How to be an OrthoFi Manager in your Practice: Daily, Weekly, and Monthly Best Revenue Cycle Management Practices

Revenue Cycle Management Standard Operating Protocol Best Daily Practices with OrthoFi

Daily Reports	***Front Desk/Admin***	***Treatment Coordinator***	***Financial Coordinator***	***Business Practice Manager***	***Estimated Time Per Day***
Start @ Home Filter	☐	☐			*10 Minutes*
Insurance Verification Filter	☐		☐	☐	*10 Minutes*
My Messages	☐	☐	☐	☐	*10 Minutes*
Day Sheet			☐	☐	*10 Minutes*

Start @ Home Filter

Recommended Actions

- Review Daily/Weekly to follow up with pending patients who have selected a financial plan or signed a contract from home
  - For patients who have selected a financial plan the practice staff must contact the patient to schedule their start/records appointment in PMSW
  - For patients who have signed a contract the practice staff must contact the patient to schedule appliance placement appointment and verify the appliance placement date
  - Patients will remain in the Start @ Home filter until an action has been taken on the OrthoFi Dashboard

Insurance Verification Filter

- **Recommended Actions:**
  - Daily review and submit patient’s insurance submission form following their appliance placement
    - Verify Dates of Service and appropriate diagnosis codes for each service
    - Patients will remain in unverified status in the Insurance Filter on the OrthoFi Dashboard until action has been taken

OrthoFi Practice Message Center

- **OrthoFi System tool built to streamline practice staff communication with OrthoFi to provide timely resolutions for Patient AR & Insurance AR Operations**
  - This feature allows practice staff the ability to proactively engage with OrthoFi on individual patient accounts, enabling our ability to collect on Patient and Insurance AR.
- **Recommended Actions**
  - Daily/Weekly review by practice staff
  - Review message and action appropriately with guidance from OrthoFi requests

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Day Sheet

- **Practice and Patient level details on the collections received in office**
  - This report is great for reconciling the collections received in the office and taken to your bank with those posted in OrthoFi
  - This report can be filtered both on a location basis or in total for all offices
- **Recommended Action**
  - This report should be run at the end of each working day to confirm the bank deposit amount aligns to the amount recorded in OrthoFi
  - Both patient and insurance collections should be deposited to your local bank as separate bank deposits. This will help during the bank reconciliation process at the end of each month.
  - Daily reconciling to the OrthoFi Day sheet report will make sure that the amount recorded in OrthoFi and your legacy office management software match to the amounts hitting your bank account
    - (Recommend that you print to PDF)

Revenue Cycle Management Standard Operating Protocol Best Weekly Practices with OrthoFi

Weekly Reports	**Front Desk/Admin**	**Treatment Coordinator**	**Financial Coordinator**	**Business Practice Manager**	**Estimated Time Per Week**
Business Health Dashboard			☐	☐	*15 Minutes*
Patient AR Delinquency Report	☐		☐	☐	*20 Minutes**
Insurance AR Aging Report	☐		☐	☐	*15 Minutes*
Insurance Reconciliation Report			☐	☐	*15 Minutes*
Collections & Charges Report				☐	*15 Minutes*

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Business Health Dashboard

- **Macro-level overview of RCM Key Performance Indicators**
  - Insurance AR & Patient AR Overview
    - Both of these AR data sets provide a insight into the:
      - Total # of Accounts
      - # Accounts > 180 Days
      - $ Past Due > 30 Days
      - $ Future AR
- **Recommended Action**
  - Review this report weekly for real time visibility into the Revenue Cycle Management Key Performance indicators for the practice

Patient AR Delinquency Report

- **Overview of all Past Due Patient AR Accounts**
  - Patient Level Detail on all past due patient AR Accounts with recommended action based on number of days past due
- **Recommended Actions**
  - Monitor this report weekly
  - Cross reference the Patient Delinquency Report with your upcoming PMSW Schedule to see if any delinquent patients have an upcoming appointment
  - Follow OrthoFi recommended actions within Report and by utilizing the steps listed in the OrthoFi Standard Collection Protocol.

Insurance AR Aging Report

- **Overview of all Insurance AR Accounts**
  - This report provides a summary of the Insurance A/R Aging and visibility into the aging of Insurance A/R for claims that we expect payment on
- **Recommended Actions**
  - Monitor this report weekly
  - Cross reference the Insurance AR Aging Report with your upcoming PMSW Schedule to see if any past due patients who may require insurance updates have upcoming appointments
  - Follow OrthoFi recommended actions by communicating via message center with OrthoFi Support team and escalate issues via email or phone directly to our customer support specialists for further review when needed

Insurance Reconciliation Report

- **Patient Level Detail for all Insurance Payments Processed through OrthoFi**
    - This report provides Total EOB ($) for Non-OrthoFi and OrthoFi insurance payments for the selected time period
- **Recommended Actions**
    - Monitor this report weekly to reconcile payments for Non-OrthoFi Insurance Payments
        - Review the Non-OrthoFi Patient section of the Insurance Reconciliation Report under the Reports/Admin Menu
        - Download and review the EOB for each Non-OrthoFi Patient
        - Posts the Payment into your PMSW
        - Escalate misallocations to OrthoFi team to correct

Collections and Charges Report

- **Practice & Patient Level Detail into Practice Collections**
    - Practice summary showing total collections, fees, and collections received in office & patient-level detail of Patient and Insurance collections and associated fees for selection time period
- **Recommended Action**
    - Review this report weekly for real time visibility into the following areas:
        - Total Collections
        - Transactions Fees
        - Service Fees
        - Interest Fees
        - Software Fees
        - Sales Tax Fees
        - Practice Collections
        - Net Payment
            - (Recommend exporting to Excel)

Revenue Cycle Management Standard Operating Protocol Best Monthly Practices with OrthoFi

Monthly Reports	Front Desk/Admin	Treatment Coordinator	Financial Coordinator	Business Practice Manager	Estimated Time Per Month
Monthly Balance Sheet			☐	☐	45 Minutes
Productions Adjustments Report			☐	☐	15 Minutes
Patient AR Aging			☐	☐	15 Minutes
Claim Status Report			☐	☐	15 Minutes
OrthoFi Document Center				☐	15 Minutes

Monthly Balance Sheet

- **Month End Snapshot Report showing the moment in time totals for the month**
  - This report provides clear visibility into the total gross production and total adjusted production
- **Recommended Action**
  - Review this report monthly to help reconcile your accounts for review of total collections as well a Patient Revenue and Interest Revenue Breakdown
    - (Recommend that you print to PDF)
  - You can also reference the OrthoFi Accounting Guide to better understand how to utilize the Monthly Balance Sheet for monthly accounting processes.

Production Adjustments Report

- **Details of all of the adjustments posted to Production**
  - This report provides clear visibility into the adjustments at a patient level and by adjustment type:
    - Insurance Adjustment
    - Discount Adjustment
    - Transfer Out
    - Dismissal
- **Recommended Action**
  - Review this report monthly for real time visibility into production adjustments by type
  - This report is useful for reviewing any questions raised during the review of the Monthly Balance Sheet after month end
    - (Recommended exporting to Excel)
  - You can also access the OrthoFi Discounts & Production Adjustment Code Job Aid to better understand these adjustments in further detail.

Patient AR Aging

- **Overview of all Patient AR Accounts**
  - Practice and Patient level detail for Patient AR separated by Credit Tier and Number of Days Past Due
- **Recommended Actions**
  - Monitor this report Monthly with your OSM to identify trends in Patient AR and Identify updates
  - Cross reference the Delinquent Reports with your PMSW Schedule to see if any delinquent patients have an upcoming appointment
  - Follow OrthoFi recommended actions within Report and Follow OrthoFi recommended actions within Report and by utilizing the steps listed in the OrthoFi Standard Collection Protocol.

Claim Status Report

- **Overview into every claim OrthoFi has processed**
  - This report provides clear visibility into the total number of claims OrthoFi is managing or has managed, their current status, outstanding balance and amount collected
- **Recommended Actions**
  - Monitor this report Monthly for full visibility into the entire claims lifecycle with OrthoFi
  - Added claims statuses to report indicate where claims fall in the process and if the practice or OrthoFi is responsible for next steps
    - Unverified A/R
    - Managed A/R
    - Total Estimated A/R
    - Total Outstanding Balance
  - Please utilize the claim status report job aid for a clear understanding of each claim status type.

OrthoFi Document Center

- ## OrthoFi Document Center: Streamlining Your Insurance Correspondence
  - The OrthoFi Document Center is designed to simplify your insurance-related tasks by offering a centralized location for all non-payment insurance correspondence. This includes essential documents like Credentialing Notifications, Predetermination/Preauthorization Documents, and Tax Documents, all of which are securely delivered via OrthoFi's Lockbox service.
- ## Recommended Actions
  - **Credentialing Notifications:** We suggest that your practice download these notifications and promptly take the necessary steps to update your insurance network agreements. This ensures that you remain in compliance and continue to receive the benefits of your network affiliations.
  - **Predetermination/Preauthorization Documents:** We recommend downloading these documents and following the guidelines outlined in the OrthoFi Pre-Authorization Workflow Job Aid. This will help you navigate the pre-authorization process more efficiently, saving you time and effort.
  - **Tax Documents:** OrthoFi advises your practice to download these tax-related documents and share them with your accounting team. This will facilitate accurate and timely tax filing, keeping your financials in good standing.

OrthoFi Champions Needed in the Practice

- **OrthoFi Manager**
  - Meets with OrthoFi OrthoSuccess Manager regularly to review Business Health Dashboard Key Performance Indicators
  - Reviews OrthoFi Revenue Cycle Management Reports for Aging AR and Monitors process Adherence for best practices being followed by Practice Staff
  - Manages the Practice Staff Accounting, Collections, and Reporting permissions in OrthoFi
  - Oversees OrthoFi University Training Needs for the Practice Staff
- **Insurance Subject Matter Expert**
  - Speaks to OrthoFi Representative when we call your practice regarding an EOB, Insurance Payment, or Insurance claims related follow up
- **Collections Contact**
  - Speaks to OrthoFi Representative when we call your practice regarding a patient's payment plan
- **Dashboard Management**
  - Monitors the OrthoFi dashboard for completing outstanding tasks in the Insurance, Start @ Home Filter & My Messages Center
- **EOB Upload contact**
  - Scans and uploads EOB’s into OrthoFi
  - Downloads Non-OrthoFi EOBs from OrthoFi and posts to PMSW

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Partnering with OrthoFi

- **OrthoFi Customer Success Team**
  - OrthoSuccess Manager (OSM)
    - Primary point of contact for practice manager and practice owner for strategic account management
    - Responsible for ensuring practice adoption of the OrthoFi solution, alignment of processes and sustainment of new processes and procedures in the practice
  - Regional Client Coordinator (RCC)
    - Responsible providing ongoing guidance to ensure you are working with the OrthoFi solution in a way that best supports the goals and needs of your practice and staff
  - Practice Advocate (PA)
    - Responsible for providing day to day phone and email support for your practice and staff
- **Monthly Business Review Calls with OSM**
  - The MBR Call is the platform for mutual investment into the OrthoFi strategic partnership where both sides work together to develop an infrastructure that covers best industry practices to create a strong structure with executive oversight and aligned expectations to ensure RCM performance. By conducting these calls regularly with your OSM the practice can significantly enhance their visibility and control in managing our services to maximize the value OrthFi can provide the practice.

Helpful Resources

- Link to OrthoFi Reporting Overview Job Aid
- Link to OrthoFi Support Portal
- Link to OrthoFi University
  - Do you have a new staff member who needs Interactive self-paced training in the OrthoFi Software? Programs are now available at OrthoFi University.
- To register new staff for access to OrthoFi University please CLICK HERE
  - Please allow up to 2 business days for new staff to be added to OrthoFi University.
- Training Office Hours: (Click here to reserve a session)
  - Twenty-minute blocks are scheduled with an OrthoFi Trainer for general questions about software usage, new product functionality, or best practices for your partnership.