

DME Notes



December 19th 2008

Information for users of RxDME2000 and DMEFree

Seasons Greetings

We would like to thank you our clients for your business this past year. And our wish for 2009 is for you and your loved ones to have a healthy and prosperous year to come!

CMS MEDICARE 1ST QUARTER ALLOWABLES are NOW AVAILABLE for DMEFree and RXDME2000 users!

The 1st Qtr Medicare DMEPOS allowable file is now ready for you to download and install.

After downloading / installing you can run the Medicare Allowable Update procedure on the Utilities menu.

For DMEFREE version 3.26a users use this link

http://www.dmefreeserver.com/files/DMEF_ALLQTR12009.EXE

For RxDME2000 version 2.17b users use this link

http://www.dmefreeserver.com/files/RXD_ALLQTR12009.EXE

SUPPORT OPTIONS

FASTEST!!! EMAIL us at SUPPORT@DMEFREE.COM Please provide as much detail as possible. Writing just 'call me' or sending incomplete claim information makes it more difficult to judge the urgency of your issue.

LIVE!! WHEN AVAILABLE: Chat on our live chat system or MSN Messenger (MSN address is Support@dmefree.com). When you see our chat logos online at www.dmefree.com you can 'chat' with us.



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.

CLAIM PROCESSING: Claims and reports will be processed M-F daily. Claims will be processed on the day received or the following morning. Reports will be sent to you in the mornings as they become available.