Medical Billing Professionals Support Suite

New Procedure for Sending PDFs via Email AND ZixMail Being Discontinued

2026-01-20 - Medical Billing Professionals - Comments (0) - General

New Procedure for Sending PDFs via Email AND ZixMail Being Discontinued

We have upgraded our Microsoft Outlook to the latest version. Because of this there are some minor changes:

Sending PDFS to You:

In the past you would receive PDFs from us of Claim Submission Reports as attachments to your emails. Now the files are being uploaded to Adobe Cloud Storage. You will receive an email with a notice to the effect: Medical Billing Professionals has shared "Name of Document". You will see a big Open button. Simply click that Open button, enter the password you normally use for opening PDFs from us and you can see the PDF. You also can download the PDF for storage on your computer if you want.

Discontinuation of ZixMail

For a handful of practices we send secure emails to you via ZixMail. However, ZixMail is not available in the new Outlook. Instead we will be sending the secure messages to you via Microsoft's built in encryption. You will follow the instructions to open the secure email (usually with a one-time passcode but possibly with your program's built in login).

Thanks,
Steve