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To: Select Providers

From: IEHP – Claims Department

Date: June 4, 2026

Subject: **Prevent Claim Delays by Submitting Electronic Claims with Office Ally**

Our records indicate that your organization continues to submit a substantial number of paper claims to IEHP. To improve speed, accuracy, and security, we encourage you to transition to electronic claim submissions (EDI). This process now allows electronic attachments to be submitted through Office Ally and is automatically forwarded to IEHP with your claim.

Electronic claims offer significant advantages over paper submissions, including:

- Faster processing and payment turnaround
- Increased accuracy through automated validation
- Reduced risk of lost, incomplete, or illegible claims
- Enhanced security and compliance controls
- Lower administrative effort and mailing costs
- Real-time confirmation of file receipt

To submit electronic claims through Office Ally, which offers low to no-cost services, please follow the steps below:

1. Create or Log in to Your Office Ally Account

- Visit www.officeally.com.
- Select “Sign Up” if you don’t already have an account.
- Complete all required enrollment and practice information.
- If you already have an account, simply log in.

2. Enroll IEHP as a Payer with Office Ally

- Once logged in, navigate to “Payer Enrollment.”
- Search for Inland Empire Health Plan (IEHP) in the payer list.
- Review the payer notes—some payers require additional documentation or enrollment forms.
- Complete all required electronic claim enrollment steps for IEHP.

3. Complete IEHP Submitter Enrollment (Required for Direct Exchange)

While Office Ally will transmit your claims, IEHP requires submitter enrollment to ensure HIPAA-compliant data exchange.

This includes:

- Submitting the Provider Network Participation Request Form: <https://www.iehp.org/en/providers/join-our-network>
- Completing a Trading Partner Agreement or Business Associate Agreement (as applicable)
- Receiving your IEHP Submitter ID, which Office Ally will use to transmit EDI claims

4. Confirm EDI Connection and Payer Approval

- Office Ally will begin routing test files to IEHP if required.
- IEHP will verify file format compliance (ANSI X12 standards) and issue approval once testing is successful.
- Office Ally may notify you once IEHP officially accepts electronic claims through your account.

5. Begin Submitting Claims Electronically

- After approval, you can begin submitting Professional (CMS-1500) and Institutional (UB-04) claims through Office Ally.
- Office Ally will generate acknowledgment reports so you can confirm that IEHP received the file.
- Monitor daily reports in your Office Ally dashboard to ensure claims process successfully.

6. Review Daily Manifest Requirements (IEHP Requirement)

- If you directly send files through Office Ally to IEHP, IEHP requires a daily manifest report to reconcile all transmitted claims. Office Ally may assist with automating this depending on your configuration.

7. Get Help if Needed

- Office Ally Support: 360-975-7000

Thank you for your ongoing partnership and commitment to serving our members.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices