

Free Self Help Support Tools

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

- **Tutorials** – Short movie clips showing how to use EZClaim products.
- **F1** – Press the F1 key on the keyboard when using the program to access the help system.
- **Online Search** – Search for issues using key words. Good for error messages or general questions.
- **Online Support Discussions** – Ask specific questions regarding all aspects of EZClaim programs. EZClaim support personnel monitor discussions.
- **Manuals and Support Documents** – Download updated manuals, quick start guides 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

- **Support Contract** – \$195-\$395 Price dependent on modules purchased – This offers unlimited phone and email support for the duration of the contract. If you are an EZClaim clearinghouse customer, program support is included at no extra charge! Visit <http://www.ezclaim.com> or call 877-650-0904 for information.
- **Per-Call** – \$55.00 Per Call (maximum of 30 minutes) – Unused minutes cannot be used for additional calls.

Paid Support Includes:

- Questions relating to the use of EZClaim programs.

EZClaim is Unable to Support:

- Questions about Medical Billing – Contact the payer processing the claims for billing questions.
- Importing or Exporting Data – Contact your local software developer for help with importing or exporting data.
- Data Recovery or Repair – Data recovery or repair is available for a fee. See below for pricing.
- Network Setup and Configuration – Contact a local network specialist for help in setting up your network.
- Computer or Other Software Problems – Contact your local computer supplier for hardware questions or issues.

Other Support Services

Diagnostic Support Fee – \$55.00 – Diagnose issues not related to the use of the software. Examples include locating lost databases, database analysis, and other networking issues. If the database repair service is requested, \$55.00 is credited toward the repair fee.

Database Repair – \$100.00 flat fee – If normal repair techniques do not repair your database, EZClaim will attempt to repair the database.

Training – \$80 per hour – Remote access program training is available at \$80.00 per hour.