

# Manage Broadcast Communications

† Modified on 12/09/2024 4:20 pm EST

Patient Broadcast Communications allows providers to send targeted one-way communications to multiple patients using various methods (text, email, or phone). Customers can set campaigns with unique parameters to target specific patients, helping them with their healthcare needs and encouraging retention or usage of optional/elective medical services through intelligent marketing for better patient engagement.

---

If you're the Auth Rep, follow the steps below to enable, configure, or disable Broadcast Communications:

1. Select **Account Administration > Services**.
  2. Click the **button** next to Broadcast Communications.
  3. The **Enable Broadcast Communications** box enables or disables this service.
  4. Select the **Allowed Communication Methods**.
    1. **Email**: Select this option to have communication messages sent through email.
    2. **Text**: Select this option to have communication messages sent through SMS.
    3. **Phone**: Select this option to have communication messages sent through voice messages.
    4. **Email and Text at the same time**: Select this option to have communication messages sent through both email and text.
  5. **Optional**: Select **Copy Configurations** to copy these settings to another customer account you manage.
    1. Check the box next to the customer account(s) to copy the settings, then click **Copy**.
  6. Click **Save**.
-