

# Get to Know OrthoFi's Eligibility Service

## What is an SLA?

**Eligibility SLA** stands for Eligibility Service Level Agreement. OrthoFi agrees to a set of standards for completing and verifying patient insurance eligibility within a reasonable timeframe.

## How does OrthoFi determine SLA?

OrthoFi categorizes each eligibility request into one of six different statuses:

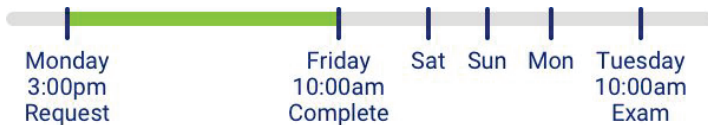
1. Future Checks
2. Normal Checks
3. Same Day Checks
4. Urgent Checks
5. Post Exam, No Contract Signed
6. Post Exam, Contract Signed



## Future Checks

**Request** sent more than 4 business days before the exam time.

**Completion Time** will be at least 3 business days prior to the exam time.



## Normal Checks

**Request** sent between 24 hours and 4 business days before the exam time.

**Completion Time** will be within 1 business day of the request submission.



Please note: during peak times such as January and summer months, carrier hold times may be longer, causing an increase in completion time.

## Same Day Checks

**Request** sent between 2 and 24 hours prior to the exam time on business days. Friday requests for Monday exams will count as "Same Day".

**Completion Time** will be at least 1 hour prior to exam time.



## Urgent Checks

**Request** sent less than 2 hours before the exam time.

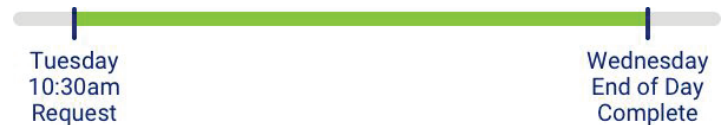
**Completion Time** will be within 40 minutes of request submission.



## Post Exam, No Contract Patient Checks

**Request** sent after exam date and patient has not signed a contract for treatment.

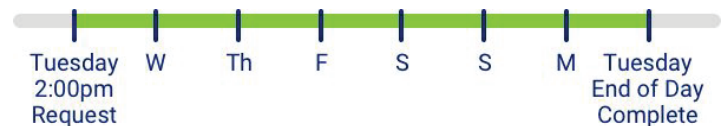
**Completion Time** will be end of next business day after the post-exam request submission.



## Post Exam, Contract Signed Patient Checks

**Request** sent after exam date and patient has already signed a contract for treatment.

**Completion Time** will be within 5 business days of the request submission.



## Have more questions?

Feel free to call into OrthoFi support toll-free at 1.877.766.5220 or email at [support@orthofi.com](mailto:support@orthofi.com) if you need more clarification. A Practice Advocate will be happy to answer any questions.