Medical Billing Professionals Support Suite

Survey Regarding Secure ZixMail vs. DeskPro Tickets

2025-04-10 - Medical Billing Professionals - Comments (0) - General

Survey Regarding Secure ZixMail vs. DeskPro Tickets

Some providers have contacted us today and indicated a problem using ZixMail for the secure emails we have sent for claim reports and insurance verifications.

Another option we have is we can create a ticket in the Support Suite (https://support.mbpros.com) and include a link to the password protected document such as claim submission report.

To help us determine which approach our clients would prefer, kindly email me at steven@mbpros.com and indicate if you would prefer for us to send via ZixMail OR if you would prefer us to submit a ticket in the Support Suite with links to the PDFs.

One advantage with the Support Suite is you can always log in and review older tickets we had submitted as tickets will move from Active to Resolved whereas the PDF messages in ZixMail stay for only a short period of time.

I thank everyone in advance for replying to this survey with your preference.

Thanks,
Steve