

# DME Notes



Oct 31st, 2008

## *Information for users of RxDME2000 and DMEFree*

### LIMITED TIME—FREE ONLINE BACKUP

**Backing up your data files daily is critical** to protecting your business data. *If you don't backup now is your chance to get started!* PCSolutions will even come online and help you set it up for Free!. Mozy.com offers a free 2gb online backup service, protect your valuable data! If you start before 11/30/08 you will get 2.5gb of free online space. The link to obtain the Mozy backup service is <https://mozy.com/registration/free> Use referral code V3MR3L

### ELECTRONIC REMITTANCE

If you are billing your Medicare claims through the DMEFree Clearinghouse, then you will benefit from our Free Electronic Remittance forwarding service. Your payment method doesn't change, but you will get the payment info (ERN) a just days after sending your claims. To get started email [support@dmefree.com](mailto:support@dmefree.com) to request the CEDI forms for ERNS.

### MEDICARE ELIGIBILITY OFFER

Each week several of our clients add CMS Eligibility checking to save time and reduce eligibility phone calls. Eligibility check is built into the software. In approx 5 seconds per check you will find out if patient is eligible for Part B, what secondary plan they have, if they are with a Medicare HME or MSP. During the month of November we will give any user one free Eligibility check as a way to see the value of this service. Send an email to [support@dmefree.com](mailto:support@dmefree.com) and ask for your free Eligibility check sheet.

### UPCOMING

1. New DMERC Front End Reports may be coming from CEDI in mid November. The problem is we haven't seen a complete report to start programming with. Cedi isn't very sympathetic to this and basically taking several steps backwards, instead of making things easier.
2. Do you call the Interactive Voice Response (IVR) to check claim status and beneficiary eligibility? Did you know that Claim Status Inquiry (CSI) is an alternative to the IVR and will provide claim status, beneficiary eligibility and the ability to print reports? Contact your regional DMERC Edi department for the how to.

**HAPPY HALLOWEEN**

### SUPPORT OPTIONS

**Supporting you, our DMEFree client is our principal goal.**

### NEW SUPPORT FORUM!

Our new SUPPORT FORUM is an online discussion site. It is the modern equivalent of a traditional bulletin board.

The DMEFree support forum allows you to ask questions about your software, find answers to questions already asked and participate in helping other users in a community sense.

The forum also holds our knowledge base for support Q&A.

We also post the CMS and DMERC notices and list serve announcements. All of the above is searchable and broken down by topic. Available at [www.dmefree.com](http://www.dmefree.com)

### Other support options:

EMAIL [SUPPORT@DMEFREE.COM](mailto:SUPPORT@DMEFREE.COM)

Send us a Fax 860 974 1886

**LIVE!! Chat**—on our live chat system or MSN Messenger (MSN address is [Support@dmefree.com](mailto:Support@dmefree.com)). When you see our chat logos online at [www.dmefree.com](http://www.dmefree.com) you can 'chat' with us.

