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1800 Dual Highway, Suite 306, Hagerstown, MD 21740

## TheraManager DocuTrac Support and Maintenance

**In order to receive support and renew maintenance, we require customers to use the latest version(s) of software.**

### Contacting Technical Support

Technical Support is available Monday-Friday, 9:00-5:00 EST. Listed below are ways to contact a Technical Support Advisor and information that will help expedite a resolution for your issue. We prefer that once you begin working on an issue with an individual Advisor, that you continue with that Advisor until the problem is resolved. Availability of the Advisor may vary, so if it is necessary to work with another Advisor, all customer inquiries are recorded and logged in detail. In a group setting, one or two people should be designated to contact Technical Support. The designee should have complete access to all network resources (hardware and software) involved with the use of the program in question.

**Please Note:** TheraManager DocuTrac reserves the right at its discretion to terminate support and to deny service or assistance to any customer or individual who communicates in an abusive, profane, threatening, or unprofessional manner, or to anyone who is found to be in breach of the Software License Agreement.

- \*Phone Support: (888) 308-9683.** We make every effort to keep our phone lines available. TheraManager DocuTrac reserves the right to limit any one call to one-half hour and to limit any one call to one incident. Please be prepared when you call Technical Support by having access to the computer and program in question. Advisors cannot wait on the line while you install or download updates and service packs, back up and/or restore data, or move from office to office to check other computers. Advisors must follow company procedure for troubleshooting issues over the phone, and may ask you for the following information:
  - Company name, phone number, address or last name of the original purchaser of the software
  - Name and version number of the program in question
  - Exact database name and location
  - Operating System name and version
  - Operating System of the server (if used in a network environment)
  - Error or complete description of the issue
  - Complete claim rejection information from your clearinghouse or insurance company (Office Therapy users)
- \*Live Help Support.** A completed Business Associate Agreement is required. High speed internet service is essential. Live Help support is available Monday-Friday, 9:30-4:30 EST. To access Live Help, please contact our Technical Support Department by phone and an Advisor will direct you on how to access a secure internet site, which is a direct virtual portal between two computers. A chat window in Live Help allows for communication. The Advisor may request access to share control of your computer. Any file transfers will require extra permission. Live Help support may also require:
  - Installation of a collaboration client, web client or Java on the individual computer
  - Valid email address
- \*Email Support: [support@tmdtigroup.com](mailto:support@tmdtigroup.com) and \*Fax Support: (301) 766-4097.** Emails and faxes are answered on a first come, first serve basis. We try to answer emails and faxes immediately; however you should receive a response no later than the end of the next business day for standard technical issues or as otherwise noted by an Advisor. If you feel your issue is not an emergency or can be handled through email or fax, please send the information, outlined below, in the body of the email or fax. Sending the following information may expedite your inquiry:
  - Company name, phone number, address or last name of the original purchaser of the software
  - Name and version number of the program in question
  - Operating System name and version
  - Information pertaining to the user of the program as a single license or network license
  - Very detailed description of the issue (include: task you were working on, all procedures and measures taken before and after, exact working for any error message and if another company or program is involved)

## Issues Involving Other Vendors and IT Contractors

When working with affiliate vendor companies, issues may be encountered that cause delays. It may be necessary for a Support Advisor to correspond with a representative from the affiliate company to resolve issues. Additionally, any on-site technical assistant is the responsibility of the customer or hiring entity. TheraManager DocuTrac will not be held responsible for actions taken by hired IT contractors or others assisting in a technical capacity. Pertaining to IT Contractors and all others, please see the section below, titled IMPORTANT: PLEASE READ.

## TriZetto Provider Solutions Implementation (Office Therapy – Annual Maintenance Required)

TriZetto Provider Solutions notifies TheraManager DocuTrac of new clients and then a Support Advisor will notify the new customer by phone and email. The Advisor will assist the customer in placement of data for required loops and segments for 837 implementation, HCFA and CMS boxes and set up of claim format. Support Advisors are not qualified medical billing specialists and are unable to assist customers with information pertaining to specific insurance company requirements. Populating required fields does not guarantee claim acceptance.

## Restrictions and Limitations

Technical Support is available to customers with registered licenses for the first 30 days following the initial purchase or on an Annual Maintenance plan, and only for software versions that have not been retired. Support is limited to:

- Software installation
- Troubleshooting software problems
- Basic help with specific features
- Setup assistance with TheraManager DocuTrac affiliated third party tools for E-Prescribing, credit card processing, electronic claim filing and automated reminder calls

### Maintenance and support services exclusions:

- Network operation and maintenance
- Versions of software that have been retired
- Third party components not affiliated with or provided by TheraManager DocuTrac
- Software use on a non-recommended platform or in a non-recommended environment, including unsupported Microsoft Operating Systems
- Database modification
- Training

In general, Technical Support services attempt to help solve specific problems with the software rather than provide training. If you need help learning how to use the software, refer to the Startup Guide or Help file in the program. Training is not included as part of Annual Maintenance, however web based training is offered at \$79 an hour.

## Database Corruption

Database corruption is most often caused by drops in network connectivity. Unfortunately, issues that result in database corruption are out of the immediate control of DocuTrac. As such, all support issues involving database corruption will be dealt with on a case-by-case basis and may incur additional service fees.

## Suggestions

Suggestions are always welcome at TheraManager DocuTrac. If you have a suggestion that you would like to have considered, please email that suggestion to [support@tmdtigroup.com](mailto:support@tmdtigroup.com). Suggestions are read and sent to Development for consideration and review. This is not a guarantee that your suggestion will be implemented. TheraManager DocuTrac reserves the right to implement or reject any suggestion. Technical Support Advisors are not informed if suggestions will or will not be applied to a program or of any associated time frame. Additionally, Advisors are unable to inform a customer as to the status of their suggestion.

**IMPORTANT: PLEASE READ**

TheraManager DocuTrac reserves the right to limit or decline Technical Support if it is determined that changes have been made to the structure or content of the database outside of the application interface, updates made by TheraManager DocuTrac, or changes made by TheraManager DocuTrac Support Advisors in the course of providing support. This includes the addition by the licensee of any database tables; updates or additions of columns in tables; changes to the structure of the tables, table relationships, database reports, macros, forms, modules, or queries; addition, modification, or deletion of data, tables, fields, queries, relationships in the database using any application other than (INSERT QuicDoc/Office Therapy). If it is determined that changes have been made to the database by the user as defined above, TheraManager DocuTrac is not responsible for any problems in the application which may be related to the changes, and may either refuse support or assess an additional service charge, minimum of \$250.00, to correct any issue(s) resulting from the change(s). In any event, the service charge is non-refundable and TheraManager DocuTrac cannot guarantee that it can correct the issue(s) resulting from the change(s).

\*Requires a current Annual Maintenance plan