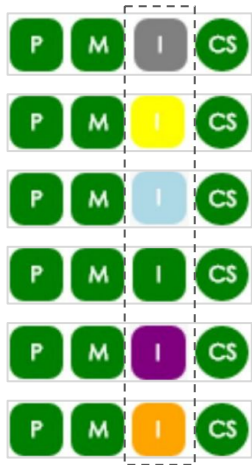


Insurance Eligibility Status Guide

How to understand and manage patient insurance status in OrthoFi

The **“I” icon** on your dashboard communicates your patient's insurance eligibility status. Each color represents a different stage or action needed.

Eligibility Status Colors



Gray: Action required to ask patient if they have insurance to be checked

Yellow: In-Queue = Awaiting verification by OrthoFi Insurance Team

Blue: In-Progress = OrthoFi's Insurance Team is actively checking benefits

Green: Completed

Purple: Action required due to Pre-Authorization or Pre-Determination

Orange: Action required due to incorrect/missing insurance information

Managing Eligibility

Unable to Verify (Orange “I” icon)

- Click the orange “I” icon.
- Read the popup → Click “OK, Got it”.
- Check the orange message box for details.
- Call the subscriber or primary contact if needed.
- Go to Action → Update Insurance to correct.

View More Policy Info

- Click the “I” icon → Action → View Insurance
- Remove a Policy
- Click the “I” icon → Action → Remove Insurance

Request OrthoFi to Reverify Coverage

- Click the “I” icon → Action → Reverify Coverage
- Add a note so OrthoFi's Insurance Team knows what to check.
- Click Reverify Coverage to submit.
 - **Note:** Reverification is free and typically completed within 30–60 minutes, depending on the carrier.

Add a New Policy

- Click the “I” icon → Action → Add Insurance