



## Activ News

August 8, 2023

### ActivHealthCare Uses Office Ally because...

- ActivHealthCare first partnered with Office Ally in 2005, creating an opportunity to improve claim processing time and accuracy over previously used paper claims. Thousands of claims are imported into our system through them every week.
- Office Ally offers a clearinghouse solution that is currently more affordable than most other clearinghouses.
- Office Ally continues to improve their services. Please read the announcement from Office Ally below to learn about recent upgrades.
- Enrolling with Office Ally is easy Instructions on enrolling can be found at <https://www.activhealthcare.com/network-resources/electronic-claims/edi-enrollment>.



We're grateful for your continuous support and feedback over the past year, which has been invaluable in improving our services.

Exciting news! We're upgrading the Office Ally Service Center. This upgrade introduces a more intuitive and user-friendly interface, making it easier to navigate and access the tools you need. Some of the upgrades include:

- An intuitive dashboard
- Ability to view all relevant claim data from a single page
- Ability to identify correctable claims in a central location in Manage Claims
- Ability to search for Remits by multiple data fields.

[Preview the new features now](#)

This summer, over 200 Early Adopters helped us test and refine the new Service Center's claim and remit functions. A BIG THANK YOU to all our early adopters for their valuable feedback.

Starting August 1st, 2023, we'll begin to upgrade all classic Service Center users who send Professional and Institutional claims and receive remits through the classic Service Center. The transition should take a couple of weeks.

Once your account is converted, you'll receive an email and dashboard notification about the updated Service Center being available for your use.

Rest assured, you'll have access to both the new and classic Service Center, giving you flexibility to toggle between them as needed. Office Ally is committed to delivering the best service possible to meet your needs.

We're excited to continue serving you better with our upgraded Service Center.

Sincerely,  
Chris Hart, CEO  
Office Ally

[Website](#)

[About Us](#)

[Provider Portal](#)

[Credentialing](#)

[News](#)

[Contact Us](#)



**ActivHealthCare**

1926 Northlake Parkway, Suite 100  
Tucker, GA 30084

Phone 770.455.0040  
Fax 770.455.6188