

# PalmettoGBA.com Website Tutorial

## Palmetto GBA Home page

The screenshot shows the Palmetto GBA website home page. At the top is a green header with the Palmetto GBA logo and 'A CELERIAN GROUP COMPANY'. To the right is the CMS logo. Below the header is a blue navigation bar with links for 'MEDICARE HOME', 'CONTACT US', and 'E-MAIL UPDATES'. A search bar is on the right. The main content area features a 'Welcome to Palmetto GBA Medicare' banner with a doctor image and a 'New Online Provider Services Features' box. A left-hand navigation menu lists various programs. Below the banner are sections for 'SELF SERVICE TOOLS & TOOLS' and 'NEWS'. At the bottom is a 'PEOPLE WITH MEDICARE' section with contact information. A footer contains a copyright notice and utility links.

**1** Left-hand navigation menu items: DMEPOS Competitive Bidding Program, Going Beyond Diagnosis Blog, J11 MAC - Home Health and Hospice, J11 Part A MAC - NC, SC, VA, WV, J11 Part B MAC - VA, WV, ICD-10, MolDX, National Supplier Clearinghouse, Railroad Providers, Railroad Beneficiaries.

**2** Banner area: Welcome to Palmetto GBA Medicare. Palmetto GBA has administered Medicare health insurance for the Centers for Medicare & Medicaid Services (CMS) throughout the US and its territories since the inception of the program in 1966.

**3** #StayConnected sidebar: Contact Us, Sign up for our Listserv, #StayConnected Blog, Download our Mobile Apps. Includes social media icons for Facebook, Twitter, LinkedIn, and YouTube.

**4** SELF SERVICE TOOLS & TOOLS: Appeals, Claim Form Instructions, EDI, Eligibility, FAQs, Fee Schedules, Forms, Medical Policies, New to Medicare?, Provider Enrollment / 855 Form.

**5** NEWS: 11/25/2013, Introducing Palmetto's New Search Engine, View All...

**6** PEOPLE WITH MEDICARE: Toll Free Telephone (1-800-Medicare), Address (Medicare Beneficiary Contact Center), Web site (www.medicare.gov).

**7** Footer: © 2014 PALMETTO GBA, LLC. | GET ADOBE READER | GET MICROSOFT EXCEL VIEWER | PRIVACY POLICY | SITE HELP

### 1) Left Navigation

- Identifies each of our Medicare contracts
- When clicked, you will enter sub-sites for each contract

### 2) Banner

- When clicked, it will take you back to the Palmetto GBA home page
- When 'More than just Medicare' is clicked, it will navigate you to our Palmetto GBA corporate page

### 3) #StayConnected

- Provides links to various Palmetto GBA social media content around the web.

### 4) Top Areas of Interest

- Allows a way for users to easily locate items that apply to all our contracts

### 5) News

- Provides users with current information that is applicable to all of our contracts
- By clicking 'View All' at the bottom of the box, viewers can review archived information

### 6) People with Medicare

- Provides contact information for people who have Medicare

### 7) Footer Navigation

- Available throughout the site
- The information provided here does not change on any of the pages and pertains to Palmetto GBA as a whole
- This navigation is not contract specific information

# Palmetto GBA Medicare Contract Home page

The screenshot shows the Palmetto GBA Medicare Contract Home page. The page has a green header with the Palmetto GBA logo and the CMS logo. Below the header is a navigation bar with links for Medicare Home, Contact Us, E-mail Updates, and Search Help. The main content area features a breadcrumb trail, a top navigation menu, a featured banner for the NSC Application Status Tool, a list of self-service tools, a news section, and contact information. Eight yellow circles with numbers 1 through 8 are overlaid on the page to highlight specific features.

**1) Contract Logo**

**2) Breadcrumb Navigation**

**3) Top Links**

**4) Main Navigation**

**5) Rotating Banners**

**6) Self Service Tools**

**7) News**

**8) Contact Information**

## 1) Contract Logo

- Provides an anchor graphic to identify the Medicare Contract

## 2) Breadcrumb Navigation

- Allows the user to retrace their path through the site
- Provides a reference of the page location within the site structure

## 3) Top Links

- Provides users with the ability to provide technical Web site feedback
- Users can contact someone about their specific contract. Do not include PHI in e-mails.
- Users can view events for their Medicare contract

## 4) Main Navigation

- Allows users to navigate to specific categories under their selected Line of Business.

## 5) Rotating Banners

- Links to important events, deadlines and new features

## 6) Self Service Tools

- Functions as it does on the home page, but provides information specific to the Medicare contract identified in the left navigation

## 7) News

- Functions as it does on the home page, but provides information specific to the Medicare contract identified in the left navigation

## 8) Contact Information

- Shows how to get in contact with your selected line of business.