Frequently Asked Questions: Billing and Payment with Practice Fusion

The frequently asked questions listed below are intended to provide helpful information related to your Practice Fusion EHR subscription. You will find questions on the following topics:

- Changing your Practice Fusion subscription plan
- Managing payments and billing history in Practice Fusion
- Practice Fusion EHR subscription plan invoices

If you have additional questions related to billing or payments not addressed in this article, please reach out to our customer service team.

Changing your Practice Fusion subscription plan

Question	Answer
How long is a Practice Fusion subscription plan contract?	Practice Fusion subscription contracts are an annual (12-month) commitment. Near the conclusion of your annual contract, you will be given the option to renew your subscription. At that time, you will be able to downgrade, upgrade, renew the same plan, or cancel your subscription. If no action is taken, to ensure uninterrupted access, your Practice Fusion EHR subscription will be automatically renewed on a month-to-month basis.
How do I upgrade my subscription plan?	From the *Account* section of your EHR, click on the *EHR Plan* tab. Select *Upgrade* in the *Products* section to purchase additional clinician licenses. Please note: the purchase of an additional clinician license requires an annual (12-month) commitment from the date of purchase, so the term of your annual (12-month) subscription will be adjusted to begin on the date of your most recent purchase.
I just upgraded my plan - why do I see a credit in my billing history?	The credit in your billing history represents the charge for your previous plan being replaced with the charge for your new upgraded plan. You should see a record of the charge for your upgraded plan immediately following the credited amount on your account.
How do I downgrade my subscription plan?	Practice Fusion subscription contracts, including the number of clinician licenses selected, are an annual (12-month) commitment. Customers are therefore not permitted to downgrade their EHR subscription plans, such as by seeking to

	reduce the number of clinician licenses selected, prior to the end of this annual commitment. Near the conclusion of your annual contract, you will be given the option to renew your subscription. At that time, you will be able to downgrade, upgrade, renew the same plan, or cancel your subscription.
How do I cancel my subscription plan?	Practice Fusion subscription contracts are an annual (12-month) commitment. Near the conclusion of your annual contract, you will be given the option to renew your subscription. At that time, you will be able to downgrade, upgrade, renew the same plan, or cancel your subscription. Because Practice Fusion subscription contracts are annual commitments, customers are not permitted to cancel their EHR subscription plans prior to the end of this annual contract.

Managing payments and billing history in Practice Fusion

Question	Answer
How do I change the payment credit card for my practice?	From the *Account* section of your EHR, click on the *Payment* tab. In the *Payment method* section, click *Change* and enter in the new credit card details. Click *Update credit card* to save your changes.
Why am I getting a transaction declined error that states my address is more than 30 characters long?	If the address associated with your payment method/credit card is longer than 30 characters long, the payment transaction will result in an error. To correct this error, modify the billing address so that it is less than 30 characters. Apartment and suite numbers can be removed, and abbreviations are acceptable.
Where can I find my billing history and invoices?	From the *Account* section of your EHR, click on the *Payment* tab. In the *Next scheduled payment* section, click on the *Billing history* link above the table. To view individual invoices, click the *View PDF* link next to the billing date of the invoice you wish to view.
Why does tax show as $0.00 in my Next Scheduled Payment?	Tax cannot be calculated until the order is completed—tax will show in the invoice, but not in the “Next payment” information.
Can I change the cardholder on the account?	Users designated as practice administrators can replace the credit card information under the *Payment* tab and become the new cardholder on the account.

How can I see how much I owe during the next billing period?	From the *Account* section of your EHR, click on the *Payment* tab. Your *Next scheduled payment* will show the amount to be charged during the next billing period.

Practice Fusion EHR Subscription Plan Invoices

The following information will help you understand the information included in your Practice Fusion EHR subscription plan invoice. A sample invoice (**Graphic 1**) with callout numbers for each section described below is provided for reference.

1. **Bill to:** The "Bill to" section includes the billing details entered for the credit card on the account, including the cardholder name and billing address.
2. **Invoice status:** The invoice status will reflect the invoice payment status.
3. **Invoice #:** The invoice number is unique to each invoice and can be used for internal reference if needed.
4. **Account Info:**
    a. Your Account Number and Subscription ID will be automatically assigned to you upon purchase and will appear on each invoice for reference.
    b. Your contract renewal date indicates the date that your annual (12-month) subscription will be up for renewal.
5. **Invoice summary:** The invoice summary will detail the time period being billed, the number of clinician licenses purchased, the rate per clinician license, and the invoice total (before tax).
6. **Invoice total:** The invoice total section will detail the subtotal, tax (if applicable in your state), and payment made. If your monthly automatic payment isn't processed for some reason, the invoice status field will show as "unpaid," and you will see a balance in invoice balance due and account balance due fields.

Graphic 1. Sample invoice

INVOICE

Practice Fusion
731 Market St., Ste. 400
San Francisco, CA 94103
(415) 346-7700

2 Invoice status: **PAID**
Invoice Date: 03/01/2018
3 Invoice #: INV00015399

4 **ACCOUNT INFO**
Account number: A00009639
Subscription ID: A-S00008513
Contract renewal date: 03/01/2019

1 **BILL TO**
Stephanie Provider
1234 Anywhere St
Anywhere, PA 12345
(415) 244-1234
sprovider@anypractice.com

5 **Invoice summary**

Billing period: 03/01/2018-03/31/2018

Product	Quantity	Rate	TOTAL
Practice Fusion EHR	3	$99.00	$297.00

6 **Invoice total**

Thank you for your purchase!	**Subtotal:**	**$297.00**
	Tax:	**$25.24**
	Total:	**$322.24**
	Payment made:	**$322.24**
	Invoice balance due:	**$0.00**
	Account balance due:	**$0.00**