

Things are changing at Remote Support Services, Inc. Beginning immediately, the name of our company is changing to MedTranDirect, Inc.



When we began twenty two years ago, we supported regional rural acute care hospitals and their information systems. Over the last five years, we have transitioned to a company that supports internet based HIPAA transactions systems for a variety of organizations across the entire country.

We are expanding our company in this area and we are developing new relationships with provider organizations, healthcare services agencies and even other software development companies to purchase and market these systems.

We felt that this new brand will assist us in defining our new emphasis on this line of business and provide a name that reflects our industry and the type of products and services we provide. The names of our current products, 837Direct, 835Direct, 277Direct and CalOMSDirect will not change.

Our current individual email addresses will remain active through the end of the year. Each individual in our organization has a new address using the format of the first letter of their first name, their entire last name, and the domain of @MedTranDirect. For example, my email address changed to kmitchell@medtrandirect.com

You may begin using the new email addresses at any time.

Our phone number and address will not change. Our new web site will be MedTranDirect.com. It is not yet completed. Our old web site, www.rss.net will continue to function indefinitely, but you will be redirected to the new site when it is ready and then you will be able to access it with either name.

The next year will bring more exciting developments including our new secure messaging system, HVConnect. HVConnect will be available for free to all current customers of MedTranDirect, Inc. We have created a new implementation and training department as well as a marketing department. In addition, we will begin offering outsourcing services for providers and agencies that choose to process claims and payments electronically outside of their facility. Check our web site for current information.

No current contracts are affected by this change since it is only a legal name change for the company. Your next invoices will reflect the name change, please update your vendor lists to change the name on our checks and other correspondence. Contact us if you have any questions.