Medical Billing Professionals Support Suite

Claim Reports To Be Sent Via Support Suite

2025-04-11 - Medical Billing Professionals - Comments (0) - General

Claim Reports To Be Sent Via Support Suite

Thanks to all who participated in yesterday's survey. Almost everyone has indicated a preference for the daily claim submission reports (and insurance verifications for non-TherapyNotes clients) to be sent via a ticket in the Support Suite rather than by ZixMail so that's what we are doing starting today.

As usual providers will receive a notice when a new ticket has been created in the Support Suite. The subject matter of the ticket will be in the email you receive. Simply log into the Support Suite to retrieve your report or insurance verification.

For our PremiumPlus providers for whom we send monthly reports from Medisoft we also will be sending the reports password protected via a ticket in the Support Suite.

A number of providers have NOT been logging into the Support Suite each day to review tickets about any issues with claims. When you log in to retrieve your Claim Submission Reports or Insurance Verifications, make sure you also review any open tickets that need your attention before the tickets auto resolve (automatically are closed).

Thanks,
Steve