Question or Issue with DDE

Barnestorm does not support questions or issues with DDE.

DDE is Medicare software, so your questions and issues with DDE should be directed to them.

What if I have a question or issue with DDE?

Our suggestions are:

1) Look it up in the DDE Manual:

http://www.palmettogba.com/Palmetto/Providers.Nsf/files/DDE_Manual.pdf/$File/DDE_Manual.pdf

Download this to your computer so that you can reference it in the future.

2) Call Palmetto and ask them your question:

1-866-830-3925---NEW: This number has changed to 1-855-696-0705.

This policy applies to the following questions:

-My claim is not showing in DDE.

-DDE is slower than usual.

-DDE has not posted a response to my claim.

-DDE is giving me an error code.

-I can't log in to DDE.

-DDE is not working.

-I can't connect to DDE.
-My DDE password doesn't work.
-I don't know my DDE password.
-I don't understand the response in DDE.
-Why did Medicare only pay X amount.

When you have those questions, please reference the DDE manual (the link for that is posted above) or call Palmetto (the phone number is posted above).

The following link will show you if EDI is having any issues: EDI System Status

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50743.aspx