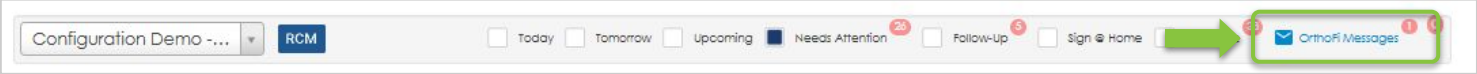
Claims Communication Process

How to find and respond to Claims Team messages requiring practice action.

Where to Find Claims Communication & Messages

Messages from OrthoFi's Claims Team will appear in the **Message Center**, accessible from the Dashboard by clicking the **OrthoFi Messages** filter.

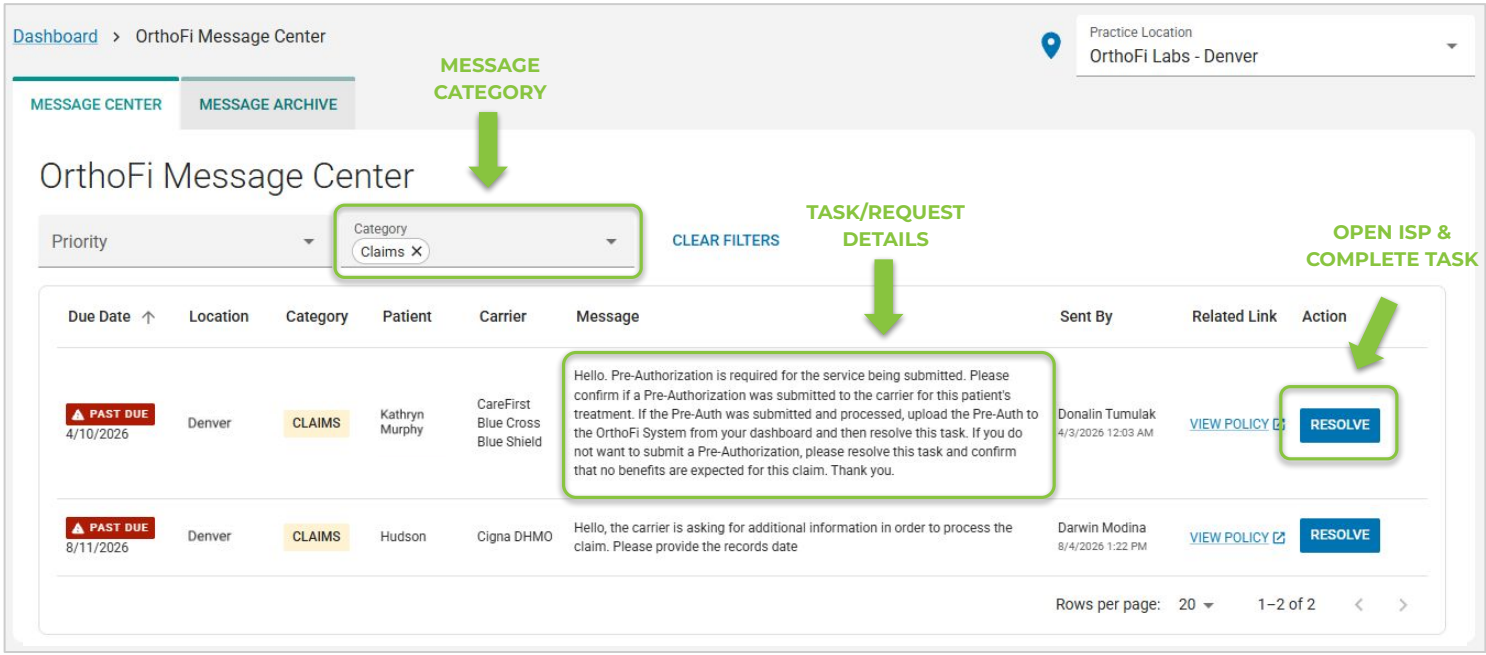


Reviewing Claims Messages

In the **Message Center**, select **Claims** from the category filter to view Claims-related messages.

- The **Message** column provides details from the Claims Team, including any action required from the practice to resolve the claim issue.
- Tasks that require practice review or action may include providing missing information, following up on a claim, or meeting carrier-specific filing requirements.
- Click **RESOLVE** to open the claim in the **Insurance Summary Page (ISP)**, where you can provide the requested information or complete the required task.

Message Example:



Resolving a Claim

In the **Message Center,** click **RESOLVE** next to the claim to open the claim in the **Insurance Summary Page (ISP)** and complete the requested task.

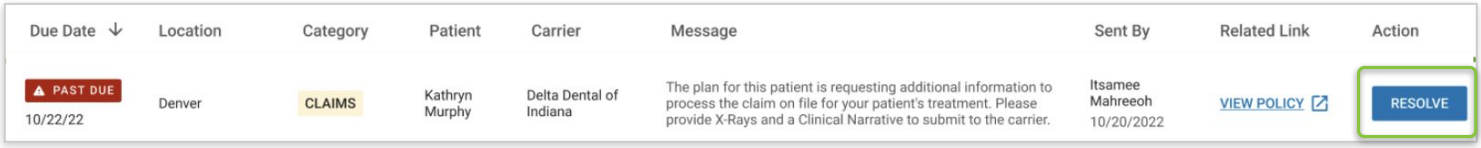
Tasks will appear in different colors on the ISP based on who they are assigned to:

- 🔴 **Red** = Assigned to Practice
- 🔵 **Blue** = Assigned to OrthoFi

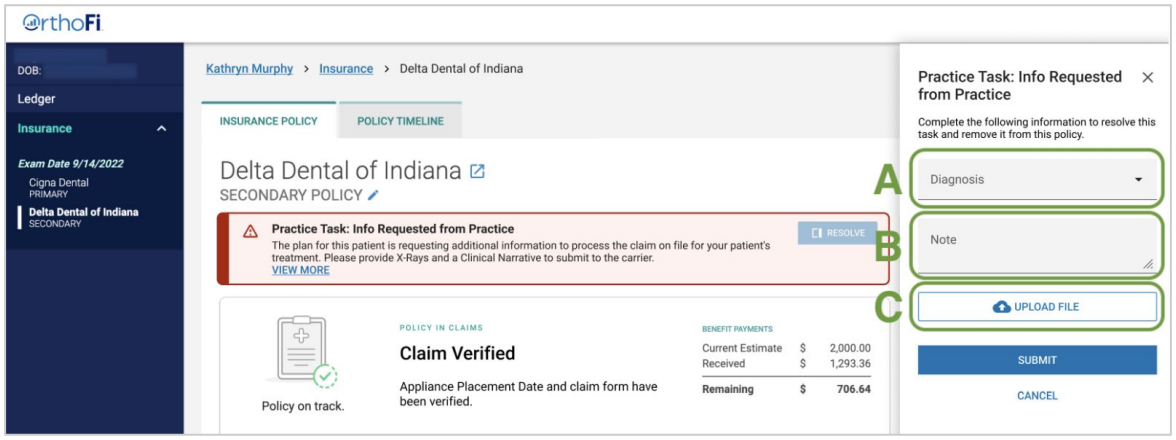
> **NOTE:** You can view messages from OrthoFi and your submitted responses in the **Policy Timeline** tab on the **ISP**.

Practice Task: Info Requested from Practice

Example Message:



1. On the ISP, click **RESOLVE** in the **Insurance Policy Summary** section at the top of the page.
2. In the right-hand sidebar, provide the requested information. This may include:
    - Selecting a **Diagnosis**
    - Entering information in the text box
    - Uploading a file, if applicable

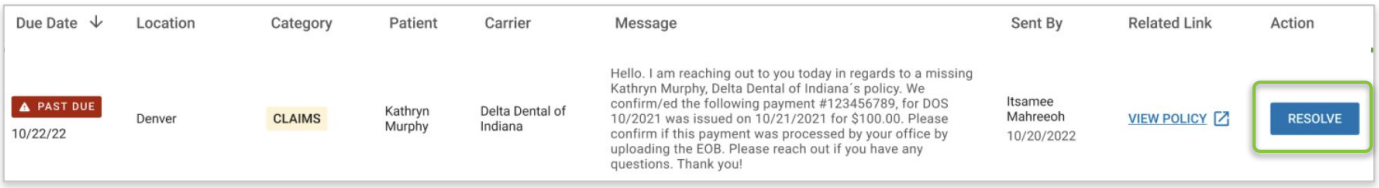


3. Click **Submit**.

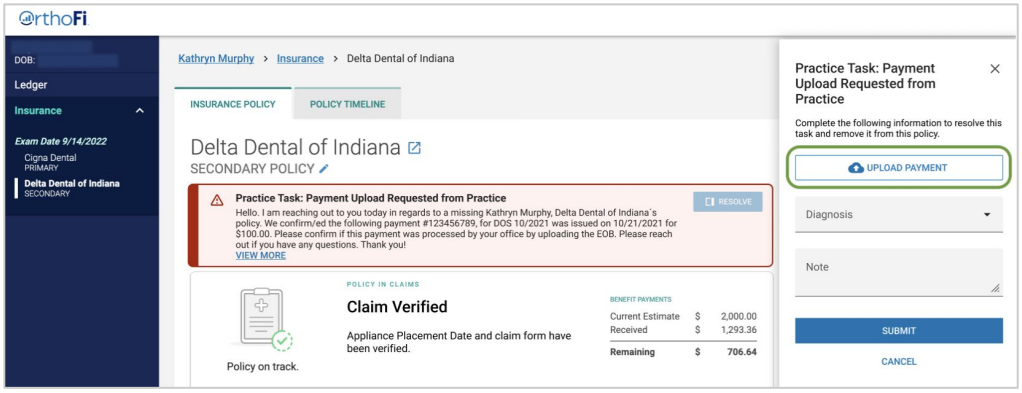
Submitting the task will resolve the message in the **Message Center** and send the claim back to OrthoFi's Claims Team.

Practice Task: Payment Upload Requested From Practice

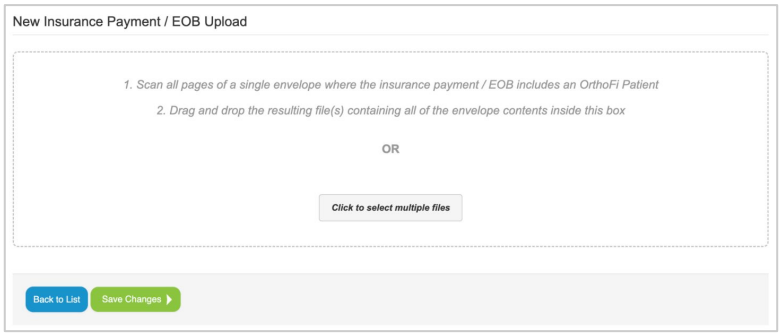
Example Message:



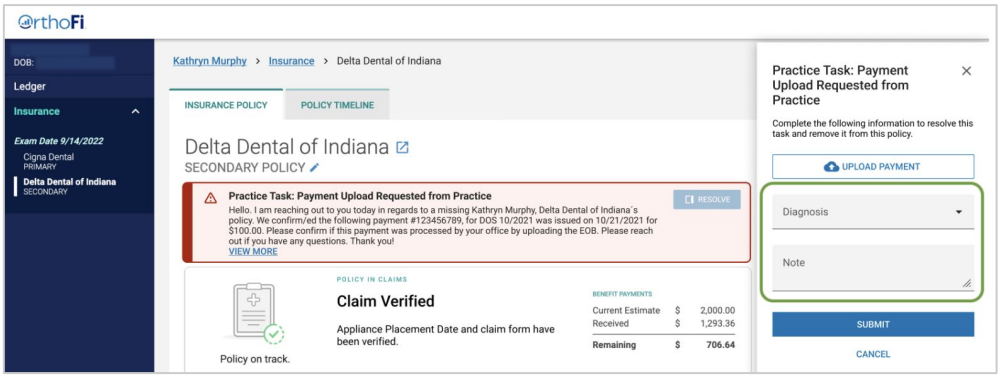
1. On the ISP, click **RESOLVE** in the **Insurance Policy Summary** section at the top of the page.
2. In the right-hand sidebar, click **UPLOAD PAYMENT.**



3. On the **New Insurance Payment / EOB Upload** page, upload the requested information.



4. Return to the ISP to complete any remaining fields in the right-hand sidebar, including:
   - Selecting a **Diagnosis**
   - Adding a note, if needed

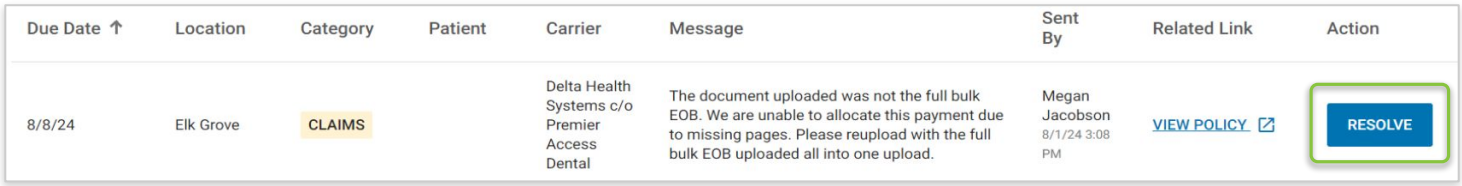


5. Click **Submit**.

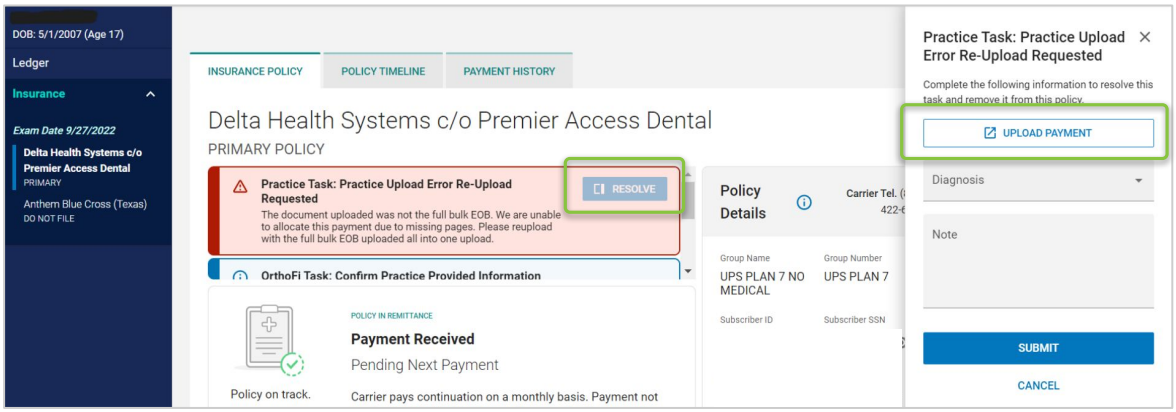
Submitting the task will resolve the message in the **Message Center** and send the claim back to OrthoFi's Claims Team.

Practice Task: Payment Upload Error - Re-Upload Requested

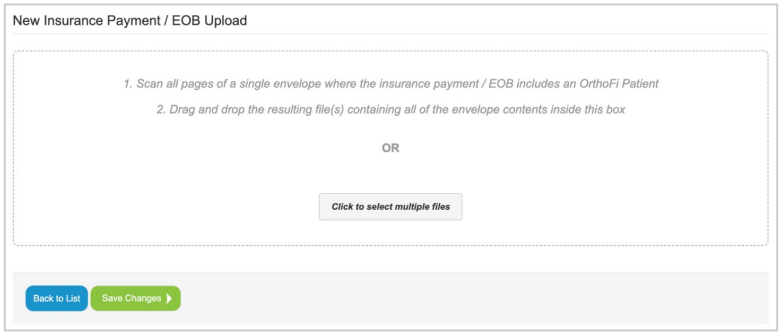
Example Message:



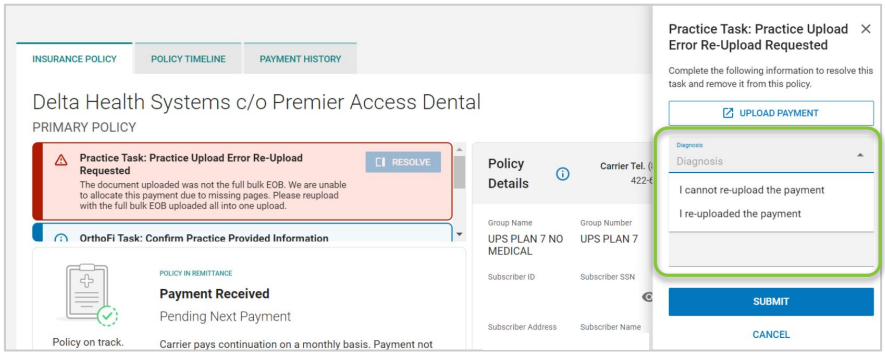
1. On the ISP, click **RESOLVE** in the **Insurance Policy Summary** section at the top of the page.
2. In the right-hand sidebar, click **UPLOAD PAYMENT.**



3. On the **New Insurance Payment / EOB Upload** page, upload the requested information.



4. Return to the ISP to complete any remaining fields in the right-hand sidebar, including:
   - Selecting a **Diagnosis**
   - Noting if you were able to re-upload the payment.



5. Click **Submit**.

Submitting the task will resolve the message in the **Message Center** and send the claim back to OrthoFi's Claims Team.