Palmetto GBA JM Call Flow

1.855.696.0705

Press/say 1 or EDI

- Press/say 1 for West Virginia or Virginia Part A providers
  - NGS
- Press/say 2 for all other calls
  - Press/say 1 or eServices
  - Press/say 2 or remittance advice
  - Press/say 3 or other inquiries

Press/say 2 or Provider Enrollment

- Press/say 1 or Provider Enrollment Application Status Tool
  - Press/say 1 or Part A
  - Press/say 2 or Part B
  - Press/say 3 or Home Health Hospice
    - Provider Enrollment Application Status Lookup, press 1
    - New to Medicare and need to enroll, press 2
    - For all other inquiries, press 3
- Press/say 2 or Agent
  - Press/say 1 or Part A
  - Press/say 2 or Part B
  - Press/say 3 or Home Health Hospice

Press/say 3 or Part A, B, HHH

- IVR

Press/say 4 or No NPI, New Provider

- Press/say 1 or Part A
- Press/say 2 or Part B

Press/say 5 or ePass

- Press/say 1 or Enter ePass
- Press/say 2 or Receive ePass

Press/say 6 or eTicket

- Press or say your eTicket number followed by the pound sign

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Provider Enrollment Application Status Lookup Tips

- In order to use this feature, please have your PTAN or application reference number (Document Control Number) ready
- This feature is available at PalmettoGBA.com under **Self Service Tools** for your line of business
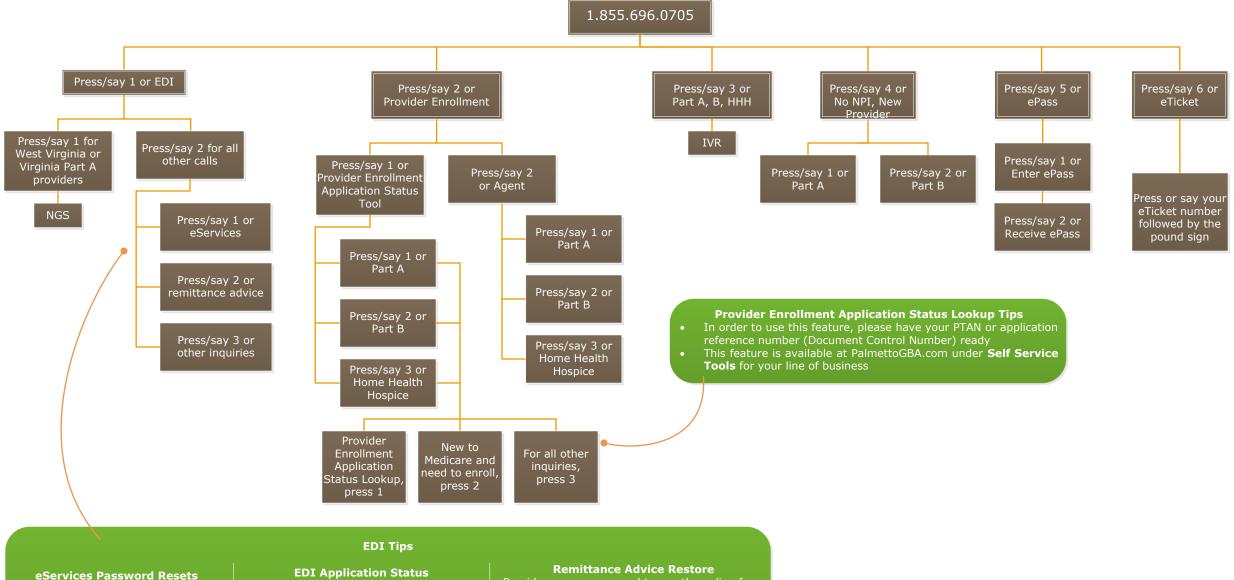

EDI Tips

eServices Password Resets
If you cannot reset your password and you are an eServices provider user (you have been granted access by your provider administrator), please disconnect and contact your provider administrator to verify your identity and regain access.

EDI Application Status
Providers must first attempt to use the online EDI Request for Enrollment Status form to receive application status. This form is found on the Palmetto GBA website under your line of business, select **EDI**, then **Enrollment**. In addition, please allow 20 business days for EDI application processing before calling.

Remittance Advice Restore
Providers are encouraged to use the online form for restoration of electronic remittance notices/advices and GPNet Response reports. By using this option, the reports will be restored to your mailbox. You will also receive a request confirmation by e-mail. This form is found on the Palmetto GBA website under your line of business, select **EDI**, then **Enrollment**.