

FREQUENTLY ASKED QUESTIONS

What is the ProBundle Plan?

The ProBundle Plan is a professional services package designed to give you discounted, flexible access to ClinicTracker experts. It's ideal for clinics that want ongoing support for implementations, customizations, training, workflow design, and more without unpredictable costs.

Do my professional service hours ever expire?

No. All hours, whether upfront, monthly, or add-on, never expire. Even if you cancel your plan, your unused hours remain available for future use.

What if I run out of hours?

You can purchase additional hours at any time. If you're currently enrolled in a ProBundle Plan, you'll receive those hours at your discounted rate.

Can I change my plan?

Yes. During your initial 12-month term, you can upgrade to a higher-tier plan at any time. Your original plan will be replaced, and all unused hours will carry over. After your first year, when you're on a month-to-month plan, you can downgrade or cancel at any time before the next billing cycle begins.

How are the hours delivered and billed?

You'll receive a set of upfront hours immediately after enrolling billed as a one-time charge. Then, monthly hours are added at the start of each month and billed in advance. **Both types of hours roll over and never expire.**

What can I use my hours for?

ProBundle hours can be used for a wide range of professional services, including:

- Custom form and report building
- Workflow and automation setup
- ClinicTracker training
- Custom software development
- Adapting to billing or regulatory changes

If you're unsure whether a project qualifies, just ask. We're happy to help.

Who performs the work covered by ProBundle hours?

All services are performed by ClinicTracker's in-house team of EHR and behavioral health workflow experts. You'll work with professionals who know the system inside and out and understand the challenges of your unique clinical environment.