

Customer Service/Tech Support ManagementPlus

Support by Phone, Email or Website

Customer service is one of the most important considerations in selecting a practice management and EHR solution. ManagementPlus is at the forefront of emerging trends because our commitment is to your profitability. We endeavor to ensure that your staff is trained and knowledgeable on every aspect of our software with four levels of training support. No other Electronic Health Records and Practice Management solution provider can offer better customer service. Here is how we work for you:

- **96% Live Call Ratio.** When you call Customer Service, on average, you get a live person 96% of the time. Our entire knowledgeable and well-trained technical staff is located in Salt Lake City, Utah. Each is proficient in all aspects of the software and can address and resolve complex issues.
- **97% Claims Acceptance Rate.** Often, when Insurance claims are rejected, you have to start the process over, which wastes time and costs money. We have a proven claims acceptance rate of 97%, so it's done right the first time!
- **Four-tiered training.** We have a unique, four-tiered approach to training: 1) pre-web-based, 2) on-site training, 3) follow-up training, and 4) FREE video training via our website. This ensures your entire staff will be completely knowledgeable on the use of our software.
- **Free Online video training and demonstrations.** Your staff can access a comprehensive list of detailed, video trainings right on our website. Each video thoroughly explains the process of using ManagementPlus.
- **User manual is stored electronically.** Our FREE user manual is frequently updated and is easily accessible at any time from within the software.



ManagementPlus Customer Service Solution Provides Your Practice:

- ✓ **96% Live Call Ratio**
- ✓ **U.S. Based Staff**
- ✓ **Online Training**
- ✓ **97% Claims Acceptance Rate**



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