Insurance Reconciliation Report User Guide

How the Reconciliation Report helps you manage and track insurance payments with clarity and accuracy..

Overview

The **Insurance Reconciliation Report** helps practices track and reconcile insurance payments accurately, whether ledgers are maintained in your practice management system or OrthoFi.

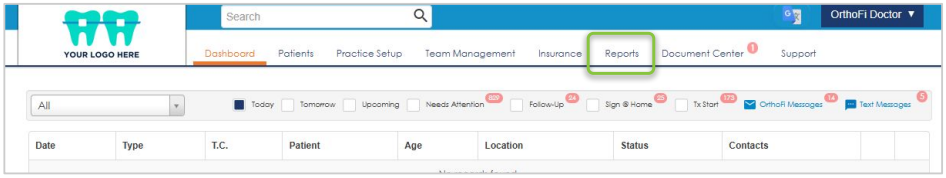
It provides a single, transparent view of insurance activity, including payments received by your practice or through OrthoFi, to support accurate records, proper payment allocation, and streamlined financial oversight.

The report includes:

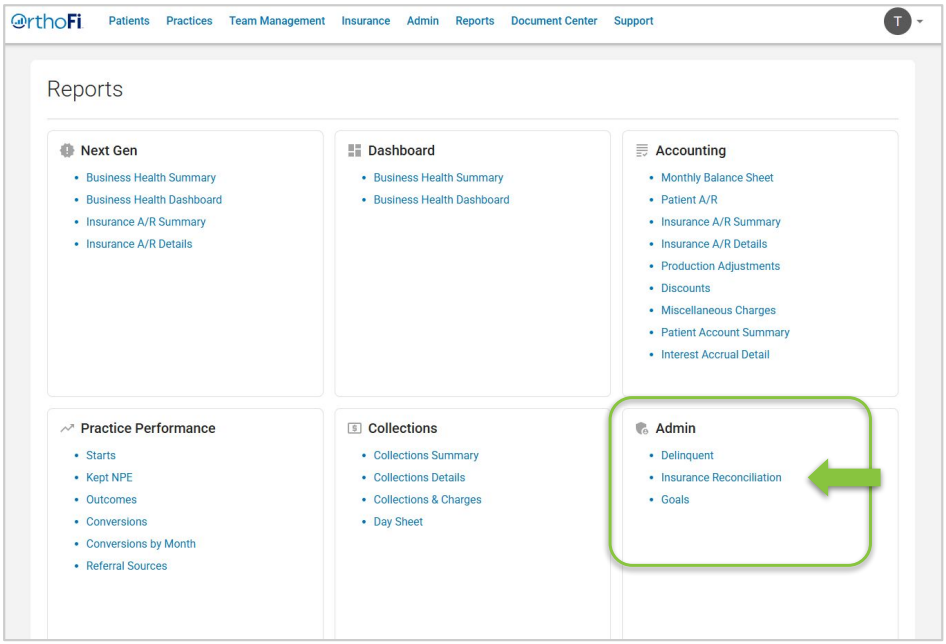
- **OrthoFi Patients**: Insurance collections for contracts created in OrthoFi.
- **Non-OrthoFi Patients:** Insurance collections for contracts created in your practice management software.

How to Access the Insurance Reconciliation Report

1. Click the **Reports** tab on the OrthoFi navigation bar.



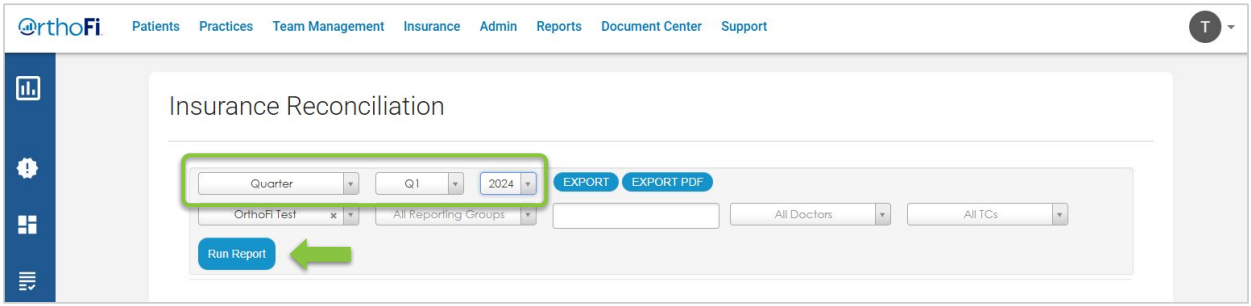
2. On the Reports page, click **Insurance Reconciliation** under the **Admin** section to open the report.



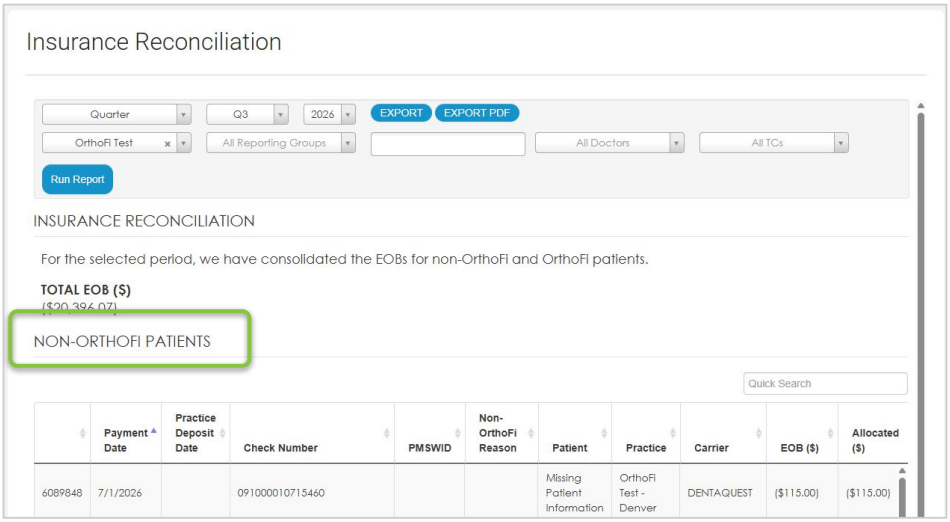
How to Reconcile Insurance Payments for Non-OrthoFi Patients

No action is required from the practice for **OrthoFi patient** payment posting, as this process is fully managed by the OrthoFi team. For non-OrthoFi patients, follow the process below.

1. Open the **Insurance Reconciliation Report**, and run the report for the current quarter.



2. Review each patient listed under the **Non-OrthoFi** section.



3. For payments **missing** a practice deposit date, download the Explanation of Benefits (EOB).
Note: Payments with a deposit date **have already been sent to your practice and uploaded to OrthoFi**. Mark these as **Reconciled** if they are posted in your system.



4. Post the payments as listed in the **Allocated Category** for those without a practice deposit date.
5. After successfully posting a payment, check off the reconciled checkbox in the OrthoFi report.



Troubleshooting Issues & Support

Reallocation Support

If a payment was misallocated, email remittance@orthofi.com with the patient name, payment details, and the requested correction.

Types of Reallocations:

- **Originals**: Positive amounts requiring allocation by your practice (found in the Allocated column).
- **Reversals**: Negative amounts (in parentheses), automatically reconciled by OrthoFi.
- **Corrections**: Positive amounts. Do not repost if the original payment is already reconciled to avoid duplicates. Always cross-check with the EOB.
- **Examples**:

ORIGINAL

	Payment Date	Practice Deposit Date	PMSWID	Non-OrthoFi Reason	Patient	Practice	Carrier	EOB ($)	Allocated ($)	Reconciled
4050260 EOB	12/27/2023			Patient Not in OrthoFi	[redacted]		Principal Financial	$231.25	$37.50	

REVERSAL

4050262	12/27/2023				[redacted]		Principal Financial	($231.25)	($37.50)	✓

CORRECTION

4019422 EOB	12/15/2023	12/13/2023		Patient Not in OrthoFi	[redacted]		Principal Financial	$231.25	$37.50	✓

Missing Payments: For missing insurance payments, email remittance@orthofi.com with patient name, payment type, date, and insurance carrier for assistance.

- **Practice Cashed:** Practice processed the VCC
- **Not Processed:** Practice requires OrthoFi to process the VCC

Helpful Filters, Tips, & Tricks

- **Date Filter**: Run by month, quarter, year, or custom dates.
- **Location Filter**: Narrow results to specific practice sites.
- **Quick Search**: Use the search bar in both Non-OrthoFi and OrthoFi sections to find patients, carriers, or dollar amounts quickly.

