




NPO Practice Workgroup Afterhours Call Solution:

FAQ and Answers

UPDATE 10/24/2019: - All Service Message Center:

All Service Message Center (ASMC) is a Michigan owned and operated business serving West Michigan's finest business and business professionals messaging needs. All Service Message Center is extending their lowest pricing structure NPO practices who elect to use this solution. There are additional volume discounts available to practices from our region based on the number of providers electing to participate with this solution as you will see from the review below.

ASMC Call Center Solution:				
				
Additional discounted pricing options based on the number of practices that NPO is able to involve in this solution				
	Up to 10 practices	10 - 20 practices	> 20 practices	Notes:
Total monthly costs / practice	\$ 95.00	\$ 85.00	\$ 75.00	
Base price:				
Phone number	\$ 15.00	\$ 15.00	\$ 15.00	Allows calls to be answered specific to the practice; allows messages to be sent back to practice via secure email
Holiday coverage	\$ 10.00	\$ 10.00	\$ 10.00	\$15/ holiday and 8 holidays / year
Set up fees	Waived	Waived	Waived	fees are waived
30 minutes of talk time in the month	included in base cost	included in base cost	included in base cost	30 minutes of talk time
# minutes/ # calls	30 min			Calls coming from the hospital or another provider will increase your volume unless you opt to use 2 separate ways to be reached
Overage Costs:				
<i>Per minute cost above base amount</i>	<i>\$1.50 / minute</i>	<i>\$0.90 / minute</i>	<i>\$0.80 / minute</i>	any amount used over 30 minutes will be billed to each individual practice
Practice management information				
Call service will input on-call Schedules from practices				
No charges to physicians calling in to change call schedule				
Practices will receive a secure email daily with an overview transcript of the calls coming in				