

# My account is on a Read-Only or Billing Work-down plan. What information do I have access to?

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## My account is on a Read-Only plan.

What information do I have access to?

Please contact your account manager about pricing for the Read-Only plan.

- 24/7 DrChrono login access with full account access to view all patient records, medical data, billing information, and otherwise
- The ability to export data at your convenience
- You will not be able to create any new appointments (on the web or via the API) or send out any new claims to existing appointments
- Your Fax line is limited to outbound faxes only
- SMS reminders, email reminders, and Phone communication will be disabled
- Limited access to billing reports. Full access to system reports under the reports menu
- Clinical notes can not be changed once on the Read-Only plan, but you can download them.
- Patients will lose access to their OnPatient account
- Export capabilities via the API are still available

## Billing Work-Down Read-Only Plan

What information do I have access to?

- 24/7 DrChrono login access with full account access to view all patient records, medical data, billing information, and otherwise
- The ability to export data at your convenience
- You will not be able to create any new appointments (on the web or via the API)
- Ability to send or resubmit claims
- Ability to receive ERAs and access to view all existing claims
- Ability to post patient and insurance payments
- Your Fax line is limited to outbound faxes only
- SMS reminders, email reminders, and Phone communication will be disabled
- Clinical notes can not be changed once on the Billing Work-Down Read-Only plan
- Patients will lose access to their OnPatient account
- Export capabilities via the API are still available

