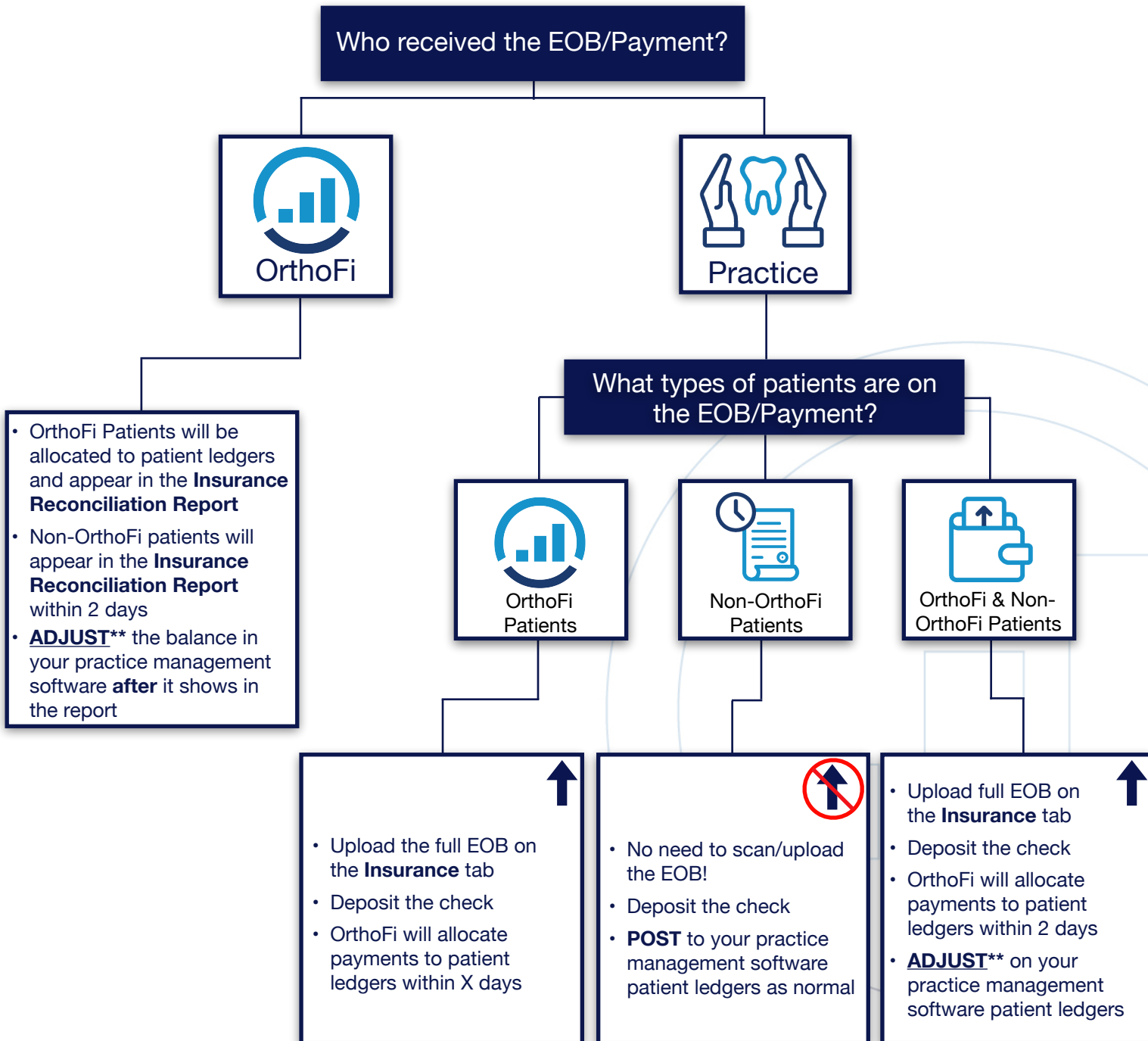


## Insurance EOB/Payment Upload Process

Follow the chart below to determine next steps with an EOB that you've received in office or a payment that is showing as received by OrthoFi on the **Insurance Reconciliation Report**.

**Note:** Only upload one EOB at a time. Multiple EOBs on the same upload will not be processed.



**\*\*Only ADJUST (rather than post) in practice management software ledgers AFTER the payment appears in the OrthoFi Insurance Reconciliation Report.**