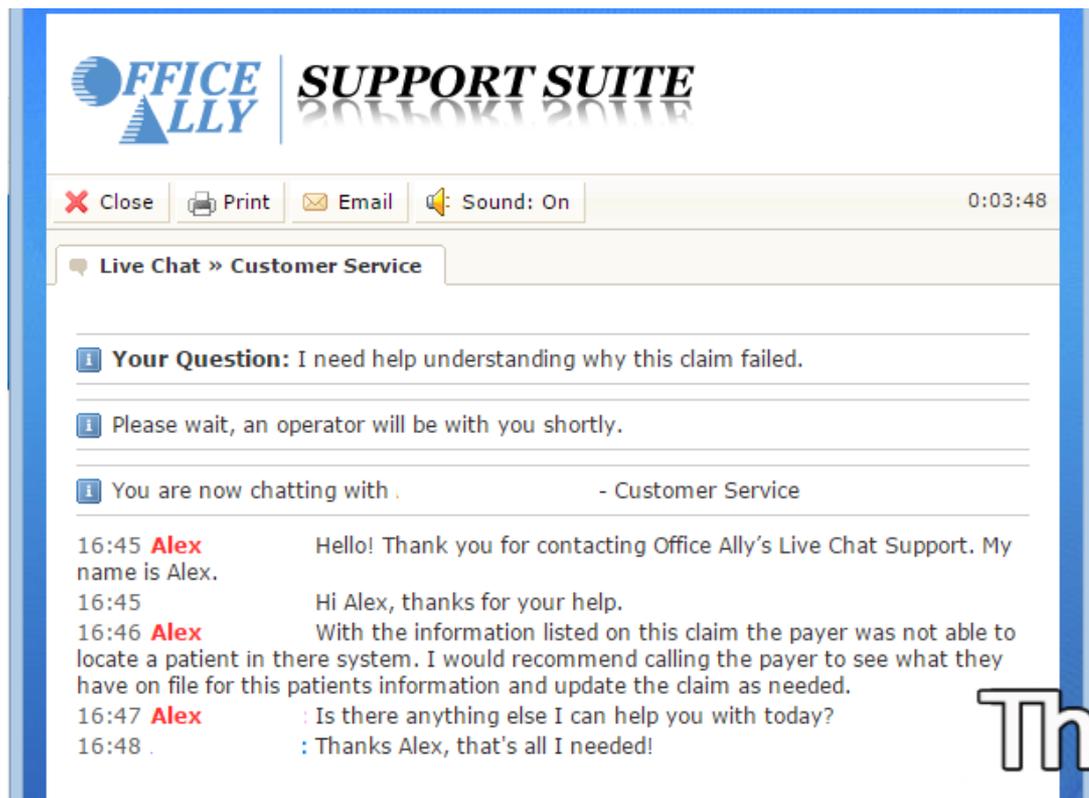
Example Claim ID / File ID (if applicable): 51

Start Chat

By clicking on the "Start Chat" button you agree to Office Ally's [privacy policy](#).

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Learn Reason for Failure, Correct & Re-File



OFFICE ALLY | **SUPPORT SUITE**

Close Print Email Sound: On 0:03:48

Live Chat » Customer Service

Your Question: I need help understanding why this claim failed.

Please wait, an operator will be with you shortly.

You are now chatting with . - Customer Service

16:45 **Alex** Hello! Thank you for contacting Office Ally's Live Chat Support. My name is Alex.

16:45 Hi Alex, thanks for your help.

16:46 **Alex** With the information listed on this claim the payer was not able to locate a patient in there system. I would recommend calling the payer to see what they have on file for this patients information and update the claim as needed.

16:47 **Alex** : Is there anything else I can help you with today?

16:48 . : Thanks Alex, that's all I needed!

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More..

Head to TheraThink.com to learn:

- how to do your own billing for free
- how to get a raise with insurance panels
- how to get credentialed with panels
- how to get new clients
- interviews with successful therapists