iMaxX Frequently Asked Questions

Your guide to navigating iMaxX features, rules, and best practices.

Why did one of my included procedures disappear after I selected it?

iMaxX is programmed to not over-itemize treatments to ensure higher acceptance rates by insurance carriers. In cases where one or more itemizations will cause the total billed amount to be higher than the treatment cost, those itemizations will be removed.

Why didn't iMaxX pop up for my treatment?

iMaxX is available for treatments where OrthoFi has verified benefits eligibility and you are in-network with a carrier that OrthoFi has published billing rules for. If you're unsure whether OrthoFi has a published billing rule for a carrier you're in network with, please contact your OSM. We will continue to add and update rules as new information is available to us.

How did OrthoFi come up with the billing rules?

OrthoFi developed the carrier billing rules through a collaborative effort combining Tina Byrne's expertise and OrthoFi's extensive research and interactions with carriers. We closely monitor carrier behavior and refine these rules based on our ongoing insights and experience.

Can I see the carrier rules that apply to my practice?

Unfortunately, the carrier rules are the IP of Tina and OrthoFi. We can work with your team to refine the rules for your organization and/or practice if you have special contracts or exceptions.

My practice itemizes today and uses different rules than OrthoFi's. Can we change the carrier rules?

iMaxX rules are based on the most recent information available to OrthoFi. OrthoFi is available to review and discuss your suggestions. Please contact your OSM for more details.

Doesn't iMaxX cause larger out-of-pocket expenses for patients?

In many cases, yes. OrthoFi's flexible payment plans help mitigate the concerns around higher out-of-pocket expenses.

What if I don't want to use iMaxX suggestions for one of my treatments?

To turn off iMaxX for a treatment, simply click the 'Bypass iMaxX' button in the suggestions panel. This will remove iMaxX suggestions and allow you to continue with your usual process.

Can I turn iMaxX off for all treatments?

Yes, OrthoFi can shut iMaxX off at your request.

How will OrthoFi know if my carrier contracts change?

Your practice is responsible for updating OrthoFi in the case your carrier contracts and/or contracted rates change.

Why can't I add non-iMaxX procedures, include or exclude procedures, or override the Network Discount when iMaxX is on?

iMaxX is designed to minimize the in-network discount and reduce potential claims issues. To prevent claim rejections or denials, these options are restricted. To bypass these restrictions, click "Bypass iMaxX" in the selection box.

Questions?

If you have additional questions or require assistance, please reach out to your OrthoSuccess Manager.