



Dear Valued Client,

CHS has made some changes to our after-hours coverage **effective October 10, 2021**.

The phone number for emergencies that may arise outside of normal support hours is **1-800-250-8687**. It is important to listen to the prompts. You will be prompted to leave a message and a technician will be paged immediately. Please allow up to an hour to receive a return call. Additional fees may apply.

After Hours Emergency Support

Monday - Friday

6:30AM – 8:30AM EST
5:00PM – 9:00PM EST

Weekends

10AM – 2PM EST

Please be advised that these calls will be prioritized based on the order in which they are received and the severity of the issue. Please be sure to leave a detailed message including your name, practice name, phone number and a detailed description of your problem.

Fees for this service are as follows:

Clients with no support contract	\$300 per hour with a 1 hour minimum
Clients with an active phone support contract	\$200 per hour with a 1 hour minimum
Clients with an active full support contract	\$100 per hour with a 1 hour minimum
CHS Hosted Solutions (CHS Remote)	Free**

***CHS Hosted Solutions Free support is only free when it relates to a connection issue at our data center.*

A credit card must be provided at the time of service to receive billable after-hours support.

To receive assistance during normal business hours, please dial 800-250-8687, option 2 or for non-urgent requests you may email support@mailchs.com.