






## INSURANCE ELIGIBILITY MANAGEMENT



The Insurance Eligibility Team will communicate your patients' insurance status via the "I" icon on your dashboard. The various colors each represent an insurance status.



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**GRAY**  
Action required to ask patient if they have insurance to be checked
- 

**YELLOW**  
In-Queue = Awaiting verification by OrthoFi Insurance Team
- 

**BLUE**  
In-Progress = OrthoFi's Insurance Team is actively checking benefits
- 

**GREEN**  
Completed
- 


**PURPLE**  
Action required due to Pre-Authorization or Pre-Determination
- 


**Orange**  
Action required due to incorrect/missing insurance information

### UNABLE-TO-VERIFY

- Click the orange "I" icon
- Read the popup, click "OK, Got it"
- Read the message in the orange box to find out what information is incorrect/missing.
- Call the Subscriber or Primary Contact
- Click Action -> Update Insurance

### VIEW MORE POLICY INFO

- Click the "I" icon
- Click Action -> View Insurance

### REMOVE A POLICY

- Click the "I" icon
- Click Action -> Remove Insurance

### REQUEST ORTHOFI TO REVERIFY

- Click the "I" icon
- If something on your eligibility verification looks unusual or confusing, you can request a reverification for no extra cost to your practice.
- A reverification is completed within 30-60 minutes, depending on the carrier.
- Click Action -> Reverify Coverage
- Enter a note so OrthoFi's Insurance Team knows what to be aware of when they reverify the policy.
- Press "Reverify Coverage" to submit.

### ADD A NEW POLICY

- Click the "I" icon
- Click Action -> Add Insurance