How to Resolve a Claim

This job aid covers how to resolve insurance claims that **require practice action** so OrthoFi can continue working toward payment.

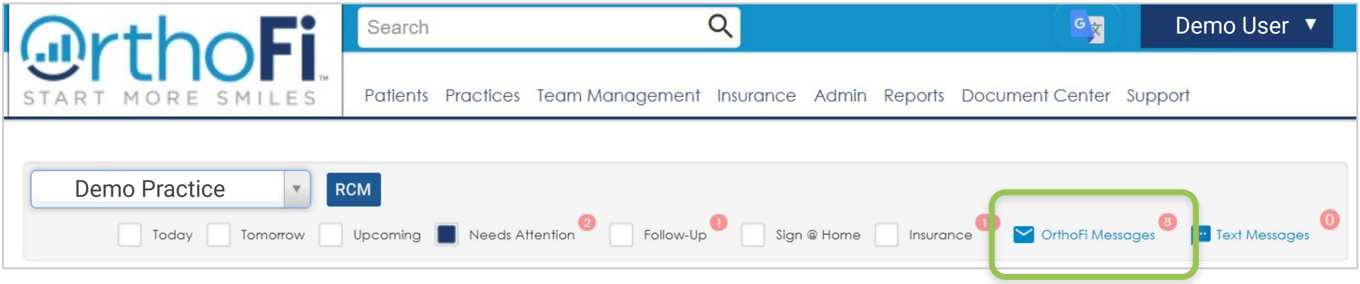
Why Timely Claim Follow-Up Matters

Claims marked **Practice Task: Info Requested from Practice** are paused until your team responds. Resolve these daily, as delayed follow-up can result in:

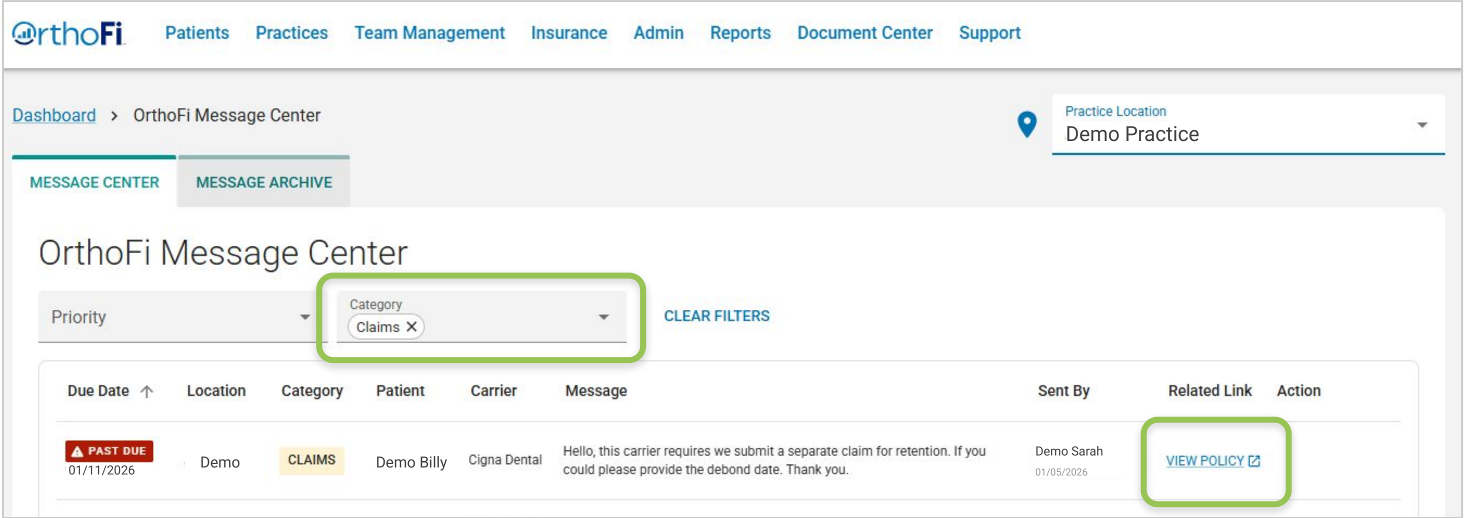
- Slower insurance payments
- Increased aging A/R
- Missed reimbursement opportunities

How to Resolve a Claim

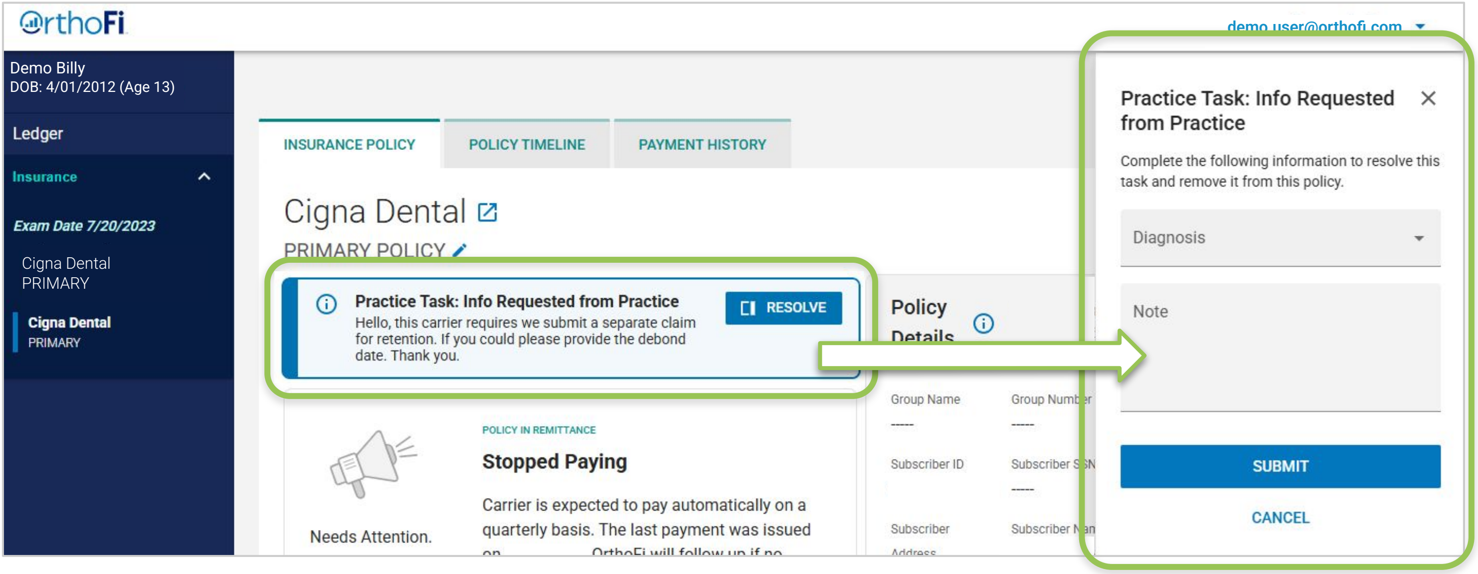
1. Navigate to the **Dashboard**, and click **OrthoFi Messages** to navigate to the **Message Center**.



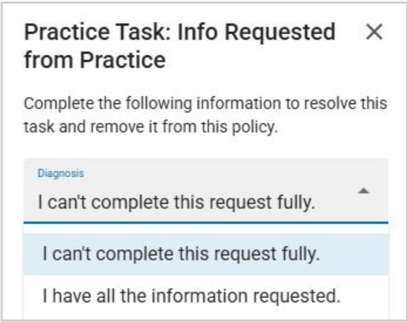
2. In the **Message Center**, filter by **Claims** and click **VIEW POLICY** to access the patient ledger for the claim requiring follow-up.



3. From the **Ledger**, view the notification under the **INSURANCE POLICY** tab.
4. Click **Resolve**



5. Select the **Diagnosis** dropdown arrow, and select either:
   a. I can't complete this request fully.
   b. I have all the information requested.



6. Add the Required Information, any optional Notes and File Uploads, and click **Submit**.

Note: The message will be cleared from the Message Center, and a record will be kept of the message from OrthoFi and the response submitted by the practice via the slideout.