



Related MLN Matters Article #: SE0640

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VMS Standard System Unavailability for Durable Medical Equipment Regional Carriers (DMERCs)

Key Words

SE0640, VMS, System, DMERC, Suppliers, DME

Provider Types Affected

All suppliers who submit claims to Medicare DMERCs

Key Points

- The Centers for Medicare & Medicaid Services (CMS) is using this Special Edition to alert suppliers that the Medicare claims processing standard system (VMS), which processes DME claims, is undergoing an update and will be unavailable during the system cutover and system conversion activities between June 28 and July 3, 2006.
- During the update, VMS will not be available for claims processing and appeals activities, or to respond to inquiries, and therefore is considered "dark."
- Suppliers and submitters will not be able to check the status of their claims or appeals through Interactive Voice Response (IVR), claims status inquiry systems, or customer service centers.
- Suppliers and submitters may submit claims for payment during "dark" days; however, electronic claims submitted after the final cycle is started for Regions A and B must contain the new DME Medicare Administrative Contractor (MAC) Jurisdiction A or B contractor identification number, or the claim will be rejected.
- The number of "dark" days for each DME contractor at cutover is outlined in the table on page 1 in the Key Points section of MLN Matters article SE0640.

Important Links

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0640.pdf>

For more information regarding the new DME MACs, see *MLN Matters* article SE0628, available at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0628.pdf> on the CMS website.

Medicare suppliers with questions may contact their DMERC at their toll-free number, which may be found at <http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.