



Welcome to OrthoBanc® DentalBanc®

CONVENIENCE

Your Provider has chosen to offer you the most beneficial and convenient payment method available – automatic drafting of your monthly payment. With today's busy schedules, it is easy to forget your payment. Automatic drafting helps ensure that your payment is on time, every time.

SELF-HELP OPTIONS

Be sure to open your email invitation to create login credentials for the Responsible Portal, or simply go to <https://my.orthobanc.com> or <https://my.dentalbanc.com> and click 'Create a Username.'

You will need to:

- Enter the email address given to your Provider for your Payment Plan Agreement.
- Create a secure password.
- Enter the last 4 digits of the payment method being used for your Payment Plan.

From there you are able to:

- Update your payment method on file
- Make an extra payment
- Update your contact info.
- Add an authorized user
- Send a support request
- View and print payment history

Please remember that changes to your account must be requested at least four (4) business days prior to your scheduled draft date.

FAQ's

How do OrthoBanc and DentalBanc work?

Your monthly payment will be automatically drafted and sent directly to your Provider.

When will my payments begin?

Your payments begin on the start date you selected on your Payment Plan Agreement. Payment drafting will continue each month on approximately the same date until each payment has been processed.

What happens if an attempted draft fails?

We will attempt to redraft your payment. We will also use multiple methods to reach out to you about your failed payment with a request to contact the OrthoBanc/DentalBanc Customer Care Team. (Please note: A failed payment fee will apply.)

What if I need to reach the Customer Care Team?

Reach us by logging in to the Responsible Portal and choosing 'Support.' You can also send a request for assistance by visiting <https://my.orthobanc.com/support> or <https://my.dentalbanc.com/support>. Need to speak with a member of our Customer Care Team? Call us using one of the phone numbers below. We are available by phone Monday-Thursday, 8 a.m.-7 p.m., and Friday, 9 a.m.-5 p.m., EST.

OrthoBanc: (423) 680-7709 or (800) 636-6600 DentalBanc: (423) 680-7708 or (800) 726-7160

What are the requirements for my Responsible Portal secure password?

Must be at least 8 characters long and include at least one non-alphanumeric character and one number.