

Communication Usage in Account Settings

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Only the primary provider of the account plan can view the usage report in **Account Settings**.

The **Usage** tab in **Account Settings** shows the number of faxes, text messages, video visits, and telephone reminders you sent during the usage period.

You can also view SMS usage (in SMS segments) in the **Reminder Report (Reports > Reminder Report)**.

- A SMS segment is limited to 160 characters.
- Messages that exceed 160 characters are delivered in multiple segments.
- Each segment counts toward your total SMS usage for your billing cycle.
- Special characters may increase the total character count.

View your usage report



It is your responsibility to monitor usage. To discuss overages or usage questions, [create a support case](#).

1. Select **Account > Account Settings**.
2. Select the **Usage** tab.

Current Usage [1 provider(s)]		08/13/2025 – 09/12/2025
		Service Period (08/13/2025-09/12/2025) ▾
Description	Usage	
Fax	34 pages	
SMS segments	13 texts	
Phone	1 phone call	
Peer 2 peer telemedicine videocall	0 calls	
Emdeon electronic claim	0 claims	
Emdeon claim sent by mail	0 claims	
Emdeon statements	0 statements	
IHCFA electronic claims	0 claims	
IHCFA mailed claims	0 claims	
Gateway Professional Claim EDI	0 claims	
Gateway Institutional Claim EDI	0 claims	
Gateway Professional Claim by Mail	0 claims	
Gateway Institutional Claim by Mail	0 claims	
Gateway Real Time Eligibility Check	0 checks	



Clients who don't receive invoices see **Previous Month** and **This Month** in the **Selected Period** dropdown. The service period shown on EverHealth Self-Service Portal invoices matches the period you selected.
