

EZClaim® Program Support Policy

<http://www.ezclaim.com>

Monday-Friday 9:00 am-5:00 pm (EST)

Free Self Help Support Tools

Self help support tools can be found within the program and on the web at <http://www.ezclaim.com>

- F1 – Press the F1 key on the keyboard when using the program to access the help system.
- Online EZAnswer – Search for issues using key words. Good for error messages or general questions.
- Online Discussions – Ask specific questions regarding all aspects of EZClaim programs. EZClaim support personnel monitor discussions.
- Manuals and Support Documents – Download updated manuals and additional support documents not included with software package.
- Frequently Asked Questions – Review a list of frequently asked questions and answers.

Paid Program Support Options

- Per-Call – \$55.00 Per Call (maximum of 30 minutes) – Unused minutes cannot be used for additional calls.
- Support Contract – Price dependant on modules purchased – Program support during the 6-month contract.

What is Supported

- Installation of the EZClaim software.
- Questions relating to the use of EZClaim programs.

What is Not Supported

- Questions about Medical Billing
- Importing or Exporting Data into the EZClaim Program
- Data Recovery or Repair (See pricing below)
- Network Setup and Configuration
- Computer Hardware or Other Software Problems
- Program Training
- Electronic Billing Training

Data Recovery and Repair

Database Repair – \$100.00 flat fee – If normal repair techniques do not repair your database, EZClaim will attempt to repair the database. Fee is charged only if data is recovered.

Combining Databases – \$50.00 flat fee – If you have two or more databases you need to combine, EZClaim will combine multiple databases into one. Fee covers combining 2 databases. Each additional database is \$10.00.