

NEED SUPPORT? HERE'S WHO TO CONTACT.

TREATMENT & NETWORK DETAILS TEAM

Handles support requests and questions for:

- Treatment Fee updates
- Network or Contracted Rate changes
- Credentialing
- iMaxX

For requests related to configuration/credentialing:

Email: treatmentandnetworkdetails@orthofi.com

CLAIMS ACCOUNT LEAD (CAL)

Handles support requests and questions for:

- Claims and insurance questions
- Submitted claims follow-ups

For claims concerns, select “Flag for Claims Follow Up” on the ISP (addressed within 72 business hours).

Job Aid: [How to Flag a Claim for Follow-Up](#)

Video: [How to Flag a Claim for Follow-Up](#)

REMITTANCE, ENROLLMENT, & CARRIER LOGIN TEAMS

Handles support requests and questions for:

- **Remittance:** Payment posting, EOB/ERAs, and payment allocation
- **Enrollment:** Credentialing status, new payer setups, COA/EFT/ERA questions
- **Carrier Logins:** Payer portal access, password resets, and login credentials

Remittance | remittance@orthofi.com

Include Practice Name/Location, Patient Name, Carrier, Check # and/or Payment Amount in requests.

Enrollment | enrollment@orthofi.com

Include Practice Name/Location, TIN, Carrier Name in requests.

Carrier Logins | carrierlogins@orthofi.com

Include Practice Name/Location, Carrier Name in requests.

ORTHOSUCCESS MANAGER & TRAINING & IMPLEMENTATION LEAD

Handles support requests and questions for:

- Reporting, benchmarking, and data support
- Monthly Business Reviews
- Employee onboarding and training support
- Practice change requests
- Accounting audits and service fee insights
- Employee onboarding and training support
- Escalation of unresolved issues and coordination across teams

For assistance with strategic issues or performance reviews: Email or schedule a call with your OrthoSuccess Manager (OSM)

To request additional training or for onboarding/implementation support: Email or schedule a call with your Training & Implementation Lead (TIL)

ORTHOFI PATIENT & PRACTICE SUPPORT

Handles support requests and questions for:

- Real-time changes
- Immediate assistance and issue resolution
- Ledger questions
- Patient payments
- Creating cases for internal research
- System functionality
- Reallocations
- Contract adjustments

For support with address changes, payment processing, troubleshooting, and real-time issues:

Practice Advocate (PA) Support:

Email: support@orthofi.com

Phone: 1-877-766-5220

To ensure the quickest resolution for your request, please contact the appropriate team listed above. Our Support Team is available Monday–Friday, 6:00 AM–5:00 PM (MST) at 877-766-5220.