

# DME Notes



June 5th, 2008

*Information for users of RxDME2000 and DMEFree*

## 2008 Summer Support Schedule

We would like to Thank You for your continued business.

**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 summer schedule.

Please use 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.

## 2008 DMAC CEDI News

2008 has been a busy year at PC Solutions. We have assisted our clients to implement the new NPI system. Our clearinghouse was the 3rd vendor in the USA tested and approved by CEDI !!

Many of our clients have been taking advantage of the DME-FREE Real-time Eligibility option to reduce errors and speed up cash flow. Drop us an email if you are interested.

Still evolving is CEDIs' inability to be fully operational. Phone lines are constantly busy. There is no response to emails for weeks at a time. Medicare CMS awarded the CEDI contract to NGS, Inc. CEDI says it is working on the back log to fix all of the problems, we hope so!

**HAS YOUR SOFTWARE EXPIRED?** Get a free 30 day code at [www.dmefree.com](http://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](mailto: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](http://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](mailto:Support@dmefree.com)). When you see our chat logos online at [www.dmefree.com](http://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.