OrthoFi
START MORE SMILES

OrthoFi Reporting Cheat Sheet

This quick reference guide outlines key OrthoFi reports, their uses, and recommended actions to help you monitor and optimize performance.

Accounting

Report Name	Purpose	Recommended Use	Key Data Points
Claims Status Details	Patient-level view of insurance claims, showing status and financials for tracking A/R.	Use regularly to monitor claims and follow up on balances	Claim status, Estimated A/R, Amount collected, Outstanding balance, Claim-level detail
Claims Status Summary	High-level overview of all insurance claims by status and follow-up needs.	Review weekly for trends and action-needed items	Total claims, Status breakdown, Outstanding balance, Action needed %, Location filtering
Discounts	Lists all pre-signature discounts by type and patient for review of discount strategies.	Monitor discount trends across the practice.	Discount type, Patient details
Insurance A/R Details	Breaks down insurance A/R by patient and claim with carrier and aging info.	Prioritize follow-up on overdue or unpaid claims.	A/R by claim, Aging buckets, Carriers, Action Needed By
Insurance A/R Summary	Summarized view of OrthoFi-managed insurance A/R with trends and aging performance metrics.	Review monthly to assess aging and address problem areas.	Total A/R, Aging breakdown, YTD trendline, Location-level data
Insurance Receivables	Tracks insurance payments received from carrier, with claim and coverage info.	Monitor insurance reimbursement accuracy.	
Interest Accrual Detail	Shows accrued interest on patient accounts by type, rate, and days.	Reconcile interest revenue and financial tracking.	Interest rate, Accrual days, Amount, Type
Miscellaneous Charges	Captures non-standard revenue not tied to treatment contracts.	Review for additional income outside of starts.	Fee type, Charge source, Patient details

Monthly Balance Sheet	Full monthly financial snapshot including production, fees, and adjustments.	Review monthly for financial reconciliation.	Production, Discounts, Fees, Deposits, Adjustments
Patient A/R	Displays patient current and past-due balances. $0 Balance = Paid off.	Track collections and prioritize overdue accounts.	Patient balances, Total paid, Balance status
Patient Account Summary	Overview of each patient's financials including fees, payments, and insurance estimates.	Use to review or discuss patient financial accounts.	Treatment fees, Discounts, Down payments, Insurance estimate, Financing
Production Adjustments	Tracks post-signature changes like write-offs or date edits.	Review monthly for transparency and audit readiness.	

Admin

Report Name	Purpose	Recommended Use	Key Data Points
Delinquent	Lists overdue patient accounts with payment and contract details.	Follow up with overdue and suspended accounts.	Delinquent status, Payment methods, Days past due, Treatment status, Suspensions
Goals	Used to enter historical metrics during onboarding for baseline reporting.	Complete pre-Go Live for setup accuracy.	NPEs, Starts, Production
Insurance Reconciliation	Patient-level total EOB for Non-OrthoFi and OrthoFi insurance payments. Parentheses = the amount has been reallocated.	Review weekly to post payments and resolve issues.	OrthoFi/Non-OrthoFi payments, EOB links, Allocation status

Collections

Report Name	Purpose	Recommended Use	Key Data Points
Collections & Charges	Shows all patient and insurance payments, collections, charges, & fees.	Review weekly to plan for upcoming deposits.	Collections, Fees (service, software, interest), Net payments
Collections Details	Breaks down collections by payment type and location, showing attempts and outcomes.	Use for in-depth payment tracking and reconciliation.	Attempted vs. collected amounts by payment type (ACH, insurance), Failed payments, Refunds

Collections Summary	Daily summary of insurance and patient collections, including manual logs.	Track and log external/manual payments.	Daily totals, Insurance vs. patient, External collections
Day Sheet	Shows all payments posted daily and by whom, across methods.	Run daily to reconcile bank deposits.	Revenue by staff, Payments (cash, check, PMSW), Location

Dashboard

Report Name	Purpose	Recommended Use	Key Data Points
Business Health Dashboard	High-level view of practice financial health: AR, collections, production, and conversions.	Review weekly for overall business performance.	Insurance & Patient AR, Production, Collections, Conversions

Practice Performance

Report Name	Purpose	Recommended Use	Key Data Points
Conversions	Tracks patients recommended vs. started treatment with performance metrics.	Monitor acceptance rates and conversion performance.	Recommended vs. Started, Exam type, 45-Day TRC, MTD
Conversions by Month	Monthly trend of case acceptance and TRC by exam type.	Review for historical conversion trends.	Monthly conversion rates, TRC, Exam types
Kept NPE	Tracks new patient exams and follow-up visits to measure scheduling effectiveness.	Monitor patient pipeline and scheduling follow-through.	Status (scheduled/kept), Exam type, Patient info
Outcomes	Shows exam results and current treatment status for each patient.	Analyze exam outcomes and conversion stages.	Treatment recommended, No treatment, TRC, Cancelled, Status
Referral Sources	Lists where patients heard about the practice—by type and specific source.	Evaluate marketing and referral effectiveness.	Referral types, Referrers (e.g., dentist names, social)
Starts	Production and start data with filters for appliance and signing location. Production = Treatment Fee - Discount.	Track new starts and production across locations.	Production, Appliance placement, Patient/location details