



NPO Practice Workgroup Afterhours Call Solution:

FAQ and Answers

UPDATE 7/18/2019: - All Service Message Center:

All Service Message Center (ASMC) is a locally owned and operated business serving West Michigan's finest business and business professionals messaging needs. All Service Message Center is extending the lowest possible pricing structure offered to Metro Health in Grand Rapids to 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.

Alternative Call Center Solution: All Service Message Center (ASMC)



NPO-CIN relationship with University of Michigan Health - Metro Health in Grand Rapids is providing significant discounts by being factored into the volume discounts provided to Metro Health practices.

Additional discounted pricing options based on the number of NPO practices that opt to chose this solution				
	Up to 10 practices	10 - 20 practices	> 20 practices	Notes:
Total monthly costs / practice	\$ 85.00	\$ 65.00	\$ 50.00	
Base costs:				
Local 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 daily for records
Holiday coverage	\$ 10.00	\$ 10.00	\$ 10.00	\$15/ holiday and 8 holidays / year
Set up fees	Waived	Waived	Waived	NPO-CIN relationship with Metro Health allows these fees to be waived
30 minutes of talk time in the month	\$ 85.00	\$ 65.00	\$ 50.00	30 minutes of talk time; based on an average of 3 min/ phone call = 10 calls/ month; if there is any overage costs these will be billed individually based on the overage costs noted below
# minutes/ # calls	30 min or ~ 10 phone calls			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:				
Per minute cost above base amount	\$1.50 / minute or \$4.50 / call	\$0.90 / minute or \$2.70 / call	\$0.80 / minute or \$2.40 / call	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				