

**Durable Medical
Equipment Regional
Carrier (DMERC)
Region A**

Supplier Alerts

2001

Supplier Alert 2001-05

To: Region A Supplier Community
From: DMERC Region A
Date: June 22, 2001

Check Control Telephone Number Disconnected

Effective June 25, 2001, the Check Control Unit telephone number, (570) 740-9002, will be disconnected. All inquiries regarding financial matters should be directed to the Caller Information Network (CIN) at telephone number (866) 419-9458.

As published in [Supplier Notice 2001-13](#), all CIN representatives have been trained to assist callers with inquiries of a financial nature. This change eliminates the long-distance charges that callers now incur when calling the Check Control Unit directly.

Supplier Alert 2001-04

To: Region A Supplier Community
From: Region A DMERC - Professional Relations
Date: January 12, 2001

Update: DMERC Technical Problems Resolved

The technical problems with the Region A DMERC facility have been resolved. The DMERC staff has returned to the facility and normal business operations have resumed.

Suppliers can contact the DMERC Customer Service Department at (570) 735-9445; beneficiaries can contact the DMERC Region At (800) 842-2052. Inquiries should no longer be directed to the Binghamton office telephone number (607) 766-6000. This number was previously posted on the web only as an interim means for contacting the DMERC.

E-mail inquiries can be sent to the DMERC email address: <mailto:dmerc.a@healthnow.org>.

The Region A DMERC thanks you for your patience during this difficult time period.

Supplier Alert 2001-03

To: Region A Supplier Community
From: Region A DMERC - Professional Relations
Date: January 3, 2001

Electronic Submitters

Recently, the Region A DMERC experienced technical difficulties with the Bulletin Boards. Presently, some remittances and acknowledgments are not available. Corrective measures are underway. Please continue to check the bulletin boards for file availability.

Thank you for your cooperation.

Supplier Alert 2001-02

To: Region A Supplier Community
From: Region A DMERC - Professional Relations
Date: January 3, 2001

Technical Difficulties

In December 2000, an electrical problem developed in the building housing the Region A DMERC in Nanticoke, PA. The exact nature and extent of the problem was not initially known. Subsequently, it has been determined that the problem lies in the grounding of equipment in the Nanticoke building, resulting in a potentially serious risk to our staff. Therefore, we had to take the necessary precautions to protect our employees, up to and including closing the building until the problem can be resolved.

We recognize that the reduction in service is a serious inconvenience to our supplier and beneficiary communities. All possible measures are being taken to correct this problem as quickly as possible. In the interim, we have established a contingency plan to meet the critical customer service needs of the community as follows:

1. Staff from the Nanticoke, PA facility are being transported to alternate work sites daily so claims processing and customer support can continue.
2. A temporary call center has been established at the HealthNow NY Upstate Medicare Division facility in Binghamton, New York. Suppliers can continue to contact that call center at (570) 735-9445. Please understand that this number is being staffed by a limited/reduced number of representatives.

So that we may service as many providers as possible, please limit your calls to issues which cannot wait until the problems are resolved. In addition, to expedite the handling of your call, please have all pertinent information ready prior to calling, with similar issues grouped together. During this period, we will be asking callers to limit their inquiries to three issues to give more callers the opportunity to access a representative.

3. **This option should be utilized only for truly pressing/urgent and/or complicated issues. Please use the number referenced in # 2 above for routine inquiries.** If you receive a busy signal when calling the number above, you may call our Binghamton office at (607) 766-6000 and ask to speak to a "DMERC representative." You will be transferred to one of the staff or their voice mail.
4. Urgent issues may be sent via email to jeburress@nycpic.com. Emails sent to this address will be retrieved throughout the business day and forwarded to a staff member for response.

Please do not call your local Part B contractor regarding DMERC issues, as they do not have access to DMERC processing systems and will not be able to assist you with DMERC-related inquiries.

This contingency plan is a temporary measure. Once the technical problems are resolved, normal business operations will resume and these temporary numbers will no longer exist. We encourage you to continue to access the information contained on our Web site for answers to general questions.

We appreciate your continued support and understanding during this difficult time.

Supplier Alert 2001-01

To: Region A Supplier Community
From: Region A DMERC - Professional Relations
Date: January 2, 2001

Timely Filing Extension

The deadline for filing claims with dates of service October 1, 1998 through September 30, 1999 has been extended from January 2, 2001 to January 29, 2001 as a result of the technical difficulties we are experiencing at the Region A DMERC.

Electronic claims transmissions completed by 6 p.m. on January 29, 2001 will be dated as received on January 29. File transmissions not completed by 6 p.m. will be dated as received on January 30, 2001 (the entire file). Therefore, claims with dates of service October 1, 1998 through September 30, 1999 must be transmitted prior to 6 p.m. to be considered timely.

Paper claims must be received in the DMERC mailroom by January 29, 2001.