

# Patient Ledger Overview and Job Aid

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## Overview

The Patient Ledger in Orthofi provides a clear, real-time view of all patient and insurance financial activity in one place. It allows you to track balances, review payments, monitor past due amounts, and manage account details for each contract.

Use this guide to quickly navigate the ledger, understand key sections, and complete common tasks with confidence.

## Accessing the Ledger

1. Navigate to the **Patients** tab and select a patient.
2. Click the **Ledger** tab to open the ledger in a new window.

The screenshot shows the OrthoFI Doctor interface for a patient named Jackie Jones. The breadcrumb navigation at the top includes 'Dashboard', 'Patients', 'Practice Setup', 'Team Management', 'Insurance', 'Reports', 'Document Center', and 'Support'. The 'Patients' tab is active. Below the patient name, there are buttons for 'New Communication', 'New Misc Charge', and 'Text Primary Contact'. A 'Contact:' section has an 'Add Guardian' button. A row of tabs includes 'Payment Plans', 'Exams', 'Misc. Charges', 'Insurance', 'Communications', and 'Ledger'. A yellow arrow points to the 'Ledger' tab. Below the tabs is a table with the following data:

Start Date	Location	Treatment/Charge	Pay Off Amount	Date of Last Payment	Account Status	Contract ID	
2/13/2025	Denver	Invisalign	\$0.00		Up to Date	2927861	Action ▾
1/25/2025	Denver	Invisalign	\$0.00		Canceled	2927861	Action ▾

3. Use the **breadcrumb** navigation at the top to return to the Patient Details or Dashboard.

The screenshot shows the 'Ledger' page for Jackie Jones. The breadcrumb navigation at the top is 'Dashboard > Jackie Jones > Ledger', with 'Dashboard' highlighted. A 'VIEW PATIENT DETAILS' button is in the top right. The page title is 'Ledger'. Below the title, there is a 'Contract (1)' dropdown set to 'Invisalign 01/25/2025' and a 'VIEW CONTRACT' button. Three summary cards are displayed: '\$2,975.00 Total Treatment', 'Payments Complete Next Payment', and '\$0.00 Past Due Amount'. Below these are two tables: 'PATIENT RESPONSIBILITY' and 'INSURANCE BENEFITS'.

PATIENT RESPONSIBILITY	
Treatment Cost	\$ 475.00
Adjustments, Accrued Interest & Fees	\$ (475.00)
Expected	\$ 0.00
Received	\$ 0.00
Remaining	\$ 0.00

INSURANCE BENEFITS	
Original Estimate	\$ 2,500.00
Insurance Adjustments	\$ (2,500.00)
Expected	\$ 0.00
Received	\$ 0.00
Remaining	\$ 0.00

## Viewing by Contract

1. The ledger displays **one contract at a time**.
2. Use the **Contract (#) dropdown** to switch between a patient's contracts.
3. A contract count displays how many active contracts the patient has.

Dashboard > Jackie Jones > Ledger VIEW PATIENT DETAILS

### Ledger

Contract (4) Forces Appliance 05/14/2022 VIEW CONTRACT

**\$2,975.00**  
Total Treatment

**\$230.42 on 07/16/25**  
Next Payment  
ON

**\$0.00**  
Past Due Amount

**PATIENT RESPONSIBILITY**

Treatment Cost	\$ 475.00
Adjustments, Accrued Interest & Fees	\$ (475.00)
Expected	\$ 0.00
Received	\$ 0.00
Remaining	\$ 0.00

**INSURANCE BENEFITS**

Original Estimate	\$ 2,500.00
Insurance Adjustments	\$ (2,500.00)
Expected	\$ 0.00
Received	\$ 0.00
Remaining	\$ 0.00

### Ledger

Contract (4) Forces Appliance 05/14/2022 ▲

- Forces Appliance 05/14/2022
- Forces Appliance 05/14/2022
- Damon 12/15/2021

**PATIENT RESPONSIBILITY**

Treatment Cost

# Summary Card Section

## Summary Card Section

Located at the top of the ledger, this section provides a high-level overview of the selected contract.

This Includes:

- Total Treatment: Total cost of treatment plan.
- Next Payment: Upcoming payment date and amount.
- Auto-Pay Status: Indicates if auto-payment is enabled.
- Past Due Amount: Categorized by 30, 60, 90, 120, or 180+ days; hover to view exact days overdue.
- Patient Responsibility: Original amount, adjustments, payments made, and remaining balance.
- Insurance Benefits: Estimate, adjustments, payments received, and remaining insurance balance.

[Dashboard](#) > [Jackie Jones](#) > Ledger [VIEW PATIENT DETAILS](#)

### Ledger

Contract (4) Forces Appliance 05/14/2022 [VIEW CONTRACT](#)

**1**  
**\$2,975.00**  
Total Treatment

**2**  
**\$230.42 on 07/16/25**  
Next Payment  
**3** ON

**4**  
**\$0.00**  
Past Due Amount

**PATIENT RESPONSIBILITY**

<b>5</b> Treatment Cost	\$ 475.00
Adjustments, Accrued Interest & Fees	\$ (475.00)
Expected	\$ 0.00
Received	\$ 0.00
Remaining	\$ 0.00

**INSURANCE BENEFITS**

<b>6</b> Original Estimate	\$ 2,500.00
Insurance Adjustments	\$ (2,500.00)
Expected	\$ 0.00
Received	\$ 0.00
Remaining	\$ 0.00

# Summary Card Section

## Summary Card Section (Cont.)

### Patient Responsibility:

Found on the right-hand side of the Summary Card, this section outlines key financial details, including:

- The original treatment value
- Any adjustments made after the contract began
- The patient's expected responsibility after insurance, interest, and fees
- Payments made to date
- The remaining contract balance

Below are two examples of how this may appear:

#### Example A

PATIENT RESPONSIBILITY		
Treatment Cost	\$ 1,980.00	Original cost of the treatment
Adjustments, Accrued Interest & Fees	\$ 180.00	An additional \$180 is added for fees
Expected	\$ 2,160.00	New total cost (\$1,980 + \$180 = \$2,160)
Received	\$ 623.34	How much the patient has paid so far
Remaining	\$ 1,536.66	Remaining balance ( $\$2,160.00 - \$623.34 = \$1,536.66$ )

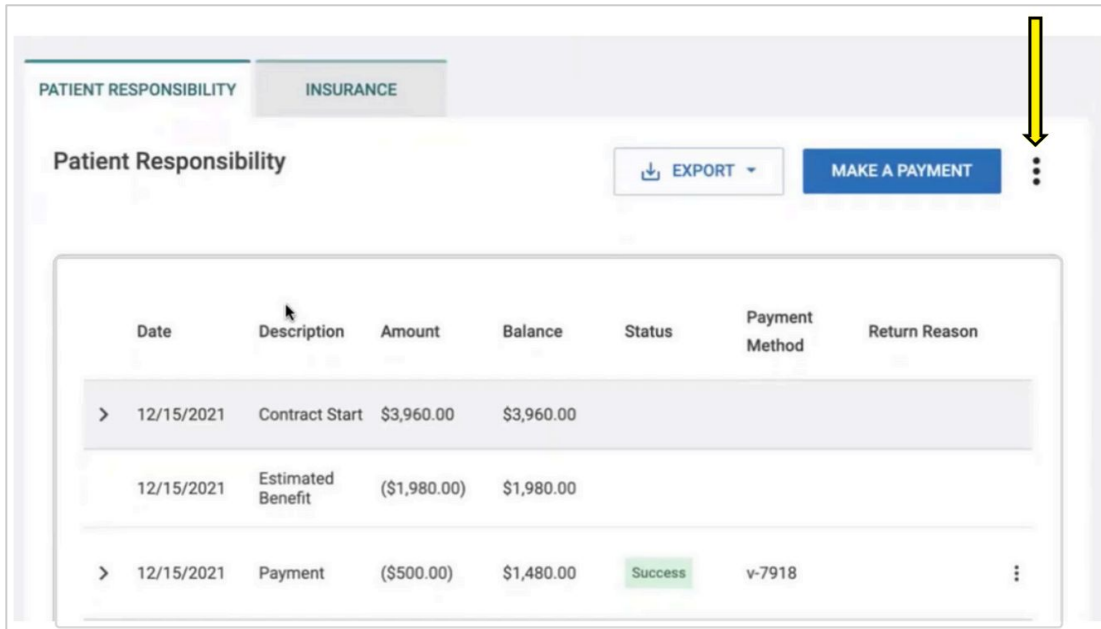
#### Example B

PATIENT RESPONSIBILITY		
Treatment Cost	\$ 2,000.00	Original cost of the treatment
Adjustments, Accrued Interest & Fees	\$ (140.00)	\$140 is <b>deducted</b> via insurance adjustments
Expected	\$ 1,860.00	New total cost ( $\$2,000 - \$214 = \$1,860$ )
Received	\$ 214.00	How much the patient has paid so far
Remaining	\$ 1,646.00	Remaining balance ( $\$1,860 - \$214 = \$1,646$ )

## Ledger Navigation Menu

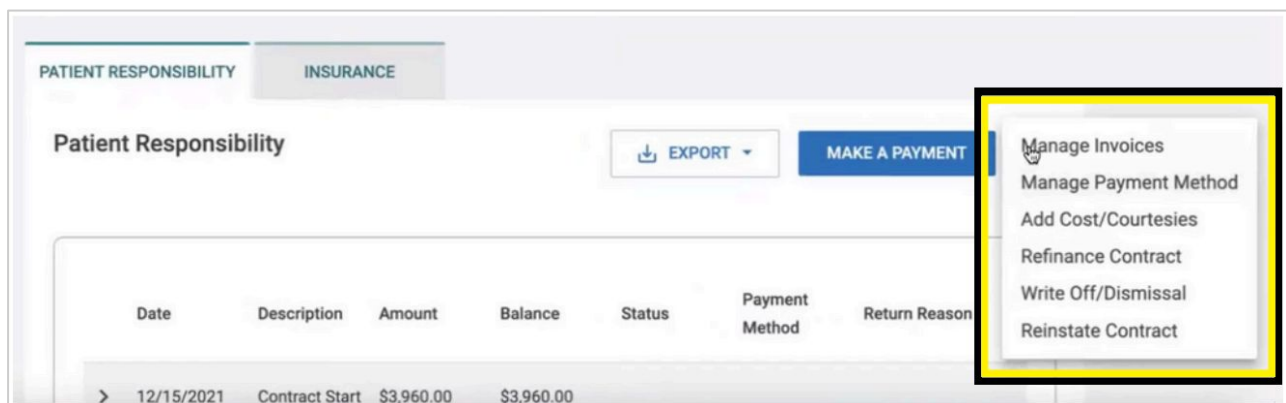
Access additional tools using the **three-dot menu (:)** in the top-right corner:

- Manage Invoices
- Manage Payment Method
- Add Cost/Courtesies
- Refinance Contract
- Write Off/Dismissal
- Reinstate Contract



The screenshot shows the 'Patient Responsibility' ledger interface. At the top, there are tabs for 'PATIENT RESPONSIBILITY' and 'INSURANCE'. Below the tabs, the title 'Patient Responsibility' is displayed. To the right of the title are two buttons: 'EXPORT' (with a download icon) and 'MAKE A PAYMENT'. Further right is a three-dot menu icon. A yellow arrow points to this menu icon. Below the buttons is a table with the following columns: Date, Description, Amount, Balance, Status, Payment Method, and Return Reason. The table contains three rows of data:

Date	Description	Amount	Balance	Status	Payment Method	Return Reason
> 12/15/2021	Contract Start	\$3,960.00	\$3,960.00			
12/15/2021	Estimated Benefit	(\$1,980.00)	\$1,980.00			
> 12/15/2021	Payment	(\$500.00)	\$1,480.00	Success	v-7918	



The screenshot shows the 'Patient Responsibility' ledger interface with the three-dot menu open. The menu is highlighted with a yellow border and contains the following actions:

- Manage Invoices
- Manage Payment Method
- Add Cost/Courtesies
- Refinance Contract
- Write Off/Dismissal
- Reinstate Contract

The table below the menu shows the first row of data:

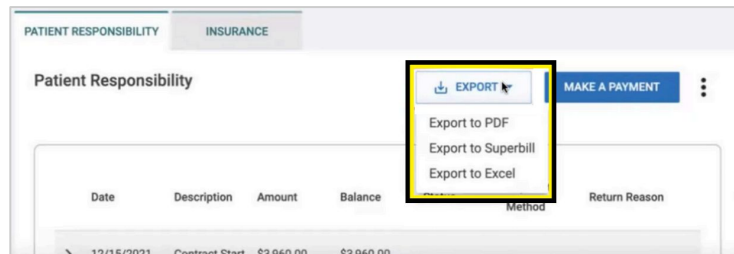
Date	Description	Amount	Balance	Status	Payment Method	Return Reason
> 12/15/2021	Contract Start	\$3,960.00	\$3,960.00			

# Exporting Ledger Data

## Exporting Ledger Data

Use the **Export** button to download ledger information in the following formats:

- PDF
- Superbill (for insurance reimbursement)
- Excel



## Patient Responsibility Tab

### Patient Responsibility Tab

#### Payment Line Items

Line items are **expandable** to reveal:

- Payment allocation (principal, interest, fees)
- Invoice date
- Payment processor and method
- Payment date
- Failure reasons
- Payment Status Column shows:

- Successful payments
- Failed payments (with Return Reason listed)

A screenshot of the 'Patient Responsibility' tab showing a table of payment line items. The table has columns for Date, Description, Amount, Balance, Status, Payment Method, and Return Reason. A row for 01/15/2022 is highlighted with a yellow arrow pointing to its expandable icon. Below this row, a detailed view is shown for a successful payment, including Payment ID, Invoice ID(s), Invoice Date, and Payment Breakdown (Principle, Interest, Late Fees). Other rows show failed payments with the return reason 'Your card has insufficient funds.'

Date	Description	Amount	Balance	Status	Payment Method	Return Reason
> 12/15/2021	Contract Start	\$3,960.00	\$3,960.00			
12/15/2021	Estimated Benefit	(\$1,980.00)	\$1,980.00			
> 12/15/2021	Payment	(\$500.00)	\$1,480.00	Success	v-7918	
> 01/15/2022	Payment	(\$123.34)	\$1,356.66	Success	v-7918	
> 02/15/2022	Payment	(\$123.34)	\$1,356.66	Failed	v-7918	Your card has insufficient funds.
> 02/19/2022	Payment	(\$123.34)	\$1,356.66	Failed	v-7918	Your card has insufficient funds.

Payment ID	14555767	Invoice ID(s)	106495928	Payment Breakdown:		
Payment Date	01/15/2022	Invoice Date	01/15/2022	Principle	\$123.34	
Processed by	Auto Pay			Interest	\$0.00	
Reference ID	ch_3KIBrYFQHroPf6w90g824j7s			Late Fees	\$0.00	

# Patient Responsibility Tab

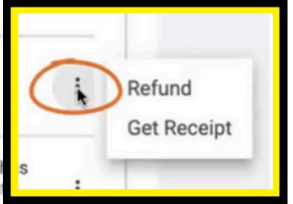
## Patient Responsibility Tab (cont.)

### Refunds & Receipts

To issue a refund or generate a receipt:

- Click the **three-dot menu** (⋮) next to any payment
- Select **Manage Refund** or **Get Receipt**

12/15/2021	Estimated Benefit	(\$1,980.00)	\$1,980.00			
>	12/15/2021	Payment	(\$500.00)	\$1,480.00	Success	v-7918
>	01/15/2022	Payment	(\$123.34)	\$1,356.66	Success	v-7918
>	02/15/2022	Payment	(\$123.34)	\$1,356.66	Failed	v-7918
						Your card has insufficient funds.
>	02/19/2022	Payment	(\$123.34)	\$1,356.66	Failed	v-7918
						Your card has insufficient funds.




## Contract Adjustments

### Contract Adjustments

Adjustments such as insurance changes or billing corrections appear as distinct line items.

- Click the **arrow** next to an adjustment to view:
  - Adjustment date and amount
  - Type of change
  - **Notes or reason for adjustment**



05/14/2022	Insurance Adjustment	\$180.00	\$1,536.66		
Invoice ID	806463	Insurance Change Amount	\$180.00	Cancelled Reason:	Benefits Decreased
Claim ID	806463	Patient Change Amount	\$180.00	Notes	Re: Cigna Dental - The patient's policy had a decrease in coverage or benefits. The carrier paid \$845.40 based on the change in benefits, leaving an outstanding insurance balance of \$180.00. Approved by: Shannon Traylor.

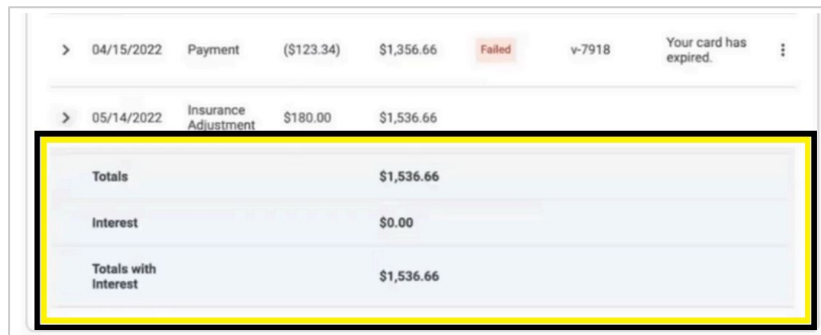
# Ledger Totals

## Ledger Totals

Located at the bottom of the Patient Responsibility tab, this displays:

- Remaining Principal Balance
- Remaining Interest Balance
- Total Balance (with interest)

Interest accrues daily and is reflected in these totals.



>	04/15/2022	Payment	(\$123.34)	\$1,356.66	Failed	v-7918	Your card has expired.	:
>	05/14/2022	Insurance Adjustment	\$180.00	\$1,536.66				
<b>Totals</b>				<b>\$1,536.66</b>				
<b>Interest</b>				<b>\$0.00</b>				
<b>Totals with Interest</b>				<b>\$1,536.66</b>				

# Insurance Tab

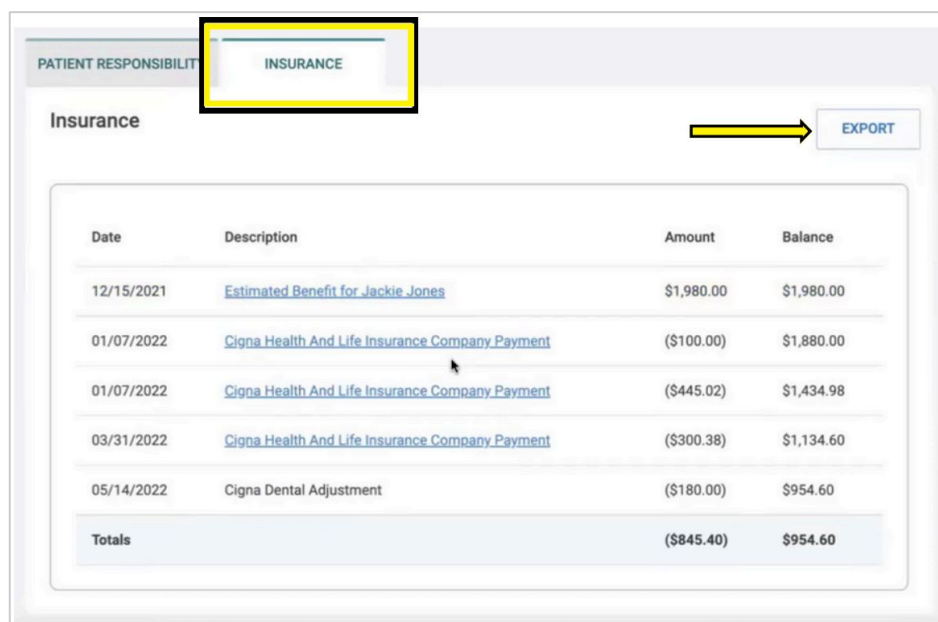
## Insurance Tab

Displays insurance-side financial activity separately from the patient ledger. This Includes:

- Insurance payments, underpayments, estimates, and adjustments
- Click line items to view the Insurance Summary Page
- Export data as a PDF

### Links Included

- Existing Insurance Claim Summary
- Insurance Summary Page



Date	Description	Amount	Balance
12/15/2021	<a href="#">Estimated Benefit for Jackie Jones</a>	\$1,980.00	\$1,980.00
01/07/2022	<a href="#">Cigna Health And Life Insurance Company Payment</a>	(\$100.00)	\$1,880.00
01/07/2022	<a href="#">Cigna Health And Life Insurance Company Payment</a>	(\$445.02)	\$1,434.98
03/31/2022	<a href="#">Cigna Health And Life Insurance Company Payment</a>	(\$300.38)	\$1,134.60
05/14/2022	Cigna Dental Adjustment	(\$180.00)	\$954.60
<b>Totals</b>		<b>(\$845.40)</b>	<b>\$954.60</b>

## Best Practices

- Use the **Contract dropdown** to ensure you're viewing the correct treatment plan.
- **Hover over Past Due amounts** for exact overdue days.
- Review **Return Reasons** on failed payments to assist with resolution.
- Use the **3-dot menu (:)** to quickly issue refunds or retrieve receipts.
- Review **adjustment notes** to understand any changes to patient or insurance balances.