



DMEFree Newsletter      September 17th, 2004

## Important information for DMEFree & RxDME2000 users

### New Web Support system Up and Running!

As we continue to enjoy(?) the benefits of Internet Age we discover various tools to make the job of supporting our clients more enjoyable and efficient

A major step was achieving 90+% of all support issues resolved via email. Email allows us to respond quickly and send it in writing. We also offer a 'Live Chat' operator for real time interaction.

Our new Web based support logging and tracking system will help improve on support issues even more. All of our users are encouraged to use Web based support first before sending an email. You get to it by going to [www.dmefree.com](http://www.dmefree.com) and clicking on the link that says 'Need Support...'. You could also create a new shortcut on your desktop by right clicking on the desktop, select New, select shortcut and put the following into the first field:

**<http://www.dmefreeserver.com:81/customer40/>**

You can create new cases, update cases and track the history of support cases.

You can self register and there is documentation at [www.dmefree.com](http://www.dmefree.com), Existing Users, Online Docs.

### Please Update your Software - New versions are Free\*

New versions available NOW for both  
RxDME2000 and DMEFree!

To take advantage of enhancements and reduce claim errors it is very important that you are running the latest versions of DMEFree or RxDME2000.

*DMEFree current version is 3.20*

*RxDME2000 current version is 2.11*

\*Free upgrades for customers that maintain an active support subscription

And the 4th Quarter DMERCPOS Allowables are available now, contact support by sending us a note via email or WebSupport. There is no charge for this update.

**Let's review...**In a recent updates we have added CMN checkbox's  , they are next to the Item that you have selected ex:

POS	ITEMby- DESC	CMN	UNITS
12	Wheelchair	<input checked="" type="checkbox"/>	1

If you have a transaction with several lines (up to 6) and one line is for the item associated with the attached CMN, gets the check mark.  The other lines in the claim that are for accessories check box is left blank.

This feature is to prevent the DMERC INVALID/UNECESSARY CMN Error.