

November 18, 2011

## **IMMEDIATE ATTENTION REQUIRED – MEDICAL MANAGER ICD-10 UPGRADE**

Dear PSO Medical Manager User:

This is a follow-up to our September 28, 2011 letter to give you an update and future plans for our Medical Manager upgrade process.

On October 29, 2011, we moved the PSO Medical Manager system onto its new server and applied the HIPAA 5010 patch. The next phase in our upgrade process is to perform the Medical Manager Version from our current Version 10, to the new Version 11.01. This version will allow our system to meet the ICD-10 coding requirements. As mentioned in our previous communication on this upgrade, users should be working to familiarize themselves on the new look and features contained in Version 11.01 and obtain any additional training they believe they need from Sage. All information on Version 11.01 and a comprehensive web-based training program are available on the Sage Support Portal at [HTTPS:// online.sagehealth.com/ssonline/logon/logon.aspx](HTTPS://online.sagehealth.com/ssonline/logon/logon.aspx).

**We will be performing the Version 11.01 upgrade during the weekend of December 10, 2011. It is expected that the Medical Manager system will be unavailable to users for most of the weekend beginning at 5:00 pm on Friday, December 9, 2011.**

I urge you to continue visiting the Sage Support Portal to familiarize yourself with the Version 11.01 changes and to prepare for integrating them into your office operations. If you have any questions regarding the upgrade plan or how to access the on-line training materials, please contact Kristen Giles at [KGiles@lifespan.org](mailto:KGiles@lifespan.org) (401) 444-6153 or me at [WFlorio@lifespan.org](mailto:WFlorio@lifespan.org) (401) 444-4112.

Thank you.

Sincerely,

William J. Florio  
Director of Information Services and Practice Support Services