

How do I make changes to my Practice Fusion subscription?

Use the information in this article to make changes to your Practice Fusion subscription when your annual (or multi-year) contract term nears the end.

Practice Fusion subscriptions can be changed by EHR administrators near the end of the contract term. Review the information below for more information on how to make changes to your plan.

- Only account administrators can make changes to the subscription account near the end of your contract term.
- You can only make changes to your Subscription in the last month before your contract is about to expire. No upgrades, downgrades or cancellations can be made during the contract term.
- Changing the number of Provider licenses will change the number of Signing licenses in your base subscription as well as for your add-ons.
 - If you add an additional Provider license, you will also be granted an additional three Signing Staff licenses.
 - If you decrease a Provider license, you will lose three Signing Staff licenses.
 - If you increase or decrease Provider license, you will increase or decrease the same number of add-on licenses as well.
- You can cancel your subscription beginning on the first day of the final billing period, but cancellation does not go into effect until the contract term has ended. If you cancel your subscription, you will be transitioned into the limited access EHR at the end of your billing cycle. This means that you will NOT be able to e-Prescribe, sign chart notes, place orders or do any of the tasks you do every day. You will only be able to view, download and print the data and patient records previously entered in to the EHR.

How do I upgrade my Practice Fusion subscription?

1. From the *Subscription* section of your EHR, click on the *Plan details* tab. Select *Manage your subscription* to purchase additional provider licenses or add-on products.
2. Choose the number of additional licenses for your practice. Use the plus (+) button to choose how many additional Provider Licenses you would like to add to your subscription. Each additional Provider license purchased comes with three Signing Staff at no extra cost. To learn more about Practice Fusion subscription licenses, click [here](#).
3. Click *Next* to choose add-ons (if applicable). Continue on to select your contract term. Review the changes and check out.

How do I downgrade my Practice Fusion subscription?

1. From the *Subscription* section of your EHR, click on the *Plan details* tab. Select *Manage your subscription* to decrease the number of provider licenses in your current subscription. This will also decrease your signing staff licenses and add-ons.

2. Choose the new number of licenses for your practice. Use the minus (-) button to choose how many Provider Licenses you now need. Each Provider license reduced will also reduce three Signing Staff licenses. To learn more about Practice Fusion subscription licenses, click [here](#).
3. When you decrease the number of Provider licenses in your practice, you will be prompted to revoke the appropriate number of Provider and Signing licenses. You can change these assignments on the *Assign licenses* tab after you complete your subscription order.
4. Choose the preferred length of contract, review your subscription details, confirm your payment method and agree to the terms and condition to place your order.

How do I cancel my Practice Fusion subscription?

1. From the *Subscription* section of your EHR, click on the *Payment* tab.
2. Click blue *Cancel subscription* link under *Payment method* and continue through the cancel process to end the Practice Fusion subscription plan for the entire practices' account and all add-ons.
3. Account administrators will have the ability to undo the cancellation until the end of the billing cycle. If you undo your cancellation, your EHR subscription plan will be reinstated, and your regularly scheduled monthly payments will continue.