

Dear DMEFree Clearinghouse users;

This email refers only to claims directed to process at DMAC Jurisdiction A.

Since the blackout at Jurisdiction C (DMERC C, DMAC C, Region C whatever) on Oct 13th there have been some odd things going on.

As you already know, we send all claims to DMERC C, and they in turn transfer the claims into Region A, Region B and Region D. Our DMEFree clearinghouse has been doing it this way since 1995 with very few problems.

However, since October 13th, the DMERC C front end reports have been and continue to be two to five days late and the ERN's continue to come in sporadically during the week.

*** More important *** a problem we realized was occurring towards the end of last week. This affects only Region A claims. We thought DMERC C was just not sending the front end reports to DMERC A, but this was not true, they in fact as far as we know have not been sending claims to DMERC A since Oct 13th!!!

What we have done is contacted the EDI departments of both DMERC C and DMERC A and they have put a priority on repairing the problem, but do not have a resolution time. We do not really believe they know what is going on and being the "government" this could become a fiasco, with delays affecting our providers cash flow.

Last night we received a call saying problem was resolved but we need them to make sure to re-process all the claims sent in for Region A since Oct 13th.

I do not have confidence this will be done in a timely fashion. If YOU feel those claims are NOT in process at Region A, (you can find out by calling DMERC A EDI or use the VMS system).

Should this be the case we would request that you resend your DMERC A claims to our clearinghouse once again. In other words, re bill your DMERC A claims that you have processed through us since Oct 13th. Worst case Medicare says they are duplicates, Medicare doesn't pay duplicates.

However we need your cooperation to make this work. When you are ready please put together your DMERC A claims into a single transmission, do not put claims for other Regions in this batch. Send us a fax or email that you are sending this batch so we may separate it and send directly to DMERC A.

If you have any questions please contact us at support@dmefree.com

Thank you

Mike Feldman
PC Solutions
www.dmfrees.com
fax 860 974 1886