Steps to Take When Providers Leave Mid-Contract

Last modified on 11/21/2025 3:00 pm EST

If a provider leaves before your practice's contract term ends, you must take specific steps to restrict their access.

Charges

Charges for the provider license remain on your account until your contract renews. Notify the Support team of the change so they can suspend the departing provider from your account. If you hire a new provider before your renewal date, the Support team can transfer the existing license to the new provider.



Create a case to remove (suspend) or replace (swap) a provider from your practice. Allow a minimum of three business days to process the request.

Access

You can disable all permissions for the provider who has left. This option is recommended for urgent or after-hours situations when access needs to be removed immediately.