

# Monitor Outgoing Reminder Usage

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You can monitor texts, follow-ups, and automatic phone call reminders sent to patients on the **Usage** page.

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



It is the user's responsibility to monitor usage. Contact your Account Manager to discuss any overages or usage questions.

## Usage Information

The **Usage Information** section tracks, incoming/outgoing faxes, billing claims/statements mailed, and outgoing reminders.

## Text/Phone Messages

The **Text/Phone Messages** section shows how many text messages and automatic phone call reminders have been sent out to patients during the bill cycle month (including follow-up reminders).

### Account Settings

[Profile](#) [General](#) [Email](#) [Medical Billing](#) [eRx Info](#) [Services](#) **Usage** [Sample Data](#) [Security](#) [Patient Payments](#)

#### Usage Information

Feature	Usage for this month	Lifetime usage
Outgoing fax pages	0 pages sent	57 pages total
Incoming fax pages	0 pages received	87 pages total
<b>Total faxed pages</b>	<b>0/0 pages</b>	<b>144 pages total</b>
iHCFA Claims	0 sent	0 total
Statements Mailed	0 sent	0 total

#### Text / Phone Messages

Feature	Usage for this month
Total Text Messages Sent	0
Total Automatic Phone Messages Sent	0
Total Premium Messages	0/400 (\$0.05 per premium message over limit)

[Update Entire Profile](#)

## Reminder Report

You can also view SMS usage in the **Reminder Report (Reports > Reminder Report)**. The usage in the reminder report is displayed in sms segments.

A text message segment is made up of 160 characters. Messages that exceed 160 characters are delivered in multiple segments. Each segment counts toward your total SMS usage for your billing cycle

In addition, if the standard reminder is pushed over 140 characters because the provider's or practice group's name is long, you are charged for two messages.

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