

How do I get help as a DrChrono user?

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Account Changes

For any account-related changes, our Account Management team is here to help. After you have completed your implementation & training, you should have an assigned account manager. You may contact your account manager for account help.

If you forgot your account manager or their contact information, please email accountmanager@drchrono.com, and someone who can help you will soon be in touch.

Contact our Account Management team for the following services

- Account Upgrades
- Account Downgrades
- Provider Additions
- Account Suspensions
- Undoing Suspensions
- Account/Provider Settings
- Account Review
- Contract Renewal
- New Feature Review

Support Questions

Have a question about using DrChrono? Submit a ticket to our [support center](#). Also please take a look at our [help center](#) which contains a wealth of self-help resources.

Please feel free to contact support for any of the following questions.

- Product Usage Questions
- Feature Questions
- Bug Submission
- Meaningful Use Questions

Revenue Cycle Management Questions

For specific revenue cycle management/medical billing questions, you may call or email your account manager for basic assistance or submit a support ticket [here](#). After submitting a ticket, a support member will contact you.
