

WELCOME TO OFFICE ALLY!



KEYSTONE HEALTH PLAN EAST INSTRUCTIONS (HIGHMARK)

HOW LONG DOES PRE-ENROLLMENT TAKE?

- 5 business days

WHERE SHOULD I SEND THE FORMS? SHOULD THEY BE SENT BY FAX OR ARE ORIGINALS REQUIRED?

- Complete on line forms at <https://www.highmark.com/edi/index.shtml>
- Click on update your profile>add providers.
- Requester information is provider info.
- Trading partner number: 500331.
- Trading partner name: Office Ally.
- Select "add Highmark billing provider" and complete information.
- Click continue.

WHO CAN SIGN THE FORMS?

- Anyone at the provider office can sign the forms.

HOW DO I CHECK STATUS (IE, WHAT # DO I CALL, AND WHAT DO I SAY WHEN I CALL?) HOW ARE WE NOTIFIED?

- Check status on line or call EDI operations at 800 992-0246 once completed. Secure emails are sent to Office Ally, nothing is sent to provider. Please notify My Clients Plus of enrollment and provide Fed Tax ID at 877-525-1169.
- Upon receipt of approval email, Office Ally will contact the provider via email.
- **Please note that you cannot submit claims until you have received an email approval from Office Ally.**

WHAT PROVIDER NUMBER DO I USE?

- Highmark provider ID

WHAT PROVIDER NUMBER DO YOU RETURN TO US ON THE APPROVALS?

- Highmark provider ID