



P.C. Solutions

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Information for users of RxDME2000 and DMEFree

THE ERA / ERN PROBLEM

Our support group is being asked several times a day the following questions; You may find your answer is below...

“Why DMERC is sending a check without an EOB” You have signed up for Electronic Remittance Notices (ERN). The ERN is sent through our clearinghouse via email. ERNs provide you with payment information weeks ahead of an EOB. If you do not get an ERN you need to contact your local DMERC edi department to make sure you are enrolled properly and when you expect to start getting ERNs. You may be able to request a re-print.

“What can I use for an EOB to send to Secondary payors?” You have several choices, the ERN we email you is an EOB printed at the clearinghouse from ERN data.. Most secondary payors accepted it, however it is not the ‘CMS EOB’. We also offer a free service, where you download from our View Web Reports Site the CMS ERN 835 data file for your account and import it into the Free CMS Medicare Easy Print software. **Note: There is a video on how to accomplish this coming out this week at www.dmeffree.com!**

“I want paper EOBs, I don’t want Electronic ERNs what can I do?” Contact your local DMERC Edi department for the address to send a cancel request in writing on your letterhead.

“I applied for ERNs several months ago and I’m still not getting them, are you holding them at the clearinghouse? NO! We forward all ERN data to our users on the day we receive it, however some days go by when we do not get ERN data from Medicare. We send what we receive, like a pipeline.

Please read next column —>

Why get ERNs?

- ◆ Medicare doesn't want to send you paper anymore!
- ◆ You get payment details approx 3-5 days after claim submission. That's a lot better than the 14-21 days you are used to.
- ◆ ERNs are available in two formats - Pre-printed in Adobe PDF format and Ansi 835 raw data files. PDF files are sent via email, both can be downloaded from our View Web Reports site.
- ◆ Ansi 835 raw data files have been tested Ok on the Free DMERC Remit Easy software.
- ◆ Effective today View Web Reports site now include MEDICAID, BLUECROSS and Commercial claims. You get searchable claim detail, claim transmission status, Front end reports, etc. This function was created in preparation for receiving ERN/ ERA' for these plans.
- ◆ RxDME2000 2.14 introduced the new Automatic reconcile functions for DMERC Claims. *As the summer proceeds we will announce the ability to automatically process ERNs for Medicaid's, Commercial and Blue Cross plans.* This is a fee based service. We are looking for clients to enroll now. Being able to automatically apply Medicaid payments is a huge labor and time saver. The per remittance fee should be under 15 cents per claim.
- ◆ **New Video's available at DMEFFREE.COM**
How to use the View Web Reports application. How to upload claims via Web page. How to use Auto Reconcile & Imaging module.