ORTHOFI INSURANCE RECONCILIATION REPORT USER GUIDE

Introduction

The Insurance Reconciliation Report is a vital tool for OrthoFi clients, specifically designed to streamline the management and oversight of insurance payments. This report is pivotal in managing Non-OrthoFi insurance payment postings for patients whose ledgers are maintained in your practice management system. It serves as a key resource, offering a comprehensive and detailed view of insurance transactions, thereby ensuring that all financial activities related to insurance payments are meticulously tracked and reconciled.

Whether these payments are received directly by your practice or through OrthoFi, the report provides a centralized, accessible, and transparent view of all insurance-related financial interactions. This enables practices to maintain accurate financial records, ensuring that all insurance payments are accounted for and properly allocated, which is crucial for the financial health and operational efficiency of your practice.

CONTENTS OF THE REPORT

- **Non-OrthoFi Patients:** Insurance collections for patients whose contracts were started in your practice management software.
- **OrthoFi Patients:** Insurance collections for patients whose contracts were started in OrthoFi.

# WORKFLOW FOR NON-ORTHOFI PATIENT PAYMENT POSTING

- **STEP 1: GENERATE THE REPORT**
  - **ACTION REQUIRED:** Locate the Insurance Reconciliation Report under the ADMIN section of the OrthoFi Reporting Suite. Once located please run the Insurance Reconciliation Report for one quarter at a time.
  - **IMPORTANT:** Include a snapshot or example of the report interface for reference.
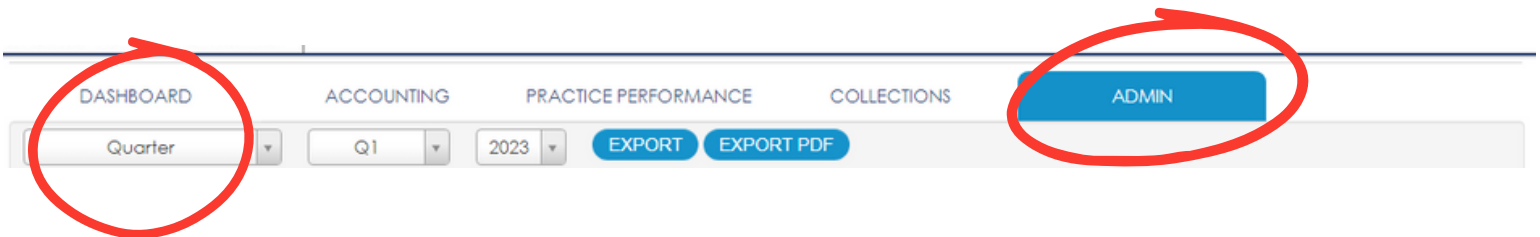
- **STEP 2: REVIEW NON-ORTHOFI PATIENTS**
  - **ACTION REQUIRED:** Carefully review each patient listed under the Non-OrthoFi section.
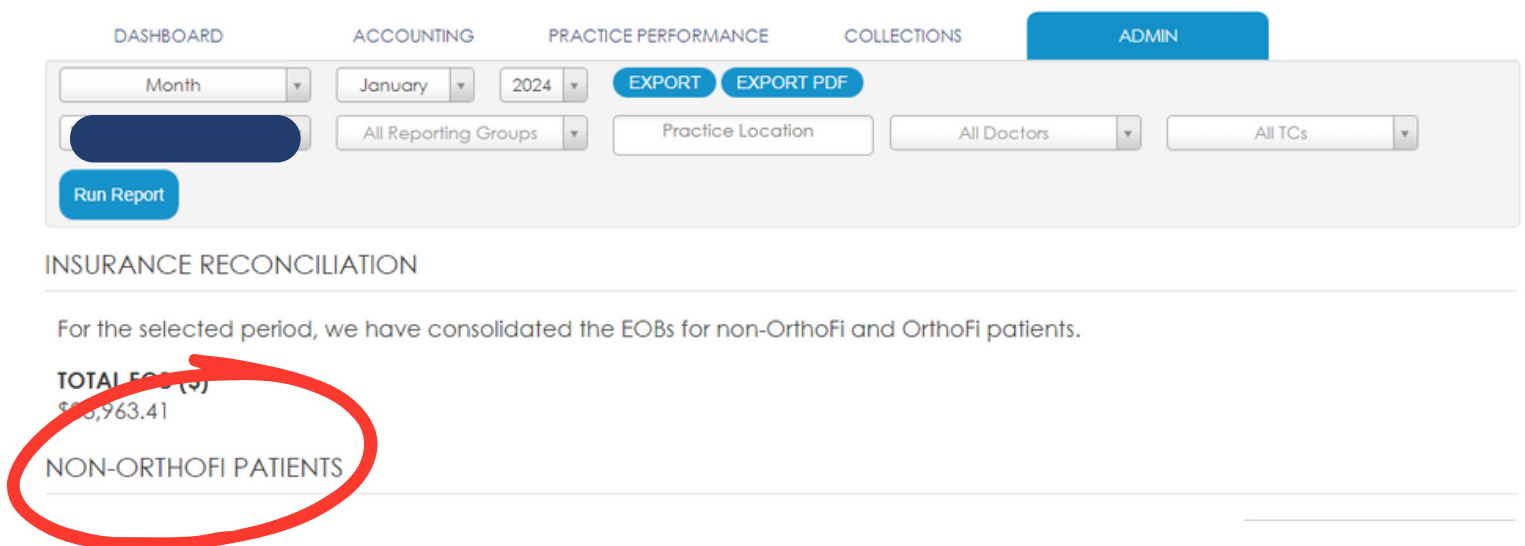
- **STEP 3: DOWNLOAD EOBs**
  - **ACTION REQUIRED:** For payments without a practice deposit date, download the Explanation of Benefits (EOB) provided in the linked section.
  - **KEYNOTE:** Payments with a practice deposit date indicate that these payments were sent to your practice and uploaded to OrthoFi. For these payments, mark them as Reconciled if already allocated in your practice management system.

	Payment Date ▲	Practice Deposit Date	PMSWID	Non-OrthoFi Reason	Patient	Practice	Carrier	EOB ($)	Allocated ($)	Reconciled
4056641 EOB	1/2/2024			Patient Not in OrthoFi			DELTA DENTAL OF WASHINGTON	$386.48	$20.42	☐

- **STEP 4: POST PAYMENTS**
  - **ACTION REQUIRED:** Post the payments as listed in the Allocated Category for those without a practice deposit date.

	Payment Date ▲	Practice Deposit Date	PMSWID	Non-OrthoFi Reason	Patient	Practice	Carrier	EOB ($)	Allocated ($)	Reconciled
4056641 EOB	1/2/2024			Patient Not in OrthoFi			DELTA DENTAL OF WASHINGTON	$386.48	$20.42	☐

- **STEP 5: MARK AS RECONCILED**
  - **ACTION REQUIRED:** After successfully posting a payment, check off the reconciled checkbox in the OrthoFi report.

	Payment Date ▲	Practice Deposit Date	PMSWID	Non-OrthoFi Reason	Patient	Practice	Carrier	EOB ($)	Allocated ($)	Reconciled
4056641 EOB	1/2/2024			Patient Not in OrthoFi			DELTA DENTAL OF WASHINGTON	$386.48	$20.42	✓

WORKFLOW FOR ORTHOFI PATIENT PAYMENT POSTING

- **IMPORTANT:** No action is required from the practice for OrthoFi patient payment posting, as this process is fully managed by the OrthoFi team.

TROUBLESHOOTING ISSUES

A. REALLOCATION SUPPORT

- **ACTION REQUIRED:** If discrepancies in the allocation of payments are found, email the patient's name, payment details, and actions needed by OrthoFi to support@orthofi.com for correction.

B. REALLOCATIONS

- **Original:** Positive dollar amounts that require allocation by Practice Staff. This amount will be located in the Allocated Column of this report.

	Payment Date	Practice Deposit Date	PMSWID	Non-OrthoFi Reason	Patient	Practice	Carrier	EOB ($)	Allocated ($)	Reconciled
4050260 EOB	12/27/2023			Patient Not in OrthoFi			Principal Financial	$231.25	$37.50	☐

- **Reversals:** Negative amounts (in parentheses) that are automatically reconciled by OrthoFi.

4050262	12/27/2023						Principal Financial	($231.25)	($37.50)	✓

- **Corrections:** Positive dollar amounts. Avoid posting the correction if the original payment has been reconciled in your system to prevent inaccuracies. Always cross-reference every EOB with the posted insurance payment.
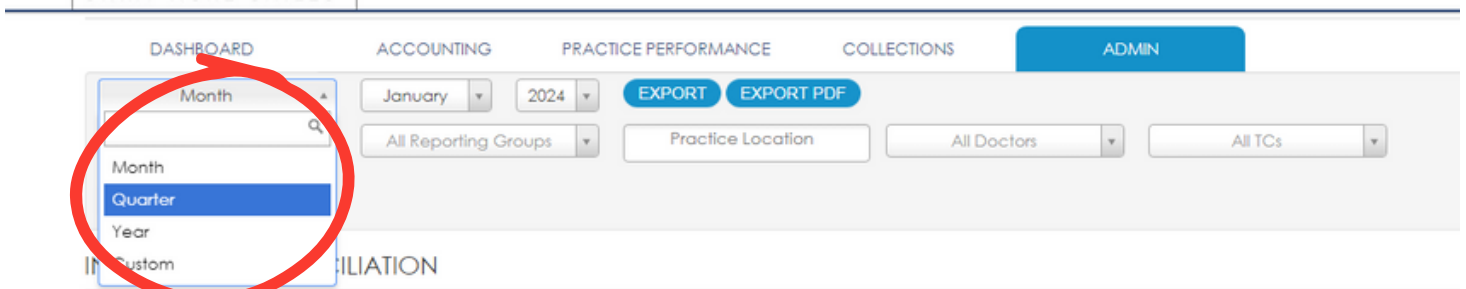

C. MISSING PAYMENTS

- **ACTION REQUIRED:** For missing insurance payments, email the necessary details (patient name, payment type, date, insurance carrier) to support@orthofi.com for resolution.

HELPFUL TIPS AND TRICKS

- **Filters:**
  - **Date Filter:** Run the report for Monthly, Quarterly, Yearly, or Custom Date Ranges.

  - **Location Filter:** Review insurance payments for specific practice locations.
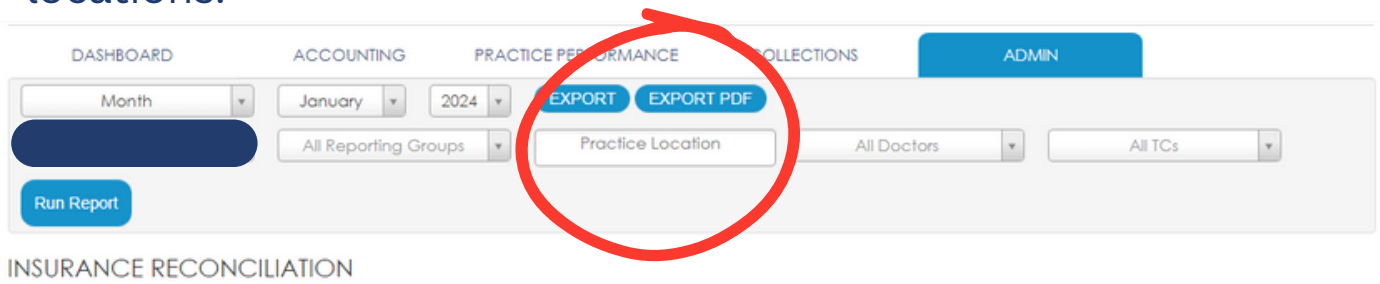
- Quick Search: Use this feature, located in the top right-hand corner of both Non-OrthoFi and OrthoFi Patient Lists, to search by patient name, insurance carrier, or dollar amounts.

Run Report

INSURANCE RECONCILIATION

For the selected period, we have consolidated the EOBs for non-OrthoFi and OrthoFi patients.

TOTAL EOB ($)
$92,302.02

NON-ORTHOFI PATIENTS

Quick Search