WRSHealth
Connecting with your practice is our business.

Dear Valued Client,   September 23, 2015

URGENT NOTICE
Your Practice is not ICD-10 Compliant

The October 1, 2015 deadline for ICD10 is one week away. We are proactively reaching out to clients, who have not yet switched to the New UI version, to ensure they make this transition before the deadline.

Your Practice will be Unable to Submit Claims after October 1, 2015

We have identified that some users in your practice have recently accessed WRS Health's Old UI version with a computer running Internet Explorer Version 7, Internet Explorer Version 8 or Internet Explorer Version 9.

Those versions of **Internet Explorer** will no longer be compatible with WRS after October 1, 2015. This communication is intended to convey the urgency of updating those computers' with outdated browser versions to a compatible version before the New UI Version transition.

You MUST Move all Users to the New UI Immediately

As we have mentioned many times over the last six months, this version is not ICD-10 compliant, as such you will not be able to code and bill claims in the Old UI Version as of October 1, 2015.

The New UI is compatible with most recent versions of popular web browsers. This includes Google Chrome (recommended) and Internet Explorer Version 10 or higher.

 Users who continue with the Old UI will face workflow issues and potential revenue disruption. It is important to note that the Old UI is NOT fully ICD-10 compliant and will not allow claims submission starting October 1, 2015.

Important Browser Update Instructions

Please use the links below to download and install a current browser version:

- **Internet Explorer**: http://windows.microsoft.com/en-us/internet-explorer/download-ie
  - Recommended Internet Explorer Settings:
    - We recommend disabling all pop-up blocker software (including third-party) for minimal interference with WRS. Internet Explorer contains its own pop-up blocker, which can be disabled in three steps:
      - Go to Tools > Internet Options > click the "Privacy" tab.

- Un-check the box for "Turn on Pop-up Blocker".
- Click the "OK" button to save these changes.
- **Google Chrome**: https://www.google.com/chrome/browser/desktop/
  - Recommended Chrome settings:
  - Turn off the Pop-up Blocker
    1. Click the main menu button of Chrome in the upper-right corner.
    2. Choose "Settings" from the menu. Scroll to the bottom of this page, and click the "Show Advanced Settings" link.
    3. Under the "Privacy" header, click "Content Settings."
    4. Scroll to the "Pop-ups" section, and select "Manage Exceptions".
    5. Add **www.waitingroomsolutions.com** and **www.wrshealth.com** to the Allowed exception list.

If you have any questions about transition to the New UI and/or ICD-10, you can always submit these directly via a support ticket or call our support line at 866-977-2367. The WRS Health team is determined to make the New UI and ICD-10 transition as simple and smooth as possible for your practice.