

# Will DrChrono take a percentage of my collection for claims prior to our contract date?

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No, for Elite customers, our system is designed to calculate collection based on the go-live date agreed upon by the practice.

The only exception to this is if we are working on a legacy project for you. We would collect the agreed-upon percentage for the claims that we work on. The date range of such claims would be discussed and agreed to before work begins.

If you have any questions regarding your monthly invoice, please contact your account manager or support for assistance.

