

Medicare Remit Easy Print (MREP) Software Troubleshooting

The Centers for Medicare & Medicaid Services (CMS) developed software called Medicare Remit Easy Print (MREP) that gives providers a tool to read and print an Electronic Remittance Advice (ERA) in a human readable format. Providers who use the MREP software package have the ability to print paper documentation that can be used to reconcile accounts receivable, as well as create document(s) that can be included with claim submission to secondary/tertiary payers for Coordination of Benefits. The output of MREP is based on the current Standard Paper Remittance (SPR) format. This software became available on October 11, 2005 to Medicare Part B providers and suppliers.

The following information contains helpful troubleshooting tips for the MREP Software.

.NET Framework

Message	Solution
"This setup requires the .NET Framework"	<p>The .NET Framework is an integral Windows component for building and running software applications. This component can be obtained from Microsoft's Website at: http://msdn.microsoft.com/netframework/downloads/howtoget.asp</p> <p>Please follow the instructions on the Microsoft Website. Note: You must download and install the .NET framework (downloading the framework does not automatically update your PC).</p>
"mscorlib.dll can't be found"	<p>This error message is caused by a PC attempting to execute MREP without first installing the .NET Framework. The framework can be obtained from Microsoft's Website at the following address: http://msdn.microsoft.com/netframework/downloads/howtoget.asp</p>
"Need to install .NET Framework version 1.1.4322"	<p>Download version 1.1. The 4322 value in the error message and in our documentation refers to a build number used during development of the software. Version 2.0 was not available for the development of the latest version of MREP (version was published on 1/22/06). Typically, newer versions of the .NET framework are compatible with applications developed in previous versions. Please report any issues that you may have with version 2.0 to your carrier/DMERC.</p>

Download/Installation

Issue	Solution
When attempting to install a new version of MREP, you get the message, "Another version of this software is already installed. Installation of this version cannot continue."	<p>Before you install a new version of MREP, you must first uninstall any existing versions of the application from your PC. This is done via the Windows Control Panel "Add Remove Programs" option.</p>
Cannot download .zip files.	<p>If you will be downloading .zip versions of the MREP application files, be aware that a decompression software program must be installed on the target PC in order to extract the files (i.e. WinZip or WinRAR).</p>

Issue	Solution
<p>I uninstalled MREP and then reinstalled MREP. Now I am unable to find the MREP files that were imported previously (i.e. the MREP application does not display any remit files I had loaded previously).</p>	<p>There are several reasons you may not be able to find your MREP files.</p> <p>(a) They were deleted by something outside of MREP. If they were deleted, you can simply re-import your HIPAA 835 files again into MREP as long as you have retained a copy of the original HIPAA 835 file. Please note: the MREP files are files created by the MREP application using your HIPAA 835 files; they are not the actual HIPAA 835 files. Refer to the MREP user manual for further explanation of this process.</p> <p>If you have not retained a copy of your original HIPAA 835 files, please follow the protocol prescribed by your carrier for obtaining HIPAA 835 files.</p> <p>(b) When you reinstalled MREP you installed MREP in a different directory on your PC / Network from where the previous install of MREP took place. For further assistance in locating files on your PC / Network, refer to the MREP user manual.</p>

Invalid File Errors

Issue	Solution
<p>Receive errors while attempting to view Part A remittances.</p>	<p>MREP was written to manage Part B remittances only. The PC Print application handles Part A remittances.</p>
<p>Using a HIPAA compliant 835 file, but receive "Invalid format" error when attempting to import a file.</p>	<p>If you are downloading your HIPAA 835 using a vendor's software, ensure the download is translating the date in a HIPAA compliant format. If you are not using an outside vendor to download the HIPAA 835 file from your carrier, please contact your carrier for further assistance.</p>
<p>The MREP application will not work or open after I imported an ERA file.</p>	<p>Currently MREP validates that the file is an ANSI standard format prior to allowing the user to import the file. After being imported, the other functions within MREP rely on the file being a HIPAA 835 file. If it is not, then the invalid file will cause application errors and prevent the user from using the application. MREP will be enhanced to validate that each file is a HIPAA 835 file, prior to it being imported and saved as a MREP file (i.e. more extensive editing will occur to prevent users from importing HIPAA 837 files, non-HIPAA compliant ERA files, etc.).</p> <p>If you receive this error and can identify which file was imported that was not a HIPAA 835 file (e.g. HIPAA 837, non-HIPAA ERA files, etc.), go to Windows Explorer and find the Import folder and delete the file. However, if you are unable to determine which file was imported in error, delete all files in the MREP Import folder and re-import your HIPAA 835 files.</p>

Other

Issue	Solution
<p>Permission Error I am on a shared network and downloaded MREP to my C drive. When I was in the "Administrators" group, I was able to download updates and use the 'archive' and 'delete' functions. Administrators are given full permissions on the program. I was recently removed from that group and put into the "Users" group. I was unable to download the update and had to have someone in the "Admin" group do it for me. Once installed, I was unable to archive or delete remit files. What is causing this?</p>	<p>The "Modify" option is tied directly to the windows operating system user group for a specific user logon. A network administrator defines these groups. You do not necessarily have to give a user Admin privileges to access all of the MREP functionality. Instead create or use a group that has the modify option enabled. A user must have the ability to 'modify' under the directory MREP is located, if he/she is expected to import HIPAA 835 files or archive/delete the MREP files.</p>
<p>Print Preview Error From the "Reports" menu, I selected "Print Report," then selected "Preview," and I received the following error messages:</p> <ul style="list-style-type: none">• "Unhandled exception occurred in a component in your application"• "Object reference not set to an instance of on object"• "Error occurred while attempting to display"	<p>This error occurs in one of the following situations:</p> <ul style="list-style-type: none">(a) No default printer is installed(b) Improperly installed or malfunctioning printer <p>The printer driver generates the print preview. For this reason, a printer must be available to the MREP in order to preview any reports.</p>
<p>"Help" function Nothing happens when I click "Help" on the main application menu.</p>	<p>The help function has not been developed yet. A future version of the software will link to the user manual. In the meantime, please reference the MREP User manual, or contact your carrier/DMERC for assistance.</p>