

Request a Timely Filing Letter

Use this form **only** if you need to request a timely filing letter for a claim submitted through Office Ally.

BEFORE SUBMITTING THIS FORM

Most payers accept the file summary report as proof of timely filing. Before completing this form, you must verify whether the payer will accept the file summary report.

- If the payer accepts the file summary report, go to www.officeally.com > Resources > Forms and Manuals > Service Center > File Summary and EDI Status Reports for instructions on how to locate it. Do not complete this form.
- If the payer does not accept the file summary report, proceed to Step 1 below.

STEP 1: COMPLETE THIS FORM

Complete the form below **only** if the payer will not accept the file summary report.

Office Ally Username (login)

Contact Phone Number

Contact Name

Payer ID / Payer Name

Office Ally Claim ID

☐ Yes☐ No

277 Report Needed (Yes/No)

Note: Some payers do not provide this report; if unavailable, it cannot be included with your letter.

STEP 2: SUBMIT THE REQUEST

Email the completed form to timelyfiling@officeally.com.

WHAT TO EXPECT?

- You will receive a confirmation email with a Support Case #.
- Please allow 2–3 business days for Office Ally to review and complete your request.
- Reference the Support Case # when following up on this request.

Once completed, the timely filing letter will be sent to the authorized contact email address(es) on your account as a password-protected file to safeguard patient information. A separate email will be sent with the password to open the file.