

Date: [Insert Date]

To:

[Contact Person Name/Technical Support Department]

[Billing Gateway Provider Name]

[Address/Email Address]

From:

[Your Name/Practice Name]

[Your Phone Number]

[Your Email Address]

Subject: Follow-Up: Resolution of Billing Gateway Connectivity Issue - [Ticket/Reference Number]

Dear [Contact Person Name or Support Team],

I am writing to follow up on the technical issue reported regarding our telehealth billing gateway on [Date Issue Reported]. The specific issue involved [Briefly describe issue, e.g., failure to process credit card transactions or sync with EHR].

According to our records and recent testing, the issue appears to be [resolved / partially resolved]. We have successfully processed [Number] test transactions as of [Date].

To ensure this does not happen again and to close our internal incident report, please provide the following information:

- Confirmation of the root cause of the gateway failure.
- Details on any permanent fixes or updates applied to our account.
- Confirmation that no duplicate charges were processed during the downtime.

If there are any pending steps required from our end to maintain stable connectivity, please notify us immediately. Otherwise, please confirm that this ticket is officially closed.

Thank you for your assistance in resolving this matter.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Job Title]