

Customer Support Policy

Support hours of operation and step-by-step instructions

Hours of Operation:

Mon-Fri, 8am-5pm (Eastern Time), excluding national holidays.

Scheduled Maintenance:

Scheduled maintenance may occur between 7pm-5am (Eastern Time), during weekends and holidays or with 24-hour notice.

How to Get Software Support for Beats Health Patient Eligibility Verification, Beats Health Referral, Beats Health Authorization, Beats Health Patient Cost Estimator, and related services

Step 1:

Visit the Beats Health Help Center to access how-to articles, video tutorials, feature guides, FAQs, the community forum and more.

If you cannot find your answer in the Beats Health Help Center, choose one of the following options to contact Beats Health customer Support:

Step 2:

- Email your questions using the web contact form here: [Submit a Support Case](#)
- (or)
- Email your questions to info@thebeatshealth.com