



Free Self Help Support Tools

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

- **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 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 Support and Training Options

- **Support Contract** – \$195-\$295 Price dependent on modules purchased – EZClaim program support during the 6-month contract.
- **Per-Call** – \$55.00 Per-call (maximum of 30 minutes) – Unused minutes cannot be used for additional calls.
- **Training** – \$100.00 Per-hour - EZClaim program training (not medical billing) for Advanced or Premier.

What is Not Supported

- Questions specific to 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 (unless using EZClaim's clearinghouse services)

Other Consulting 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.