

Once Office Ally has processed your claims, you will receive an email notification that your **File Summary** is ready. The **File Summary** will show the claims that Office Ally received for processing and whether they passed/failed Office Ally claim edits.

Claims that have passed the Office Ally edits will be sent to the payer for processing. Some (not all) payers will send back a response to indicate whether they accepted or rejected a claim. Any payer response files received by Office Ally will be sent to you in the form of an **EDI Status Report**.

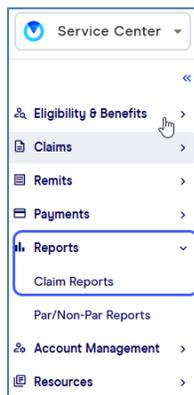
OVERVIEW

File Summary Report (Standard Report)	<ul style="list-style-type: none"> ▪ Standard OA report (sent automatically) ▪ Office Ally acceptances and rejections ▪ Text format (TXT) ▪ Format specs are available upon request
EDI Status Report (Standard Report)	<ul style="list-style-type: none"> ▪ Standard OA report (sent automatically) for payers who provide response reports ▪ Payer acceptances and rejections ▪ Text format (TXT) ▪ Format specs are available upon request
EDI Status Report (Custom Report)	<ul style="list-style-type: none"> ▪ Custom report ▪ Payer acceptances and rejections ▪ CSV (Excel) format ▪ Customizable CSV reports are available upon request

VIEW/DOWNLOAD REPORTS

It's important that you view your reports on a daily basis to ensure that any rejected claims are corrected and resubmitted in a timely manner. To view/download your reports within the Service Center, follow these steps:

1. When logged into the Service Center, select 'Reports' and then select 'Claim Reports'.



2. A grid will appear showing a list of Claim Reports generated within the last 30 days. Once you have located the file you wish to view/download, click on the arrow icon beneath the ACTIONS column. The file will be downloaded, allowing you to then open and view the file. When a file is downloaded, the DATE LAST DOWNLOADED column will be populated with the date of the most recent download.

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06/03/2025 - 07/03/2025 Search Reports

<input type="checkbox"/>	RECEIVED DATE ↑	FILE NAME	# PASSED	# FAILED	# PENDING	DATE LAST DOWNLOADED	ACTIONS
<input type="checkbox"/>	6/3/2025	1408855294_EDL_STATUS_20250603.zip	0	1	0	7/3/2025	↓
<input type="checkbox"/>	6/3/2025	1408874875_OATEST_20250603	0	1	0		↓
<input type="checkbox"/>	6/3/2025	1408920412_OATEST_20250603	0	1	0		↓
<input type="checkbox"/>	6/3/2025	1408943363_OATEST_20250603	1	0	0		↓

When viewed, the **File Summary Report** will look similar to the example shown below.

Dear Submitter

Your claims file has now been processed by Office Ally, claims that are accepted below have been forwarded to the appropriate payer(s) for final processing. Processing results for your claim file are as follows.

The file 415990571_OATEST_20170418 was split into 1 file(s) for processing. These file(s) are:

File ID	Payer (PayerID)	Claims	Totals
415990579	Accountable Healthcare (AHIPA)	1	\$255.00
			Total: \$255.00

Claims Upload File Summary

File Name: 415990571_OATEST_20170418
 Date Uploaded: 4/18/2017
 Type of File: HCFA TEST
 Date Processed: 4/18/2017
 1 # of Claims Initially Accepted
 0 # of Claims Rejected

-----ACCEPTED CLAIM DETAIL

CLAIM#	OA CLAIMID	PATIENT ID	LAST, FIRST	DOB	FROM DOS	TO DOS	CPT	DIAG	TAX ID	ACCNT#	PHYS. ID	PAYER
1)	1425127608	XXXXXXXXXXXXXX	Smith John	01/01/2000	06/06/2016	06/06/2016	99080	M542	330897513	1415815837	1234567890	AHIPA

When viewed, the **EDI Status Report** will look similar to the example shown below. Please note that the Payer Ref ID column may contain the payer's claim reference number (not all payers provide this). This number can be used along with an Accepted Payer Response as proof that the payer received the claim. When contacting Office Ally regarding a Claim Not on File issue, this number may be requested.

Dear: Submitter

Electronic Claim Submission Payer Responses Provided By Office Ally

The following list of claims are the most current responses from their corresponding payers, please review the results of each claim and determine if further action is required for the claim. Should any claim be rejected please fix the error and resubmit the claim to Office Ally.

PayerID	Payer	# Accepted	\$ Accepted	# Pending	\$ Pending	# Rejected	\$ Rejected
(60054)	Aetna Healthcare	1	\$10,500.00	0	\$0.00	1	\$18,729.40

File ID	Claim ID	Pat. Acct #	Patient	Amount	PracticeID	Tax ID	Payer	Payer Process Dt	Payer Ref ID	Status	Payer Response
413564854	55641391	8842546	SMITH, JOHN	\$18,729.4	1234567890	330897513	60054	04/12/2017		REJECTED	NDC code missing/invalid
413564854	55641392	8842543	SMITH, JANE	\$10,500	1234567890	330897513	60054	04/12/2017		ACCEPTED	Claim has been accepted for processing by the payer

REPORT FILE NAMING CONVENTIONS

Office Ally Report File Naming Conventions	
File Summary Report - Professional	FS_HCFA_FILEID_IN_C.txt
File Summary Report - Institutional	FILEID_UBSUMMARY_YYYYMMDD.txt
File Summary Report - Dental	FILEID_DDS_SUMMARY_n.txt
EDI Status Report	FILEID_EDI_STATUS_YYYYMMDD.txt