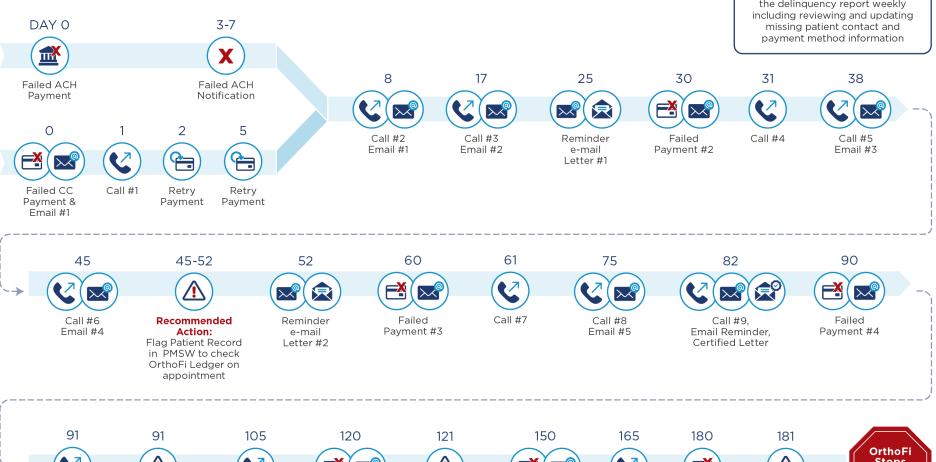
# @rtho**Fi**

## **Patient Account Management** (No Late Fees)



### **DENOTES AN ACTION THAT IS** RECOMMENDED BY THE PRACTICE.

The practice should review the delinquency report weekly missing patient contact and







Recommended **Action:** Start dismissal process



Call#11, Patient



Failed Payment #5



Recommended Action: Put patient on maintenance



Failed Payment #6



Call#12, Patient



Failed Payment #6



Recommended **Action:** Dismiss Due to Non-Payment



## @rtho**Fi**

## **Patient Account Management** (Late Fees)



#### **DENOTES AN ACTION THAT IS** RECOMMENDED BY THE PRACTICE.

The practice should review the delinquency report weekly including reviewing and updating missing patient contact and payment method information





Failed ACH Notification; ACH Redraft Email









Call #4



26



34











Email #2

Late Fee Assessed Email #3

Call #3 ACH Redraft Attempt

14

Email #4

Call #5

Call #6

Letter

Failed Card Payment; Email #1

Call #1

Retry Card Retry Card Payment

Payment

45

52











79

Email #5

38

Call #7

40

Email #6

Recommended Action: Flag Patient Record

in PMSW to check OrthoFi Ledger on appointment

45-52

Email #7

Call #9

Call #10

Call #11

Call #12

Email #8

Call #13

86







100





127

148

171



to non-payment



Call #14

Recommended Action: Start dismissal process

Call#15

Call#16

Recommended Action: Consider putting patient on maintenance

Call#17

Call#18 Call#19

Recommended Action: Dismiss patient due

**OrthoFi Stops Account Management Actions** 

<sup>\*</sup> Late fee assessment timing may vary based on state rules and regulations.