

ICS Software

A Part of the ModMed Family

Important Update: MedXpress Will No Longer be Supported After March 31, 2025

Dear Valued Clients:

I am writing to share an important update with you about the future of MedXpress. After careful consideration, ICS, part of the ModMed® family, has decided to discontinue support and services for MedXpress effective Monday, March 31, 2025. Please know that this decision was not made lightly and reflects our ongoing commitment to innovation and focus on cutting-edge products that equip customers to thrive in this ever-changing world of healthcare. We are grateful for your loyalty and support over the years as a valued customer.

While we understand that this may cause inconvenience, please know that we are committed to supporting a smooth transition for all MedXpress users. Our team will continue to be available to you through Monday, March 31, 2025, and will answer any questions you have in this transition period.

Action Recommended

To prepare for this change, we recommend the following steps:

1. Research approved network service vendors (NSVs) for your jurisdiction(s).
 - You can search for “approved network service vendor” on your local Medicare carrier's website.
2. Register with the company of your choice based on your needs.
 - We recommend you take this action as soon as possible to allow sufficient time for registration and setup with a new NSV or software.
3. Verify that claims are successfully reaching the carrier(s) and reports are successfully being received in your mailbox once you are set up with your new NSV or software.

4. Reprint or download any old reports you may need well in advance of Monday, March 31, 2025, to ensure you have what you need.
 - **You will not be able to access the mailbox to retrieve files after Monday, March 31, 2025.**
5. Email us at support@icssoftware.net to let us know to stop billing your account once your new account is set up and confirmed to be working correctly.

If you're considering a new electronic health records (EHR) vendor as part of your change in NSV, we encourage you to consider EMA[®], ModMed's award-winning EHR system! With ModMed Practice Management, you can have clearinghouse functionality within your EHR system without the need for a separate NSV. At this time, EMA is available for the following practice areas: allergy, dermatology, gastroenterology, OBGYN, ophthalmology, orthopedics, otolaryngology, pain management, plastic surgery, podiatry, and urology. Please email offboardingteam@modmed.com if you are interested in learning more about EMA.

We truly appreciate your understanding and are here to help you every step of the way. Should you have any questions or require further assistance, please do not hesitate to contact the ICS Support Team at (516) 766-2129 extension 1.

Again, thank you for your loyalty over the years and continued trust and partnership during this transition.

Warm regards,

Pamela Bobrow
General Manager, Podiatry and Plastic Surgery
Modernizing Medicine, Inc.

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