

# Account Billing FAQs

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In an effort for us to be more transparent with our customers regarding monthly charges, we have created a new accounts receivable system to assist. We are able to track and report customer usages for the following features much more accurately: Inbound/Outbound Faxes, SMS/Phone call reminders, Change Healthcare (fka Emdeon) claims both electronic and paper, and Carisk Partners (fka iHCFA) claims both electronic and paper.

Below are some commonly asked questions and their answers:

## **Q. Where do I find my limits?**

A. You are able to view your plan limits on DrChrono's pricing page, which you can view by clicking [here](#). You can also track your usage by viewing the usage tab within your account settings page.

## **Q. Is there a way to increase my limits?**

A. Please email [sales@drchrono.com](mailto:sales@drchrono.com) should you be interested in increasing the limits of any of the following: Change Healthcare or TriZetto claims, Carisk Partners/iHCFA claims, faxes, and SMS/Phone reminders.

## **Q. Why am I suddenly being billed for overages?**

A. Customer usage is being tracked much more closely, and we are having to make sure that users are paying for what they actually use. Unfortunately, this has not been the case in the past due to an error on our part. We are not retroactively charging users for past overages, but moving forward users will be responsible for paying their overages.

## **Q. Aren't these fees being waived for grandfathered accounts?**

A. Unfortunately, due to Change Healthcare billing, phone/SMS reminders, Carisk Partners (fka iHCFA), and faxes all being outsourced for a fee we can no longer continue to incur these charges. All accounts are required to cover their own usage, and overage fees moving forward.

## **Q. I prepaid for my account so why are you sending me a monthly invoice?**

A: There are two reasons we send you monthly invoices:

1. We send you monthly invoices so you can see a monthly breakdown of your account. For example, if you prepaid \$2,400.00, you will see your monthly charge listed as \$200.00. Please note that we are not charging your credit card for the \$200.00 monthly fee. We want you to be able to see how your annual plan breaks down on a monthly basis.
2. Your monthly invoices show you how many fax reminders, SMS reminders, phone reminders, insurance claims, and insurance statements you send per month. You are charged for your reminder overages and insurance processing fees on a monthly basis, so we want to make sure you are aware of these changes when they occur.

As always, if you have any questions about your bill, please reach out to your account manager. If you don't know who that person is, you can reach out to [support](#) and they can help connect you.

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