

DMEFree Newsletter April 29th, 2005

Important information for DMEFree & RxDME2000 users

Portable Oxygen CMN Resolution!

After months of questioning DMERC Edi and “Operations”. A fix to the problematic Portable Oxygen CMN Denials has been achieved!

Results were tested by comparing the DMERCs software results with our Clearinghouses Ansi files. The files were also judged against the Ansi implementation guide.

The Solution -what you have to do

Scenario 1: Stationary O2 with **NO Portable** With CMN

Answer Question 5 = D

Note: In this scenario a Portable Oxygen device is not in this claim at all.

Scenario 2: Stationary O2 **with Portable** With CMN Example claim has two lines E1390RR and E0431RR. The Patient **IS Mobile** within the Home.

Answer Question 5 = Y and Add the modifier ST to the E1390RR line (Stationary).

The ST Modifier tells the clearinghouse that this procedure is for (ST)ationary equipment.

If the ST Modifier is omitted in Scenario 2 and 3 the Portable will be Denied.

Scenario 3: Stationary O2 with Portable With CMN Example claim has two lines E1390RR and E0431RR. The Patient **IS NOT Mobile** within the Home.

Answer Question 5 = N **and** Add the modifier ST to the E1390RR line (Stationary).

The ST Modifier tells the clearinghouse that this procedure is for (ST)ationary equipment

If the ST Modifier is omitted in Scenario 2 and 3 the Portable will be Denied.

These changes and implementation will go into effect Monday May 2, 2005.

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Electronic Remittance System (ERN) Released!

Phase 1 of the ERN system has been deployed. This phase allows users to securely download the Electronic Remittance from our View Web Reports website.

On the 'View Claim Detail' selection you can look at any claim, down to the individual procedure code to see what the claim status is. Detail can be viewed by batch (Status Log#) or all claims for your account sorted alphabetically.

The status indicator in the claim detail file can be: S = submitted, A= Accepted by Dmerc front end. Tx=Accepted / transferred to region X. R=Rejected by Dmerc front end. P= Paid (you got a check) or D= Denied. Payment amounts are listed in the claim detail

The ERN Menu allows access to the Master ERN file. It shows all claims that came back on the EOB / Remittance and their payment status. The CMS issued Claim Adjustment Reason codes and Remittance Advice Remark Codes are also displayed. Crossover information is shown. There are a series of CMS tables explaining the code meanings.

To access the View Web Reports system you go to www.dmefree.com select User Area (menu on left) then select the View Reports link in the middle of the page.

The ability to access the View Web Reports requires a Login and Password. And a signed ERN Addendum form. Contact support@dmefree.com

The ERN system is a subscription service and the result of major ongoing development to be offered for a nominal processing fee yet to be announced. The ERN Service is available free to all users until Fall 2005.

Phase II allows the end user to download various reports as well as export ERN data for reconciliation purposes.

Web Reports

Clearinghouse customers can receive their daily claim reports via email or via our secure Web Report Server. Contact our office for a log in instructions.

Benefits of using the Web Report Server:

- ◆ Status log reports for All plans, Front end reports and NEIC Carrier reports are available online
- ◆ Download and save specific report
- ◆ Highlight and View specific report in real time sorted in descending date order
- ◆ Relay the report to your email account.
- ◆ Password protected Login and file transfer is using 128bit secure encryption.

Additional Functions in Web Reports

Individual claim detail is now being posted to the Web Report system!

You can view claims to the procedure code level and identify if the claim is being processed (has CCN#) or has been transmitted to another Region for processing (example Transfer to DMERC D). Currently we are collecting CCN# from DMERC C and A, working on B and D

This new function is quite important as it is the precursor to our online ERN (electronic remittance) service.



BACKUPS Revisited

The Backup/Restore tool included with DME-Free/RxDME2000 is a barebones utility. It will backup DATA ONLY to a diskette or another Folder on a drive. It does not burn to CD's! It is perfect for Daily quick backups if your data is small.

We recommend that use you either Backup (included with windows) or Windows Explorer and drag the DMEFree/RxDME2 folder to a CD-R at least weekly.

With the price of Hard drives at an all time low (example 80gb for \$40.00) it pays to build a (sort of) RAID system. How? Add a second Hard drive and use a **free** utility such as:

1. SyncBack , schedule and automatically copy—sync two or more drives. Get it at <http://www.2brightsparks.com/>
2. Ghostfiles—sync two drives in real-time Get it at <http://www.lowrieweb.com/>

Web Support system

All of our users are encouraged to used Web based support first before sending an email. You get to it by going to www.dmeffree.com and clicking on the link that says 'Need Support...'. Or <http://www.dmeffreeserver.com:81/customer40/> in your browser. You can create new cases, update cases and track the history of support cases. You can self register and there is documentation at www.dmeffree.com, Existing Users, Online Docs.

FREE REMOTE CONTROL

Do you ever wish you could run the 'store' computer when at home? You can..... There are many solutions but here's a few tried and tested Free Remote Control Programs. DME-Free support can also use these to train and solve support issues.

1. **www.Logmein.com** 100% free, no CC needed. Easy to use and setup. Secure!
2. **Remote Desktop** comes Free with Windows XP Pro. Remote Assistance is Free with XP Home.

WWW.DMEFree.com source for DMERC News Central System

Our Free Data page is used by thousands across the country (even non clients)! To further assist you, we will be releasing in the next few days a searchable DMERC News Database. Every Article, Newsletter, Email Advisory, Medlearn etc will be posted to this Database. The purpose of this database is to allow you a one stop place to find a dmerc article. Probably more important is the ability to search to see if an article exists to provide you with an answer to a policy question. The link is found on the www.dmeffree.com home page.

FYI—Very Handy online tool from SADMERC

The SADMERC introduces DMECS (Durable Medical Equipment Coding System). DMECS is an online application that provides Healthcare Common Procedure Coding System (HCPCS) coding assistance and national pricing information 24 hours a day. The link is: <http://www3.palmettogba.com/dmecs/do/search>