Patient Ledger
Overview and Job Aid

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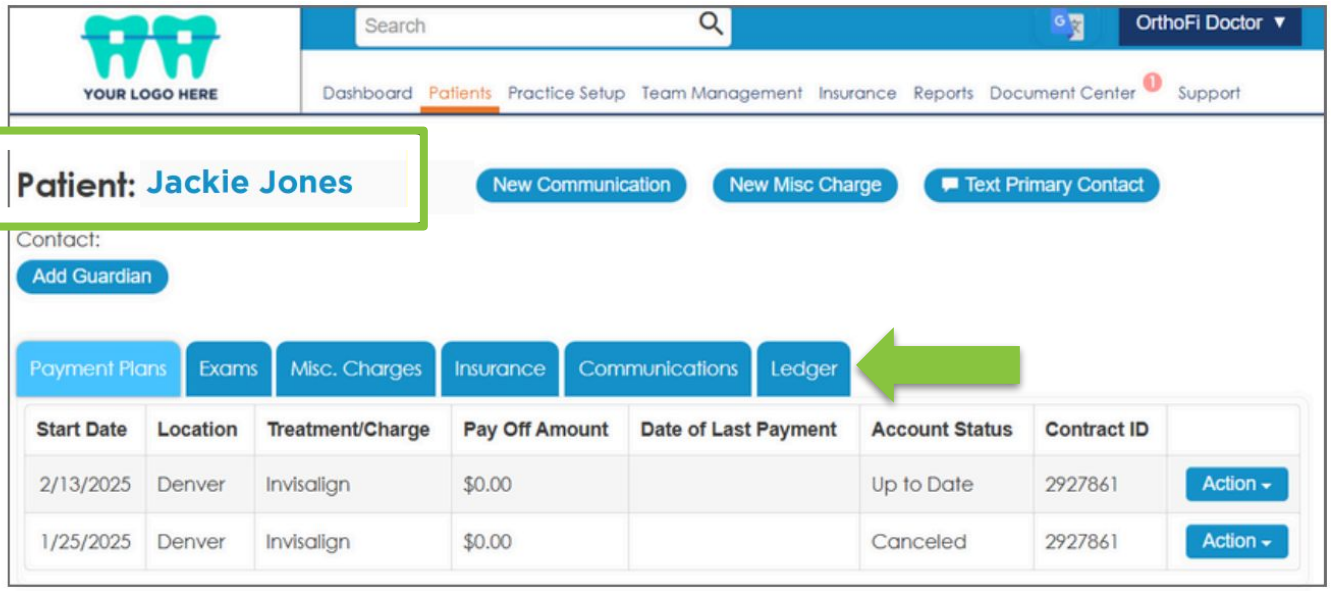
Overview

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.

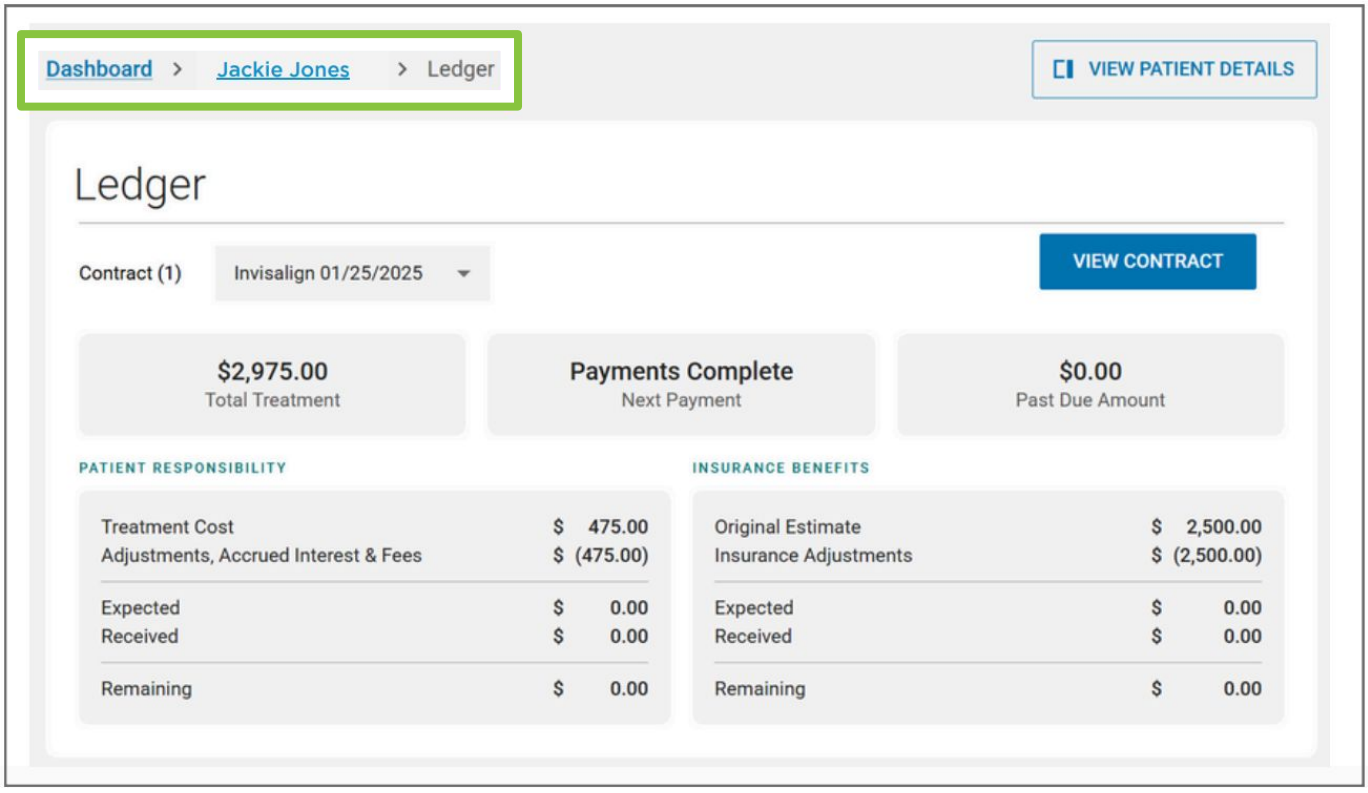
Use this guide to quickly navigate the ledger, understand key sections, and complete common tasks with confidence.

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.

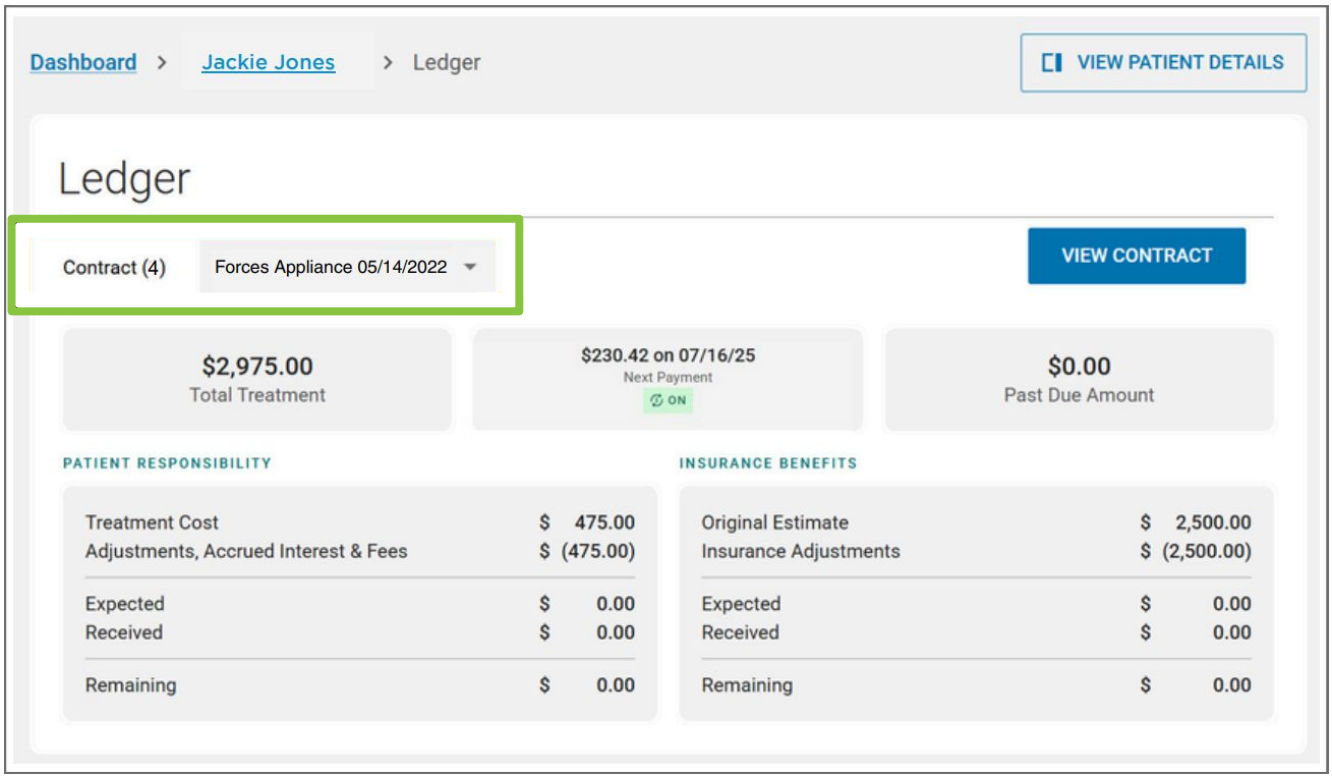


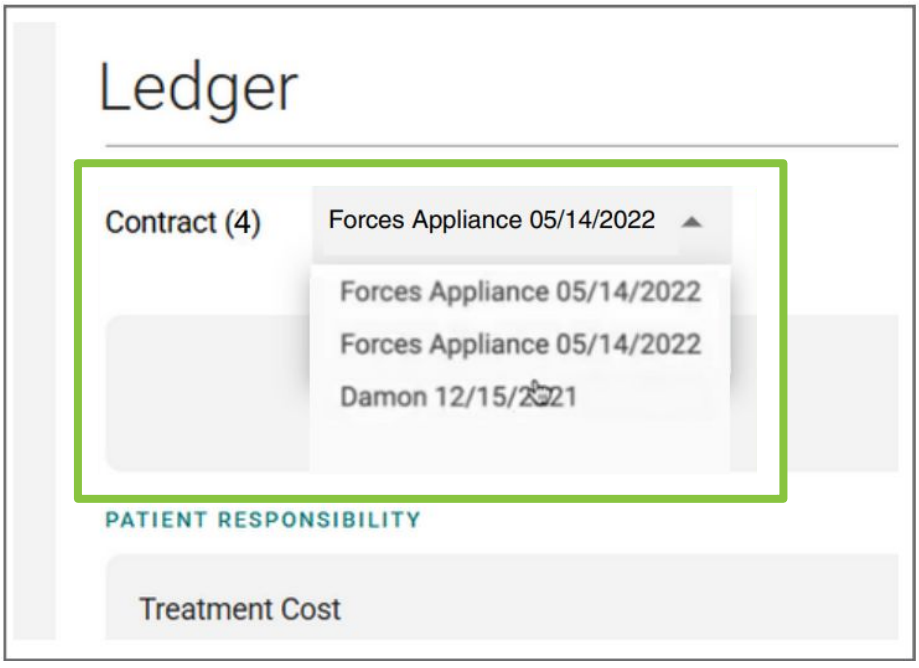
3. Use the **breadcrumb** navigation at the top to return to the Patient Details or Dashboard.



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.



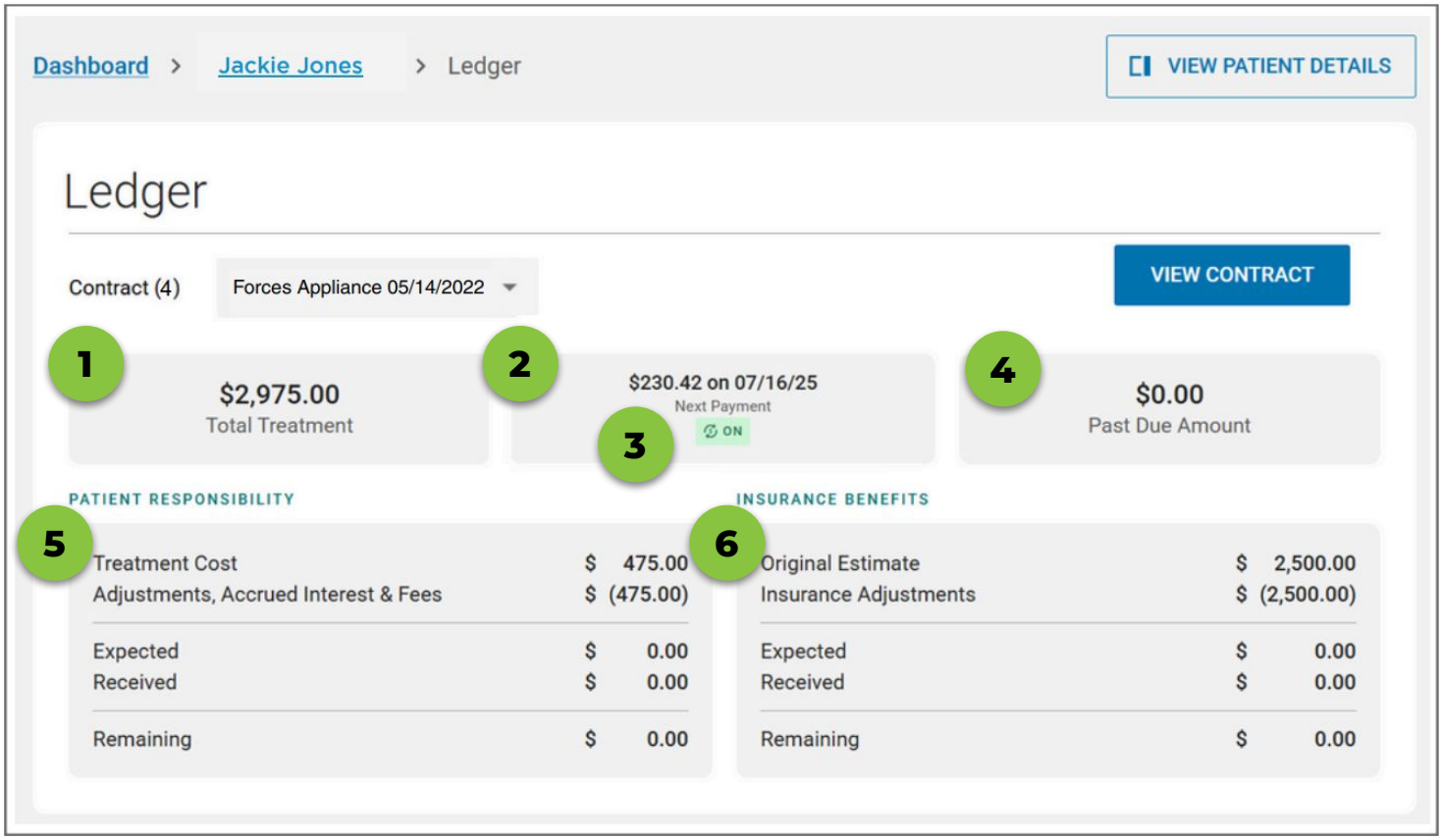


Summary Card Section

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.



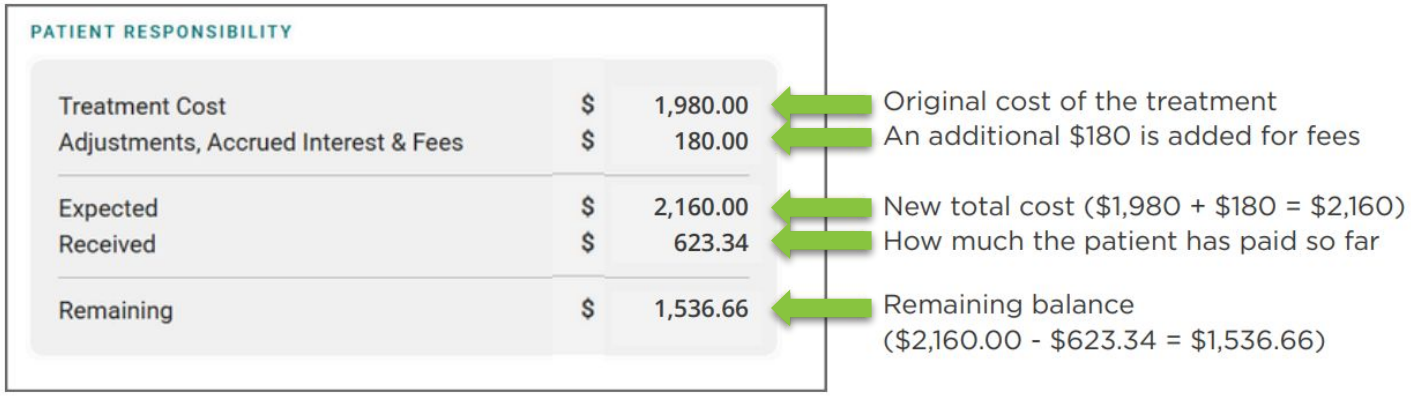
Summary Card Section (Cont.)

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

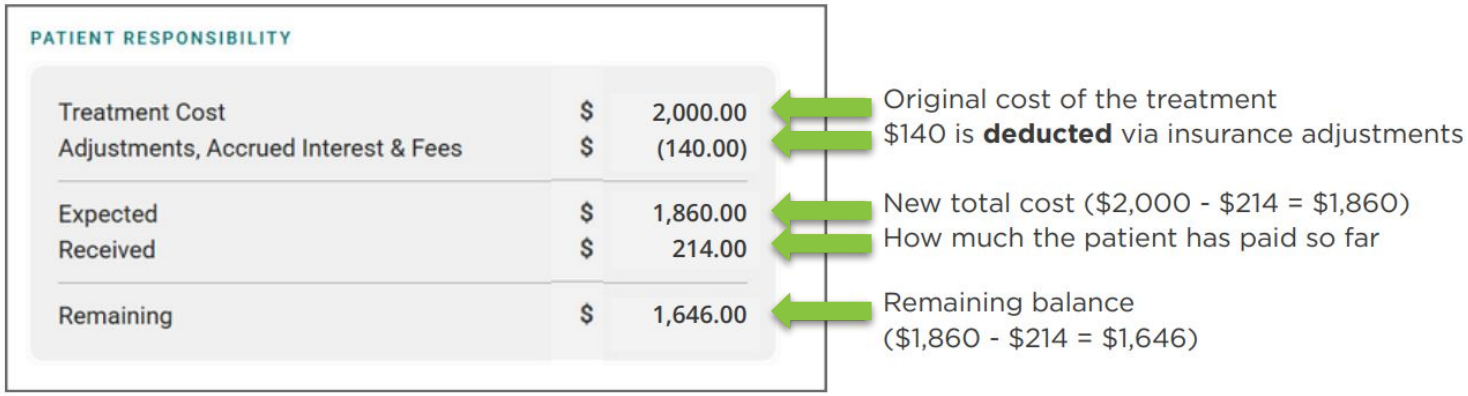
- The original treatment value
- Any adjustments made after the contract began
- The patient's expected responsibility after insurance, interest, and fees
- Payments made to date
- The remaining contract balance

Below are two examples of how this may appear:

Example A



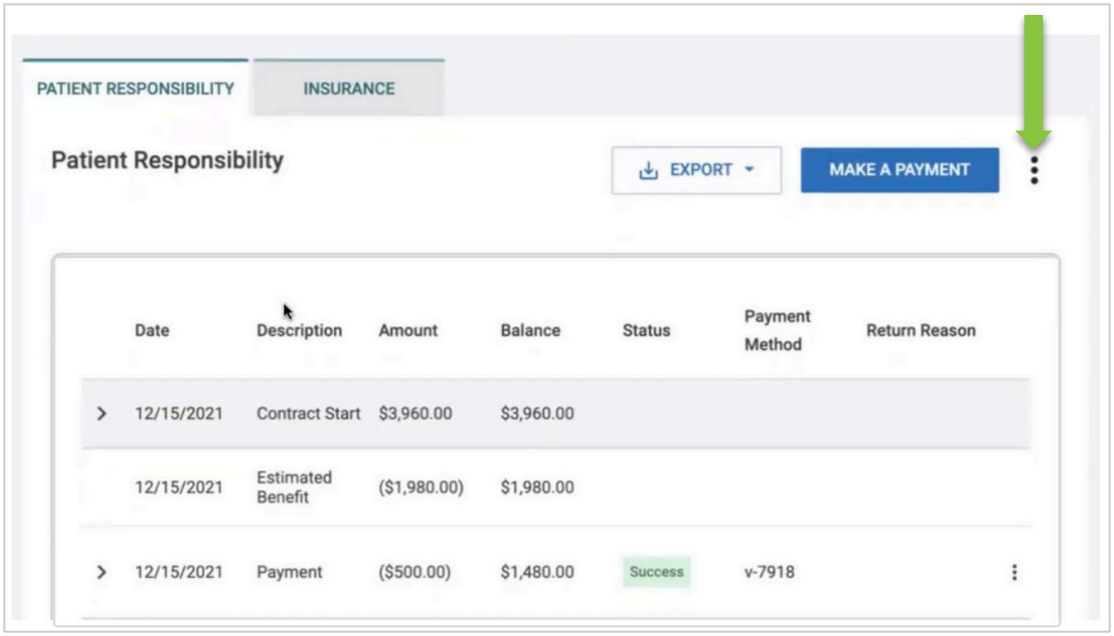
Example B

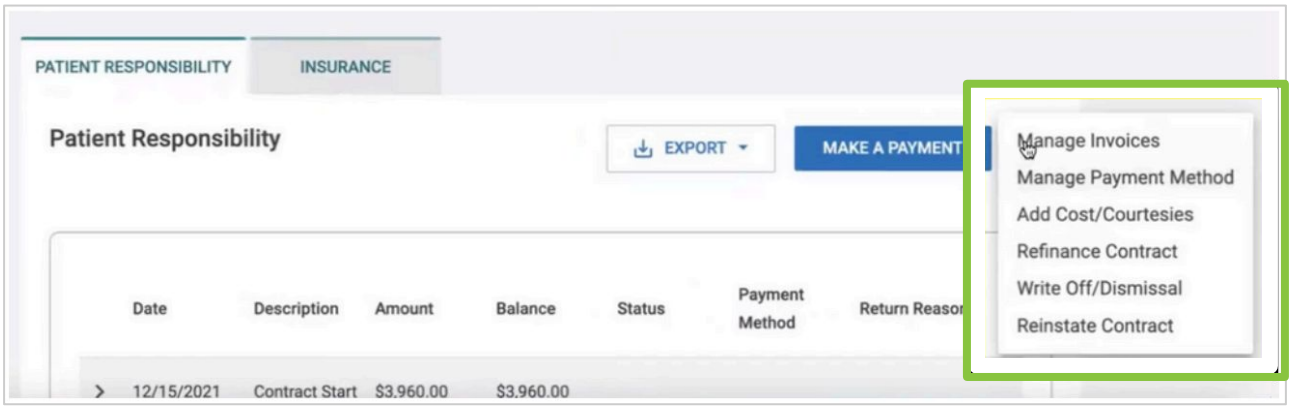


Ledger Navigation Menu

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

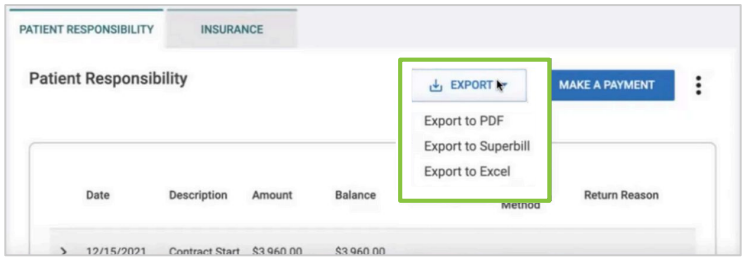




Exporting Ledger Data

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

- PDF
- Superbill (for insurance reimbursement, HSA, and FSA)
- Excel



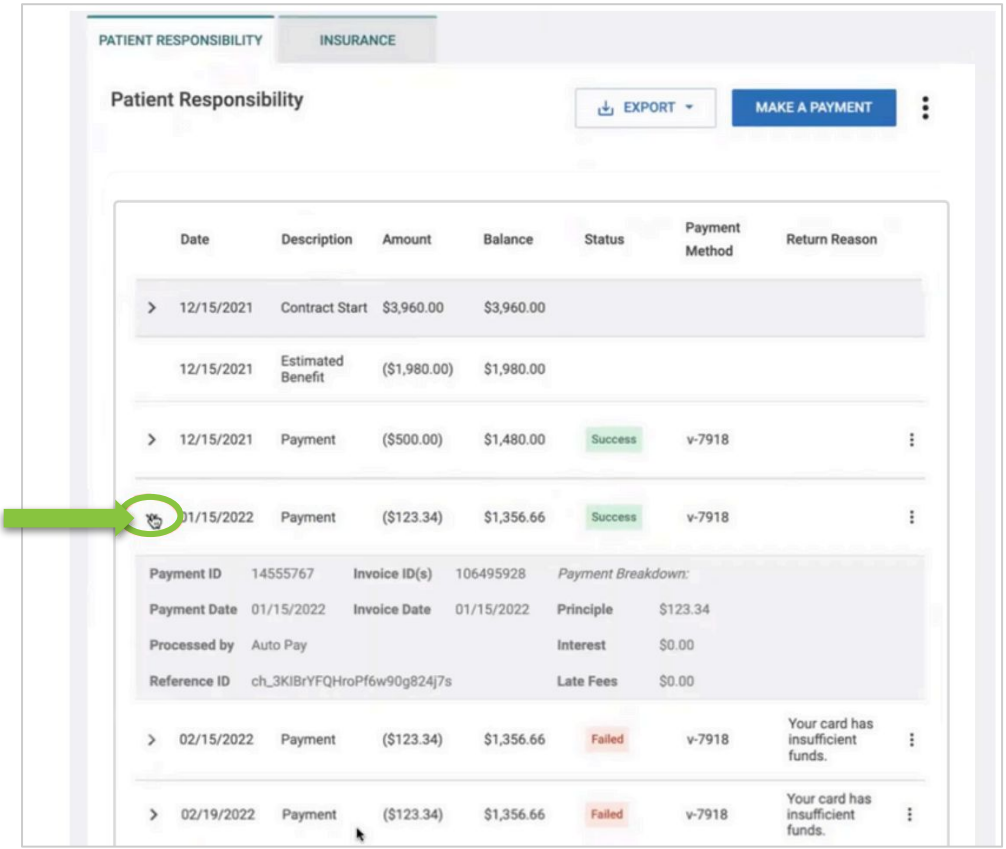
Patient Responsibility Tab

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)

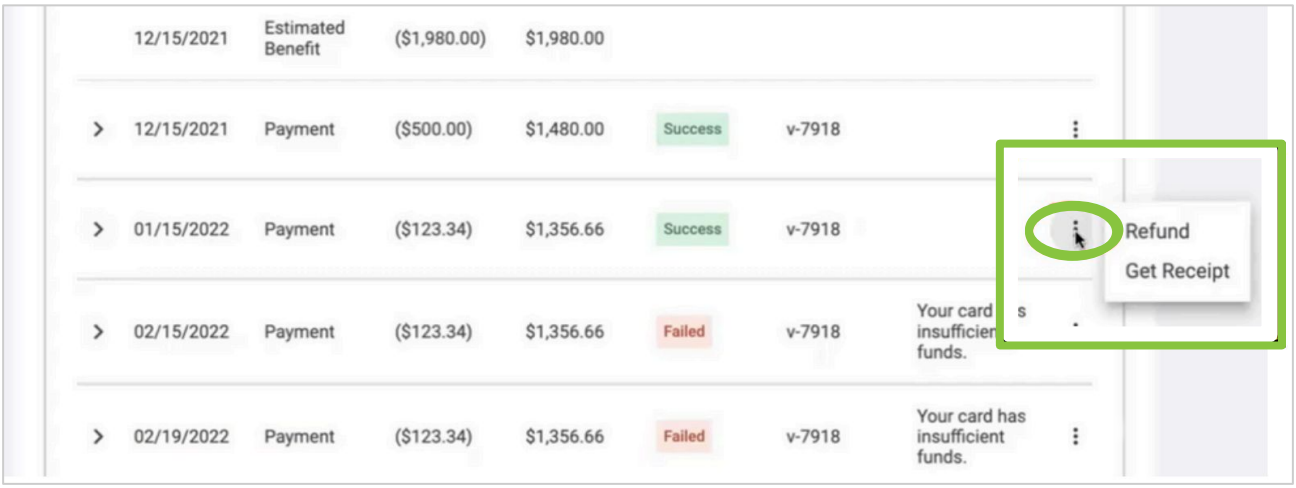


Patient Responsibility Tab (cont.)

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**



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**



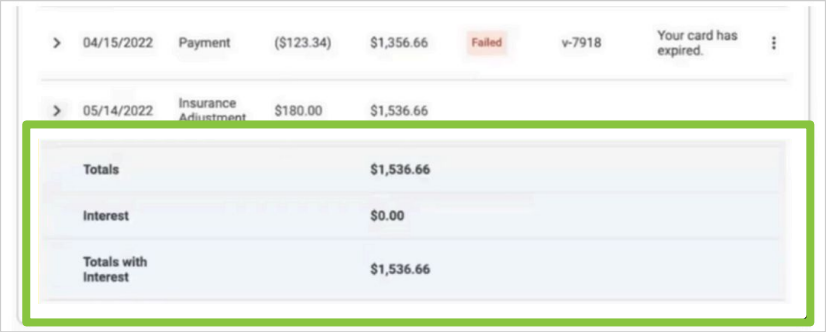
Ledger Totals

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.



Insurance Tab

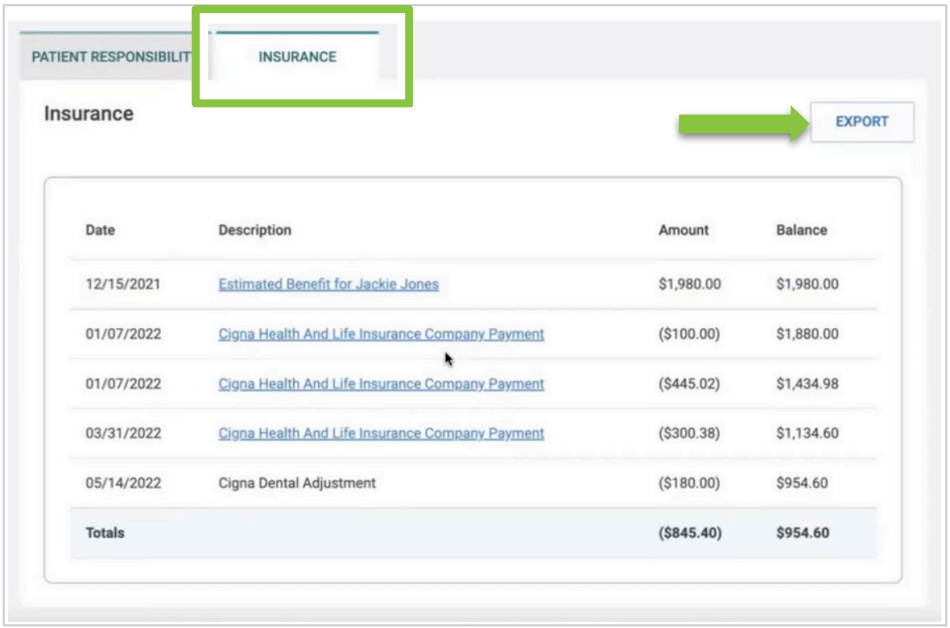
Insurance Tab

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



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.