WRSHealth

To:	All WRS Users
From:	WRS Development Team
Date:	01/18/2018
Re:	Updates to the WRS Health System (cumulative)

WRS Health is proud to announce the release of two new services: **Automated SMS Messaging** and **E-Statements**. Please note that each of these new services require on-line enrollment and a monthly fee, as outlined below:

Use this **link** to order **SMS Messaging** and **E-Statements** online.

Automated SMS-Text Messaging – Frequently Asked Questions

What do SMS Reminders cost?
SMS Reminders cost 2.5 cents per message unit. There is a monthly minimum charge of 19.99 per practice.
Note that SMS Appointment Confirmations require two message units, one to send the message to the patient and one to get their return response of "confirm".
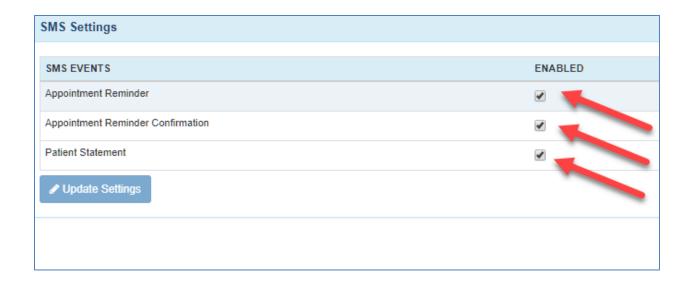
Can I enable SMS for only some providers in my practice?
No. SMS must be enabled for *all* providers in the practice (billing and non-billing).

What types of SMS reminders are available?
There are currently three types of SMS reminders available: Appointment Confirmation, Appointment Recall Reminder and Payment Due (requires enrollment in the e-Statement service also). Each message type can be enabled (or disabled) in WRS under **Administration>Scheduler Settings>SMS Setup.** Please note that these controls will not appear until the service has been enabled for your practice by WRS.

The **Appointment Reminder** message type **is** enabled by default for all clients who subscribe to the SMS service. **Confirmation** and **Patient Statement** message types can be enabled (or disabled) by the practice by checking the respective Enabled Box(es) and pressing **Update Settings.**

What additional types of SMS message reminders are planned in the future?
Reminders for new patent registration, tests due, patient instructions and others will be released in the future.

Can I enable/disable SMS reminders by Message Type?
Yes. Once the SMS Service is activated specific SMS Reminder types can be enabled and disabled by the practice.

How do I pay for the SMS Reminder Service?

Sign up for SMS Service using the link above and your account will be charged the first month's 19.99 fee upfront. Your practice will then be billed monthly for the number of SMS messages that are sent to your patients.

Can I disable SMS reminders for a specific patient?
Yes, SMS messaging can be disabled under Patient Management>Communication Preferences for a specific patient.

Does SMS use the same settings as Appointment Reminder Calls and Emails?
Yes. SMS Reminders are sent at the time interval as Reminder Calls and Reminder Emails. The practice selects a time frame under Admin>Scheduler Setup>Recall & Reminder Setup>Appointment Reminder Period (1 to 7 days before the appointment).   This selection dictates when the phone call, email, and SMS are sent in relation to the appointment date.

Can I use SMS Reminders to Communicate with my Patients via Text?
No. SMS is setup to work with automated reminder messages only. It does not allow for ad-hoc communications with patients.

Which Patient Phone Number is Used when sending SMS messages?
SMS messages are sent to the Patient's Cell Phone Number listed in WRS. If no Cell Number has been entered, then the SMS is sent to the Patient's Primary Phone Number in WRS**.** If that number is able to receive SMS message (cell phone) the SMS message will be received. If the number is not capable of receiving SMS messages (land line) then the message will simply be ignored. There is no charge for these ignored messages.

E-STATEMENTS – Frequently Asked Questions

What does the E-Statements Service cost?
E-Statements cost 0.28 cents per statement. This includes both an email and an SMS message (with optional enrollment in Automated SMS Messaging Service) to patients that have a payment is due.

Can I enable E-Statements for only one of the providers in my practice?
No. E-Statements must be enabled for *all* providers in the practice.

How Frequently are E-Statements Sent?
E-Statements are sent at the same time as paper statements. A full batch is sent on the first Sunday of every month. New balances are sent on subsequent Sundays for the remainder of the month.

How do I pay for the E-Statement Service?
Simply sign up for E-Statement Service the link below. Your practice will be billed monthly for the number of E-Statements that are sent to your patients.

Can I disable E-Statements for a specific patient?
Yes, E-Statements can be disabled on the Account Screen of any patient.

Are E-Statements Customizable?
No. E-Statements contain a basic, practice-branded message that shows the patient's balance due. A link is displayed allowing the patient to visit your portal and login to see their full statement and make a payment.

How do I keep track of the E-Statements that have been sent?
An E-Statement Report is available under **Billing>Reports>Patient E-Statement Reports.** This report shows all E-Statement activity for the current month.

Can I set a Minimum Balance (Threshold) for an E-Statements to be sent?
Yes. Your E-Statement Threshold can be set under **Administration>Billing Setup>Patient Statements**. Statements will be sent only to patients will a balance above the Threshold entered.

Do I have to be enrolled in paper patient statements (Mail My Statements) to use E-Statements?
No. You can enroll in either service as you choose.

Use this **link** to order **SMS Messaging** and **E-Statements** online.