

DME Notes



P.C. Solutions

June 13th 2007

Information for users of RxDME2000 and DMEFree

2007 Vacation Schedule Reminder!

The offices of PC Solutions / DMEFree will be closed from Friday June 22nd through Mon July 9th. We will re-open on Tuesday July 10th at 9am est.

During this time, you can obtain support but please follow our guidelines below for the fastest service. We will respond as soon as possible.

FOR SUPPORT: to obtain the fastest response EMAIL us!



EMAIL US at 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 support issue.

Or use the Web Support system found at
<http://www.dmefreeserver.com/customer50/OneStepTicket.asp>



We also support MSN Messenger (free in windows or at MSN.com) our address is Support@dmefree.com . When you see us online you can 'chat' with us in real-time.



Or Send us a Fax with your question. Fax 860 974 1886

Or Call our service at 860 974 1156

Software Expired?
Click here

If your software expires, you can obtain a 30 day code at www.dmefree.com. Click "Software Expired Button"

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Claim processing schedule during vacation period....

Claims will be processed M-F daily as normal.

The planned schedule is....

DMERC & Medicaid reports will be processed in the morning.

DMERC & Medicaid/Com claims will be processed in the evening.

However this is subject to change, we will advise our clients in the case of a processing time change.

Notes:

RxDME2000 2.17 upgrades have gone well, most users pleased with the 'Color Themes' and new features.

DMEFree users will be getting 'Color Themes' in next version 3.26

If you have an idea to make the programs better send us an email... some things on the burner are Diabetic specific features, CPAP Follow-up module and more. The more detail the better.

Thank you for your business and cooperation.

Enjoy the summer!

Michael Feldman