



## Working With OrthoFi

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### CHOOSING THE BEST AFFORDABLE CARE HAS NEVER BEEN EASIER.

By partnering with OrthoFi, we can ensure we provide you with the best, most comfortable experience with lasting results at a price that is affordable for you. OrthoFi allows you to choose the best treatment options for your family, design your own payment plan to fit your budget, and view your payment plan details online. Find out how simple and easy working with OrthoFi is below.

### PARTNERING WITH ORTHOFI

We want to simplify your orthodontic experience, so here's what's in it for you:

1. Flexible Financing Rates that fit your lifestyle
2. Extended-hours customer support to personally assist you with any questions
3. Assistance on any Payment Plan service coordination
4. Easy, 24-hour self-service access to your contract, payment plan and treatment summaries

If you have any questions regarding payments, flexible financing, or insurance, contact OrthoFi Customer Support:

**Phone: 1.877.766.5220**

Monday-Thursday 8:00am-9:30pm (EST)

**Email: [support@OrthoFi.com](mailto:support@OrthoFi.com)**

Friday 8:00am-7:00pm (EST)

You can access your payment plan and treatment summary details by logging onto OrthoFi's 24-hour, self-service online patient portal:

**[www.OrthoFi.com](http://www.OrthoFi.com)**

Enter your patient username and password (same as the account you created to complete the online forms). Use the attached Contact Cards to ensure you don't forget your username and password.



# CONTRACT, PAYMENT PLAN, & TREATMENT SUMMARY ACCESS 24-HOURS A DAY

Log-in to OrthoFi's easy-to-use self-service portal at [www.OrthoFi.com](http://www.OrthoFi.com), using your username and password. The patient portal gives you 24-hour access to review your contract, payment plan, and treatment summary on your time.

## REVIEWING YOUR PAYMENT PLAN

To review your payment plan:

1. Click on the "Payment Plans" tab at the top of the page.
2. Select the "Action" drop-down button on the right-hand side of the screen
3. Select "View Payment Plan. This allows you to:
  - View All Invoices
  - Pay your Remaining Balance
  - Make a Payment
  - Add Additional Payment Methods
    - OrthoFi makes it easy to set-up auto-payment so you can make sure bills are paid every month hassle-free.

The screenshot shows a navigation bar with tabs: Payment Plans, Exams, Insurance, Communications, Super Bill, Ledger, and Insurance Ledger. Below is a table with columns: Start Date, Location, Plan Selected, Pay Off Amount, Date of Last Payment, and Account Status. A row shows: 11/4/2014, Denver, Invisalign, \$7,274.00, 6/10/2015, Up to Date. An 'Action' dropdown menu is open, showing 'View Payment Plan' and 'Documents'. Below the table are three sections: 'Plan Details' (Plan Status: Up to Date, First Payment: December 04, 2014, Last Payment: November 04, 2015, Monthly Pay Amount: \$814.50, Pay Off Amount: \$7,274.00), 'Next Payment' (Next Payment Due: December 04, 2014, Next Payment Amount: \$814.50), and 'Payment Method for Monthly Payments' (Payment Type: Credit Card, Card Type: Visa, Account: Via Card account ending in 1111). Each section has a corresponding action button: 'View All Invoices', 'Pay Off or Make Payment', 'Pay Now', and 'Add Payment Method'. A 'Patient Detail' button is also visible.

## MONTHLY COMMUNICATION

Each month, you'll receive email communication from OrthoFi to confirm receipt of your payment. OrthoFi alerts you when your monthly payment is accepted. If your payment fails, you'll be notified if additional action needs to be taken, and what to do next.

If you should need to change your payment plan for any reason, please contact OrthoFi Customer Support directly at:

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VISIT: [www.OrthoFi.com](http://www.OrthoFi.com)

PRACTICE NAME:

USERNAME:

PASSWORD:

CONTACT CARD



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