

DME Notes



August 3rd, 2009

Information for users of RxDME2000 ,DMEFree and SimpleClaims.com

2009 August Support Schedule

Supporting YOU our DME software and Clearinghouse client is our principal goal.

Effective this Friday August 7th, through Monday August 24th we will be processing your claims and supporting your software alongside our summer hours schedule. Claims and reports as well as support questions will be processed within 24 hours of receipt. For fastest support please Email your support questions to support@dmefree.com or support@simpleclaims.com

Use the support guide on the right for fastest support service. We make every effort to return your emails within 24 hours. Your claims and reports will be processed daily Monday thru Friday.

Things we'd like you to review during this time...

1. We currently offer [Realtime Medicare eligibility](#) as an option. If you ship mail-order you should be using it!
2. In the near future we hope to be offering a lower cost Medicare eligibility option with the ability to also check eligibility info for hundred's of Medicaid's, Blues and commercial payers! Let us know if you are interested!
3. Our programmers are designing the concepts for a Quickbooks interface. Your input is needed. What data from DMEFree/RxDME2000 must be imported? What types of transactions? How do you see it working? Does it replace our AR? Your input is important and appreciated!
4. Have you tried our new Free Report Designer created for both DMEFree&RxDME2000. Available to all registered users. Have any ideas, drop us a note—support@dmefree.com
5. Need up to date Medicare information visit our CMS NewsBlog at <http://dmefreecmsblog.blogspot.com/>

SUPPORT OPTIONS

During this time, we will make every effort to provide prompt support but please follow our guidelines below for the fastest service. We will respond ASAP, always within one day.

FASTEST!!! EMAIL us at SUPPORT@DMEFREE.COM or SUPPORT@SIMPLECLAIMS.COM

Please provide as much detail as possible. Writing just 'call me' or sending incomplete information makes it more difficult to judge the urgency of your issue.

No EMAIL? use home page contact form. www.dmefree.com, click Support (menu on left) then click 'use Contact Form'

FAST!! Send us a Fax 203 413 5772

SUPPORT FORUM - available at DMEFree.com select SupportForum on menu

LIVE!! WHEN AVAILABLE: Chat on MSN Messenger (MSN address is Support@dmefree.com).

HAS YOUR SOFTWARE EXPIRED?

Get a free 30 day code at www.dmefree.com. Click "Software Expired Button" on left side of home page. You will need your account# which is found in the DME software in the Store or Location file on the clearinghouse tab.