

DME Notes



July 1st, 2008

Information for users of RxDME2000 and DMEFree

REMINDER 2008 Summer Schedule

Supporting you our DMEFree software and clearinghouse client ***is our principal goal.***

During July and August this year we will be supporting your software and processing claims on a limited summer schedule.

Please use and follow the support guide on the right for fastest support service. →

We will make every effort to return your email or support call within 24 hours. Your claims and reports will be processed M-F daily.

WATCH FOR YOUR EMAIL

Starting July 1st your monthly claim charges will arrive on an Invoice via Email

PAYMENT OPTIONS

Many of our clients ask can you take credit cards,,, we accept;

American Express - Visa - Master-card

Paypal - You control the payment source.

Checks

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.

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, almost always within one day.

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.

FASTEST!!! EMAIL us from our home page www.dmefree.com, click Support (menu on left) then click 'use Contact Form'

FAST!! Send us a Fax 860 974 1886
Voice message at 860 974 1156

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.



Re 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.