

Contract Adjustments for Insurance Underpayments

Where insurance underpayment notifications can be found and how to request next steps from OrthoFi

Insurance 34

My Messages 5

Practices will be notified of Insurance Underpayments in the **My Messages** filter on the OrthoFi Dashboard.

- Review the **Action** and **Message** columns.
 - Note the **'Action needed by'** date and time. If no action is taken before this date and time, the underpayment will automatically be moved to the patient ledger and OrthoFi will contact the Financially Responsible Party (FRP).

Practice Message Center

Practice Location Filter
All Practices ▼

Action	Date Sent	Location	Requested By	Category	Link	Message
▲ Action needed by 2/12/2020 12:45 PM	1/30/2020 12:45 PM	Denver (17th Ave)	Robert Strommen	Underpay	Eric Falk	<p>[Notes text here Lorem ipsum dolor amet farm-to-table knausgaard 90's, banjo jianbing sartorial sed keffiyeh raw denim craft beer.] The practice has 12 days from now to review insurance underpayment for this claim</p> <div style="text-align: right;">Respond</div>

- Click the **Respond** button and make one of the following selections:

- **CONTACT FRP & TRANSFER BALANCE**

- Review the balance transfer/payment plan details
- OrthoFi will conduct the balance transfer and contact the FRP of his/her new outstanding balance
- OrthoFi will ask FRP about any new insurance policies to add

Transfer Balance to Patient
✕

PATIENT: JILL JILLINGTON

The remaining patient responsibility has increased by **\$300.00**. Monthly payments will stay the same.

Monthly payment amount
\$214.45

Final payment amount
\$85.45

Remaining payments
9

By accepting this underpayment, the remaining balance will be applied to the patient's ledger. This cannot be undone.

As always, OrthoFi will contact the FRP in an attempt to get new insurance from them and about the balance transfer.

TRANSFER & ORTHOFI CONTACT FRP

CANCEL

○ **DO NOT TRANSFER BALANCE TO PATIENT**

Select an action from the dropdown menu

● **Transfer to Existing Policy**

- Practice should first add the new policy in OrthoFi under the **Insurance** tab on the patient's detail page
- Once an eligibility check is complete, OrthoFi can transfer the balance to the new policy

● **Submit Corrected Claim**

- Practice should provide details on what should be changed on the claim (Tx time, total fee, etc.)

● **Submit Appeal to Carrier**

- Practice should provide details on the reasons for the carrier appeal

● **Info Needed Received from FRP**

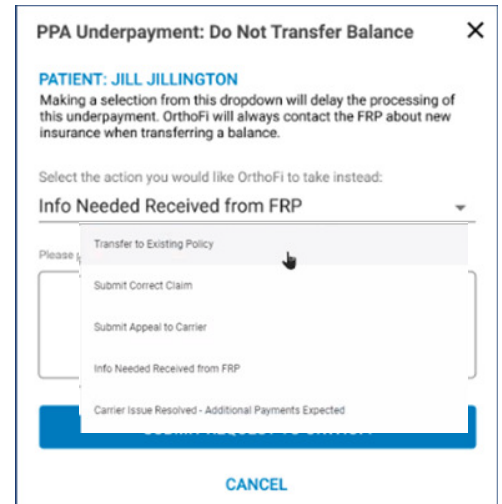
- Practice spoke to FRP and was able to collect required information

● **Carrier Issue Resolved - Additional Payments Expected**

- Practice has verified that the carrier is not done paying and OrthoFi will be receiving additional payments

● **Apply Courtesy**

- OrthoFi will complete the underpayment adjustment and apply a courtesy for the adjusted amount



Additional Notes:

- Notes and information on any adjustment are displayed in the Communications tab on the patient detail page and on the Insurance Summary Page (ISP)
- OrthoFi will not contact the FRP until the underpayment has been moved to the patient ledger
- Contact **Support** at 877-766-5220 for any questions