



INVOICING

Frequently Asked Questions (FAQ) – October 28, 2007

This document provides answers to the most commonly asked questions regarding Kareo invoices.

- **Why does my invoice include charges for providers who are no longer active in Kareo?**
 - Per your Kareo Customer Agreement, Kareo charges a monthly subscription fee based upon the number of active provider records associated with a Customer's account during the course of any given month.
 - Kareo will charge a subscription fee for partial months for **new** provider records added (or marked active); however, Kareo cannot issue credits for partial months for provider records removed (or marked inactive).
 - Customers are responsible for requesting removal of providers from their account prior to the first day of the month for the Subscription Editions for that month. (For example: If at anytime during the month of November you decide to deactivate a provider, you must notify Kareo anytime up to the last day of November. You will be billed for that provider for the full month of November, but will not be billed for the month of December or any future months as long as the provider remains inactive.)
 - To deactivate a provider, please email support@kareo.com. Also, please include an explanation as to why you are deactivating the provider. Again, if you request Kareo to deactivate a provider on or before the last day of the month, you will not be charged for the following month for that provider.

Edit Provider - Ramin Alimard, MD (14)

Need help with provider numbers? Read the [Kareo Provider and Group Numbers Guide](#).

Sorry, but if you would like to remove a provider from your Kareo account, you must contact your account manager by emailing support@kareo.com.

General	Provider Numbers		
Full Name:	Ramin Alimard	Specialty...	Unknown
Date of Birth:	None	Degree:	MD
NPI:		Type:	Normal Provider
SSN:		Active:	<input type="checkbox"/>

Note that if you attempt to deactivate a provider within Kareo by clearing the **Active** button, and then save the record, a message will be displayed at the top of the provider record alerting you that you must contact Kareo Customer Support via email in order to remove the provider from your Kareo account.

○ **Why does my invoice have the wrong Kareo subscription edition specified for certain providers?**

- The subscription edition for each practice should have been initially set up by your application administrator. Only users with appropriate user permissions can change the subscription edition for a practice.
- To change the subscription edition for a practice, do the following:
 - Click **Settings > Company > Find Practice** > Double-click to open the practice.
 - From the drop-down menu in the **Subscription Edition** field, select the subscription edition.



- If you change a subscription edition on or before the last day of the month, that change will be reflected on the invoice for the following month.

○ **Why am I being charged full price for mid-level providers?**

- The Provider type is initially set up by Kareo, and indicates the status of the provider as it relates to the contractual agreement between the Customer and Kareo. When creating a new provider record, the **Type** field within the provider record will be blank, but will be completed by a Kareo staff member once the provider is set up in the practice and verified by Kareo.
- As defined in the Kareo Customer Agreement, the following explains how a Provider type is determined:
 - A “Normal Provider” is any provider that is authorized to directly bill Medicare and other commercial insurance companies for healthcare services rendered to patients. This includes, but is not limited to, healthcare professionals that hold a degree of M.D., D.O., or D.C.
 - A “Mid-Level Provider” is any provider that is a nurse practitioner, physician assistant, physical therapist, occupational therapist, respiratory therapist, registered dietician, social worker, or mid-wife. Unless otherwise agreed upon via the contract between Kareo and the Customer, Kareo will typically charge one-half the normal subscription fee for mid-level providers.
- If you feel that Kareo has incorrectly identified the Provider type for any provider within a practice, please contact Kareo at support@kareo.com; and if warranted, Kareo will correct the provider record.
- If a provider originally defined as a “Mid-Level Provider” has changed his or her status to a “Normal Provider”, please send a request to support@kareo.com and we will change the provider record. Any changes will be reflected on the invoice for the following month.

- **Why doesn't my invoice reflect the payment(s) that I sent in?**
 - The payments reflected on the invoice are those payments received prior to the billing date shown on the invoice (generally the first of the month).
 - Any payments received after the billing date will be included in the following month's invoice.