Imperial Health Plan

Process on how to send Encounters via Office Ally:

1. Setup sFTP UserID with Office Ally.

2. Create 837 encounter file based on attached OA Encounter Companion Guide.

   📄 PDF

   OA_Encounter_Companion Guide.pdf

3. Some Trading Partner Header Information

GS02	Your Tax ID
NM109 1000A	Your Tax ID
Contact Phone #	626-838-5100
ISA05	ZZ
ISA07	ZZ
GS03	330897513
NM109 1000B	330897513
Claims Filing Indicator	SBR09 - MA
Contact Person	Sulav Regmi
ISA06	Your Tax ID
ISA08	330897513
Max. Encounter allowed per file	N/A
Contact email	sulav.regmi@imperialhealthholdings.com , edi@imperialhealthholdings.com
Contact person Transaction Type (ST-SE) (One ST-SE per file OR One ST-SE per claim?)	Sulav Regmi **One ST-SE per claim**

4. Please make sure to use correct Imperial Payer ID to route to the correct company based on the Region as shown below.

Clearing House	Payer ID	Payable Claims/Encounters	HP/IPA	Company	Region
Office Ally	IHPEN	Encounters	Health Plan	H5496 (Imperial Health Plan of CA)	California
	IICTX	Encounters(Prospectenc_TX Only)	Health Plan	H2793(Imperial Health Insurance of Texas)	Texas
	ITXEN	Encounters	Health Plan	H2793(Imperial Health Insurance of Texas)	TX/AZ/UT/NM

5. Transmit a test files to Office Ally via sFTP with below testing instruction.

Office Ally testing procedures.

A specific file name keyword is required when sending test files to Office Ally. The word **OATEST** (all one word) has to be included the file name in order for Office Ally to recognize you are sending a test file.
 If the file does not have the required keyword, the claims **will process in production.**

Acceptable:

XXXXXX.OATEST.XXXXXX.837P
OATEST_837I_XXXXXX_XXXXX.txt

Unacceptable:

OA_TESTXXXXXXX.837P
TEST_837I_XXXXXX_XXXXX.txt

NOTE: Office Ally does not utilize the ISA15 for testing purposes. The correct file naming convention must be used in order for your file to be treated as a test. Keep in mind that the file name does not have to be listed exactly as the above examples, but they do have to contain the **OATEST** keyword. If you transmit test files via SFTP, be sure to include the SFTP required keyword (837P, 837I, etc.) in addition to the **OATEST** keyword. After submitting the test file to Office Ally, you will receive a report back outlining the claims that passed testing and those that may have failed. The report will reference that this is a test file and that the claims will not be forwarded along to the payer. If you would like Office Ally to review the test files manually, either during initial implementation or payer requested E2E testing, email PayerSupport@officeally.com indicating a test file was sent. Please include the username you sent the file under or the OA assigned File ID sent back on reports.

Imperial Heath Plan: Process on how to send Encounters via Office Ally