

# Usage Report

Last modified on 02/24/2026 9:00 pm EST



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

The usage report shows the number of faxes, text messages, video visits, and telephone reminders you sent during the usage period.

The fax page count includes both inbound and outbound faxes.

## SMS usage

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 will see **Previous Month** and **This Month** as options in the **Selected Period** dropdown. The service period shown on EverHealth Self-Service Portal invoices matches the period you selected.