

DMERC Region D System Dark Day – September 29, 2006

During cutover activities on September 29, 2006, VMS, the Medicare claims processing standard system will be “dark” for DMERC Region D. During the “dark” day, the VMS system will be unavailable for claims processing and appeal activities. Information available to customer service representatives (CSRs) and accessible through the Interactive Voice Response (IVR) for supplier inquiries is also affected during a “dark” day. Suppliers and submitters will not be able to check the status of their claims or appeals through the IVR, the claims status inquiry system, or the customer service center. The contact center will be closed and the IVR access will be limited to general information only.

Suppliers and submitters may submit claims for payment during the “dark” day on September 29; however, electronic claims submitted on September 29 must contain the new DME MAC Jurisdiction D contractor identification number, 19003.