

# Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid

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**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**PTAN, Medicare Number and Patient Last Name**  
**The Part B IVR can be accessed at: (866) 931-3903**

**This job aid is designed to assist providers in keying the PTAN, Medicare Number and Beneficiary Last Name in the Palmetto GBA IVR.**

***I. PTAN:***

Use the following chart to enter the alphabetic characters in your PTAN.

For example: if your PTAN is V123456789, you would key \*83123456789.

A	B	C	D	E	F	G	H	I	J	K	L	M
*21	*22	*23	*31	*32	*33	*41	*42	*43	*51	*52	*53	*61
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
*62	*63	*71	*72	*73	*74	*81	*82	*83	*91	*92	*93	*94

***II. Medicare Number:***

Use the following table to enter the alpha portion of a Medicare number.

For example: If the Medicare number is 987654321A, you would enter the numeric portion of the Medicare number (987654321) as instructed by the IVR. When the IVR asks for the alpha character, you would enter \*21 to represent the "A".

A	B	C	D	E	F	G	H	I	J	K	L	M
*21	*22	*23	*31	*32	*33	*41	*42	*43	*51	*52	*53	*61
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
*62	*63	*71	*72	*73	*74	*81	*82	*83	*91	*92	*93	*94

***III. Beneficiary's Last Name:***

Use the following table to enter the first six characters of the beneficiary's last name.

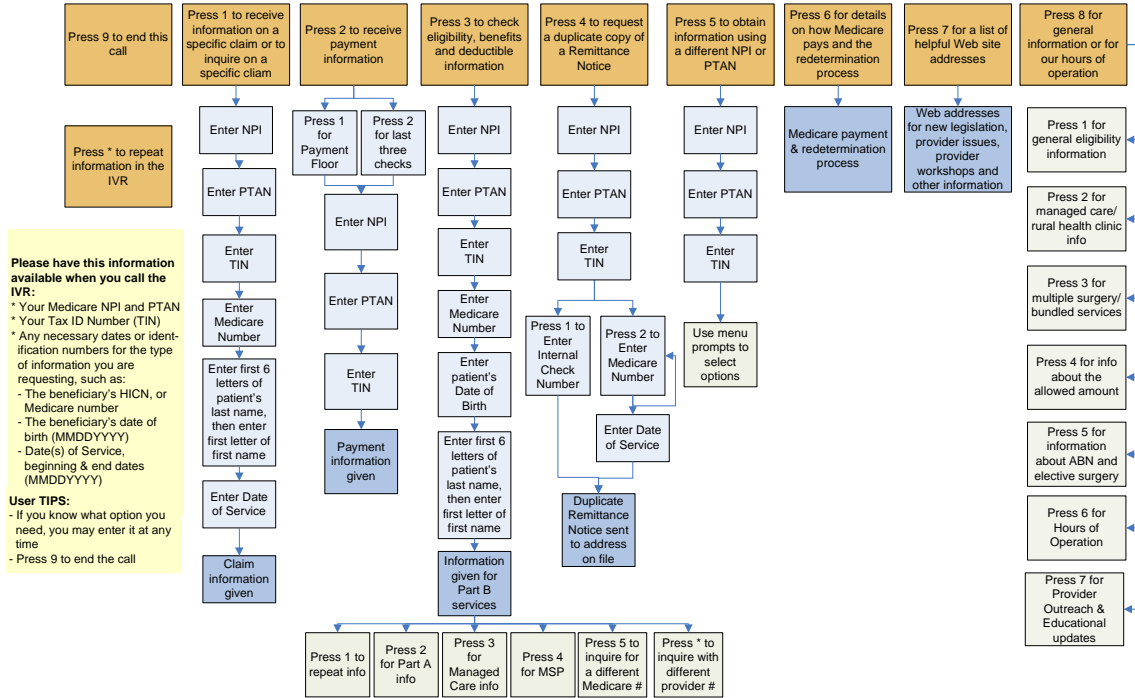
For example: If the beneficiary's last name is Smith, you would enter 76484. For a beneficiary with a last name of McDonald, you would enter 623662.

ABC	DEF	GHI	JKL
2	3	4	5
MNO	PQRS	TUV	WXYZ
6	7	8	9

## Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid "IVR Overview"

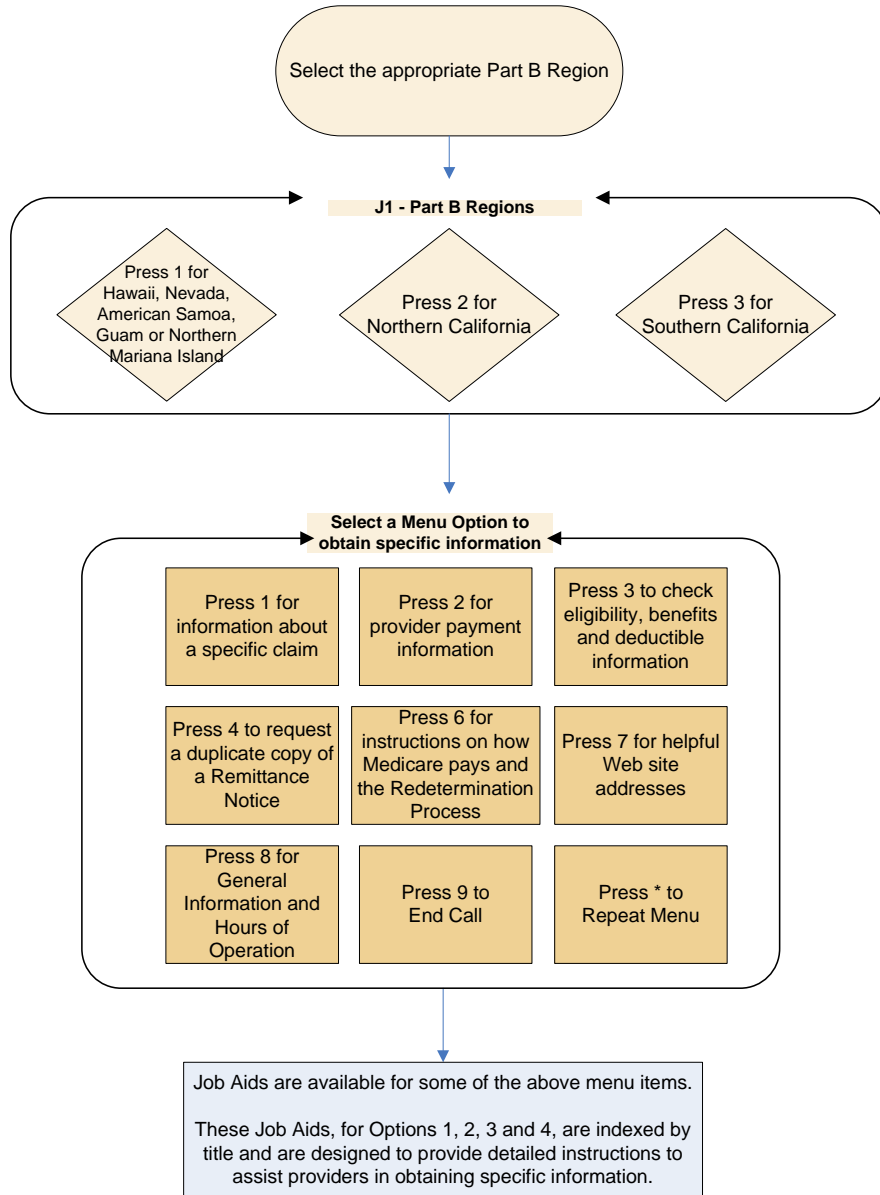
Part B IVR can be accessed at: (866) 931-3903

This job aid is designed to provide an overview of the Palmetto GBA IVR.



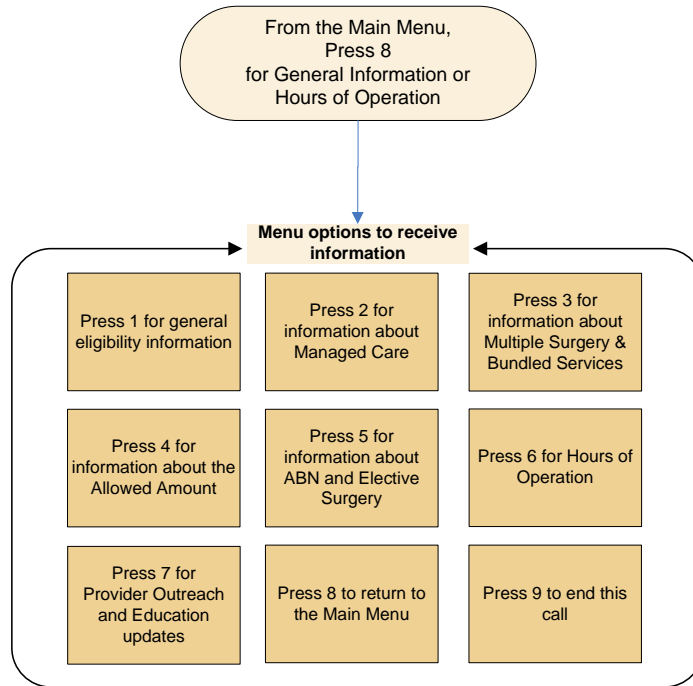
**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Palmetto GBA IVR Introduction”**  
**Part B IVR can be accessed at: (866) 931-3903**

This job aid is designed to assist providers in accessing information from the Palmetto GBA IVR.



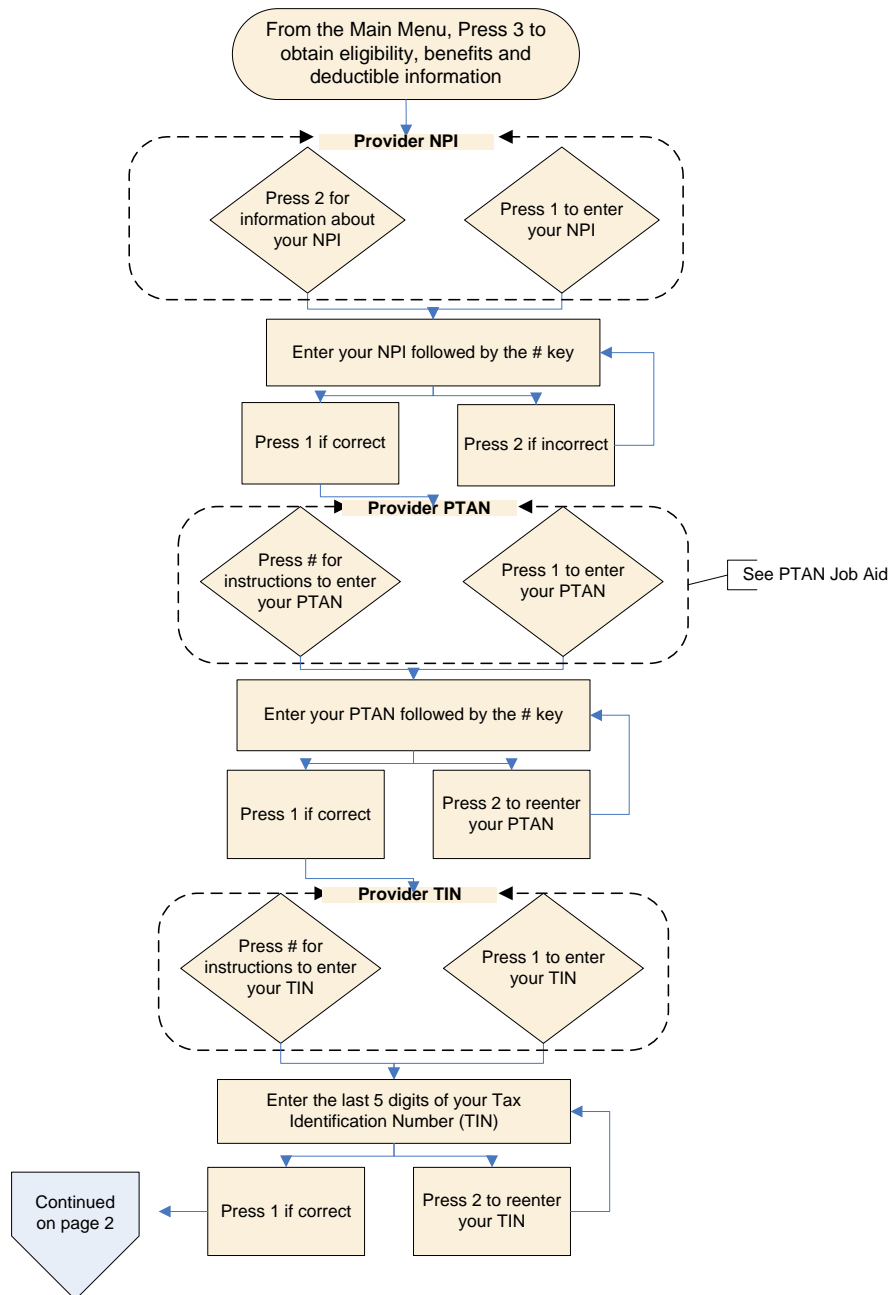
**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“General Information”**  
**Part B IVR can be accessed at: (866) 931-3903**

**This job aid is designed to assist providers in obtaining General Information from the Palmetto GBA IVR.**

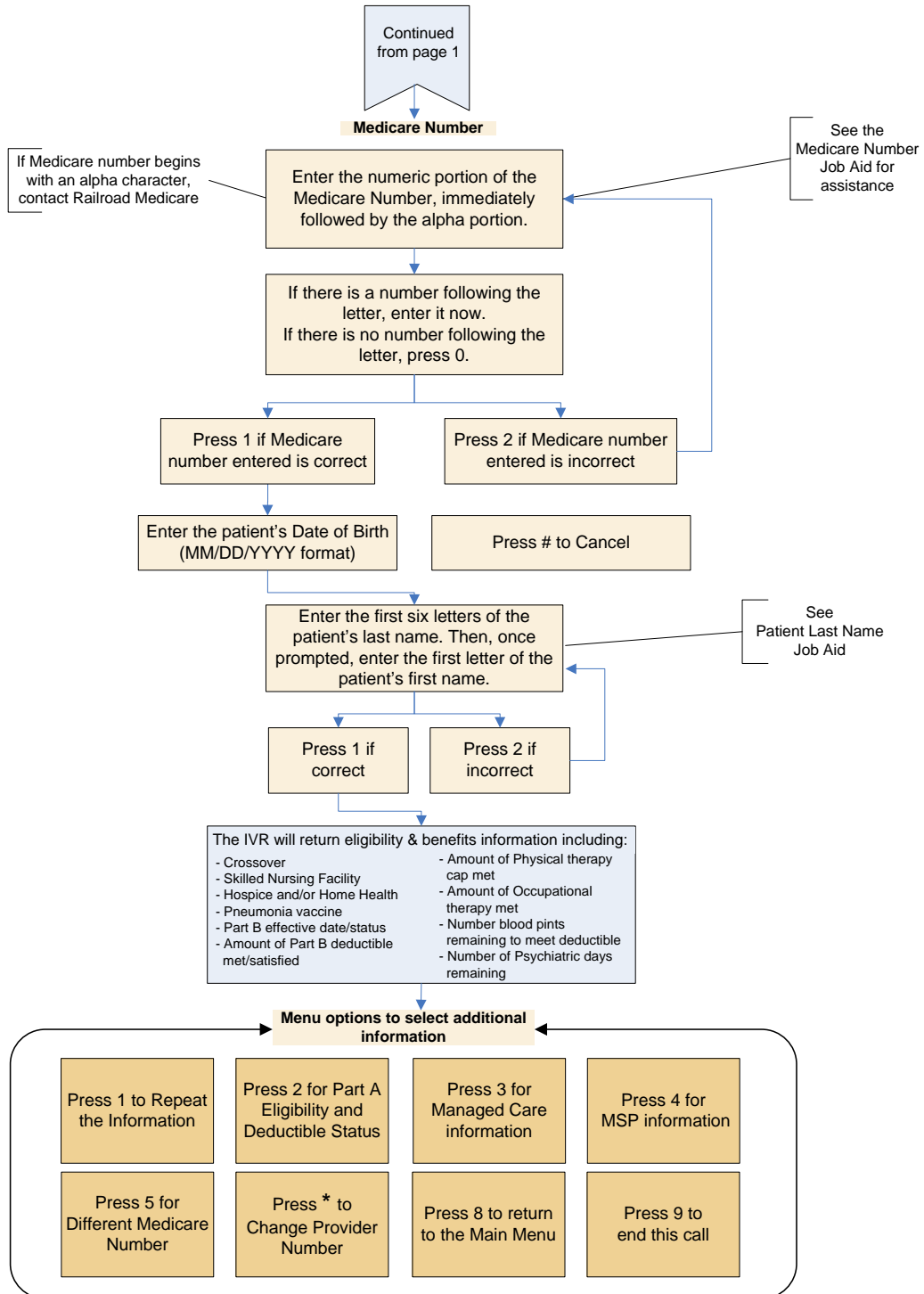


**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Eligibility, Benefits and Deductible Status”**  
**Part B IVR can be accessed at: (866) 931-3903**

This job aid is designed to assist providers in obtaining Claim Status from the Palmetto GBA IVR.



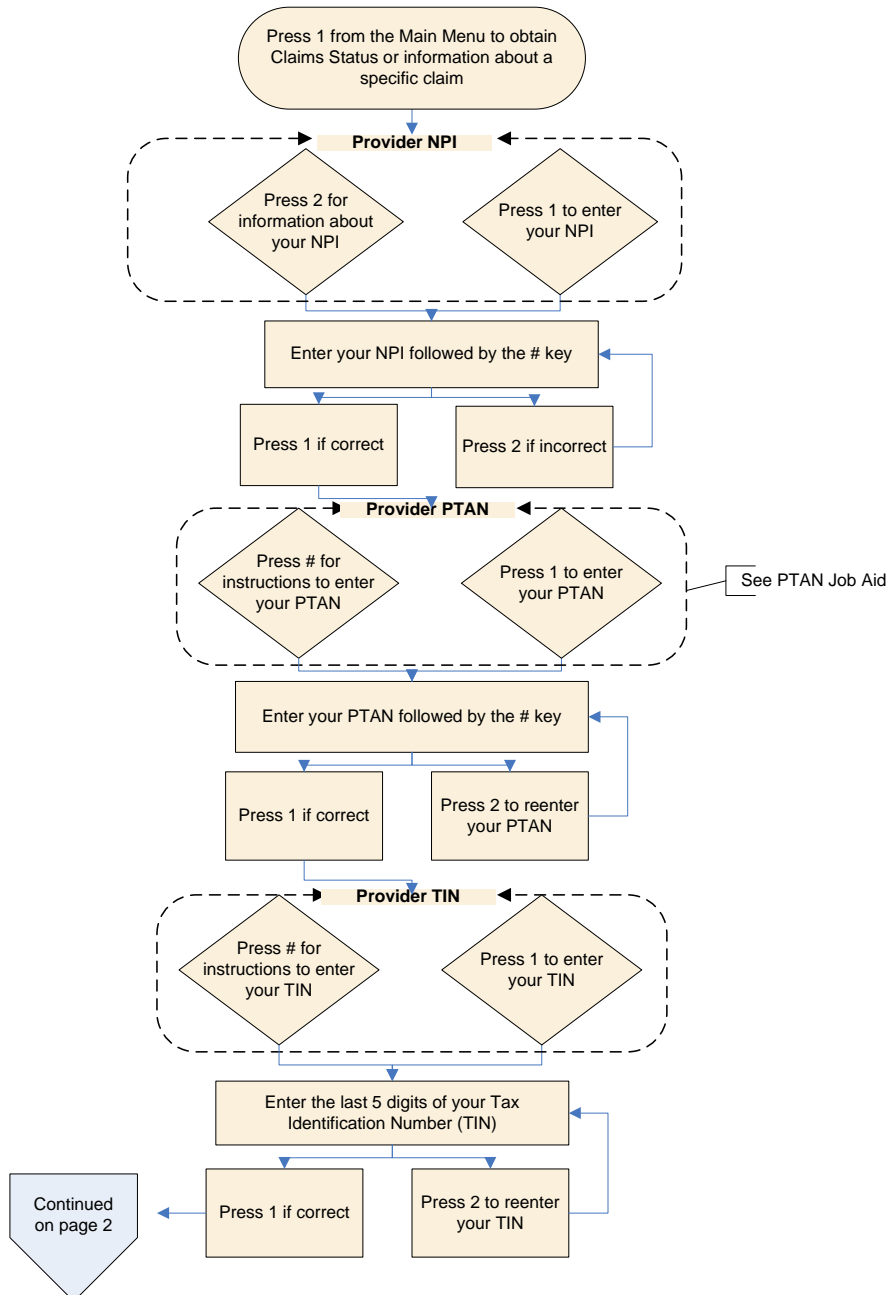
**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Eligibility, Benefits and Deductible Status” – continued**  
**Part B IVR can be accessed at: (866) 931-3903**



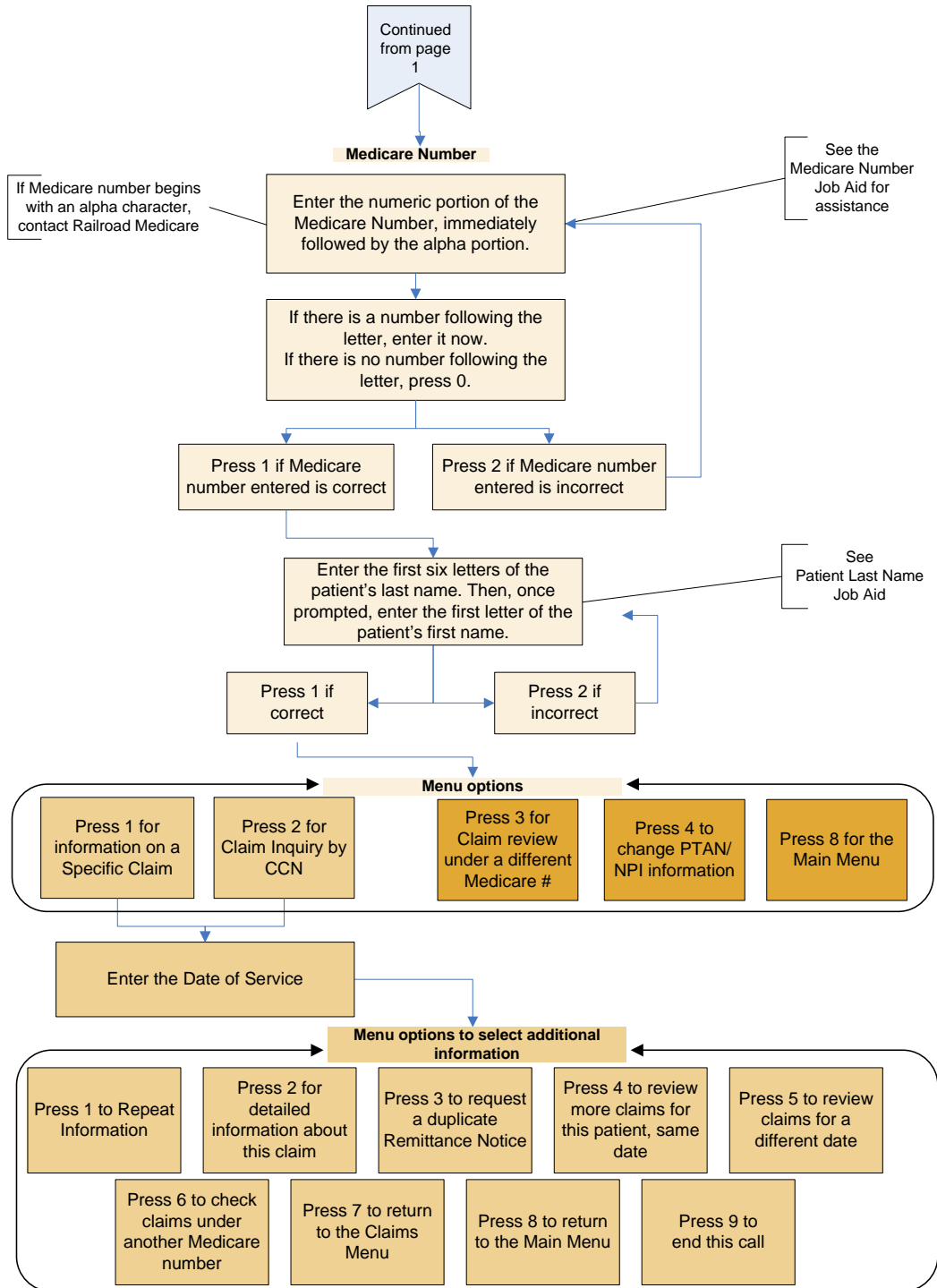
# Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid "Claim Status"

Part B IVR can be accessed at: (866) 931-3903

This job aid is designed to assist providers in obtaining Claim Status from the Palmetto GBA IVR.



**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Claim Status” – continued**  
**Part B IVR can be accessed at: (866) 931-3903**



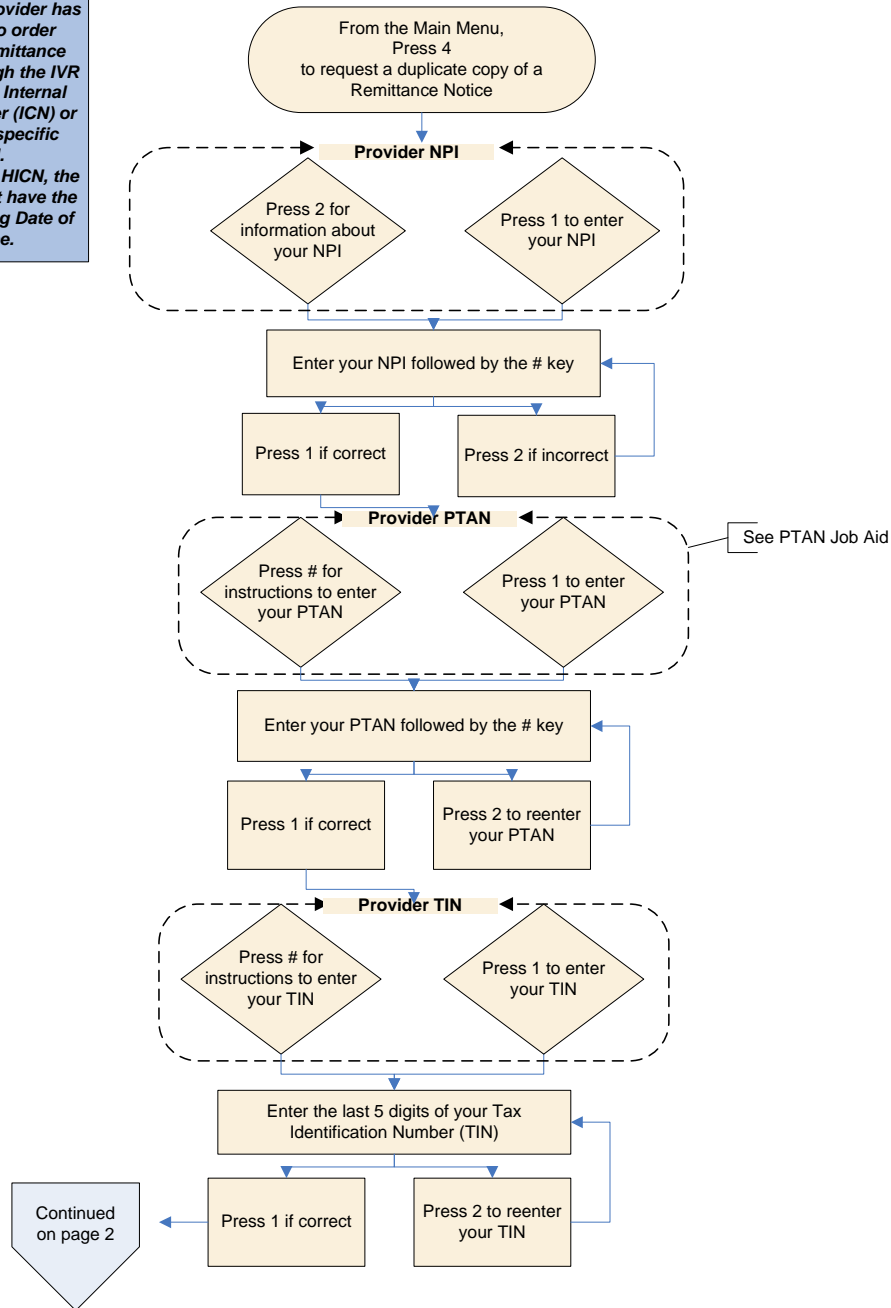
# Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid

## “Remittance Notice”

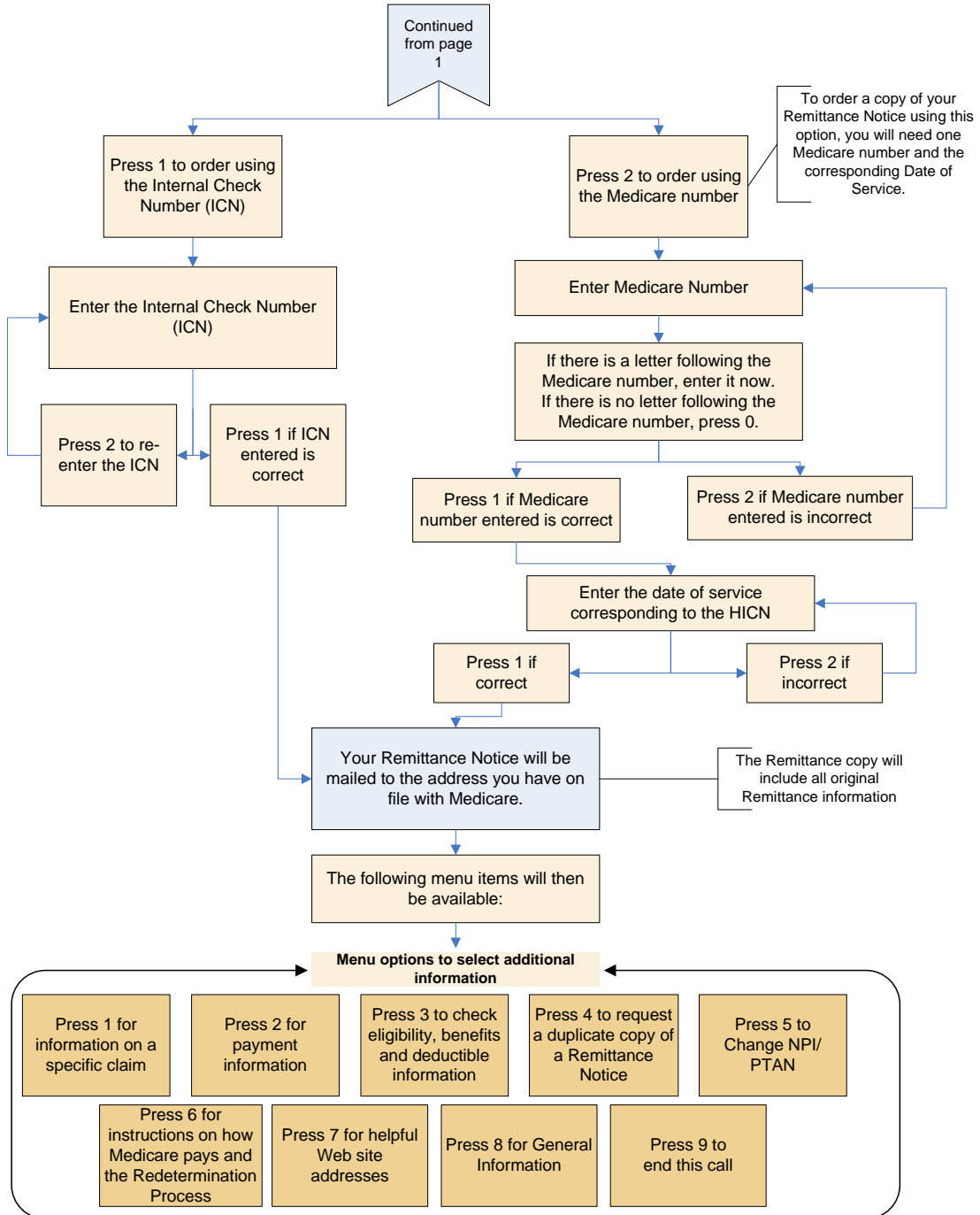
Part B IVR can be accessed at: (866) 931-3903

This job aid is designed to assist providers in obtaining a duplicate Remittance Notice from the Palmetto GBA IVR.

**NOTE:** The Provider has an option to order duplicate remittance notices through the IVR by using the Internal Check Number (ICN) or by using a specific HICN. When using a HICN, the provider must have the corresponding Date of Service.

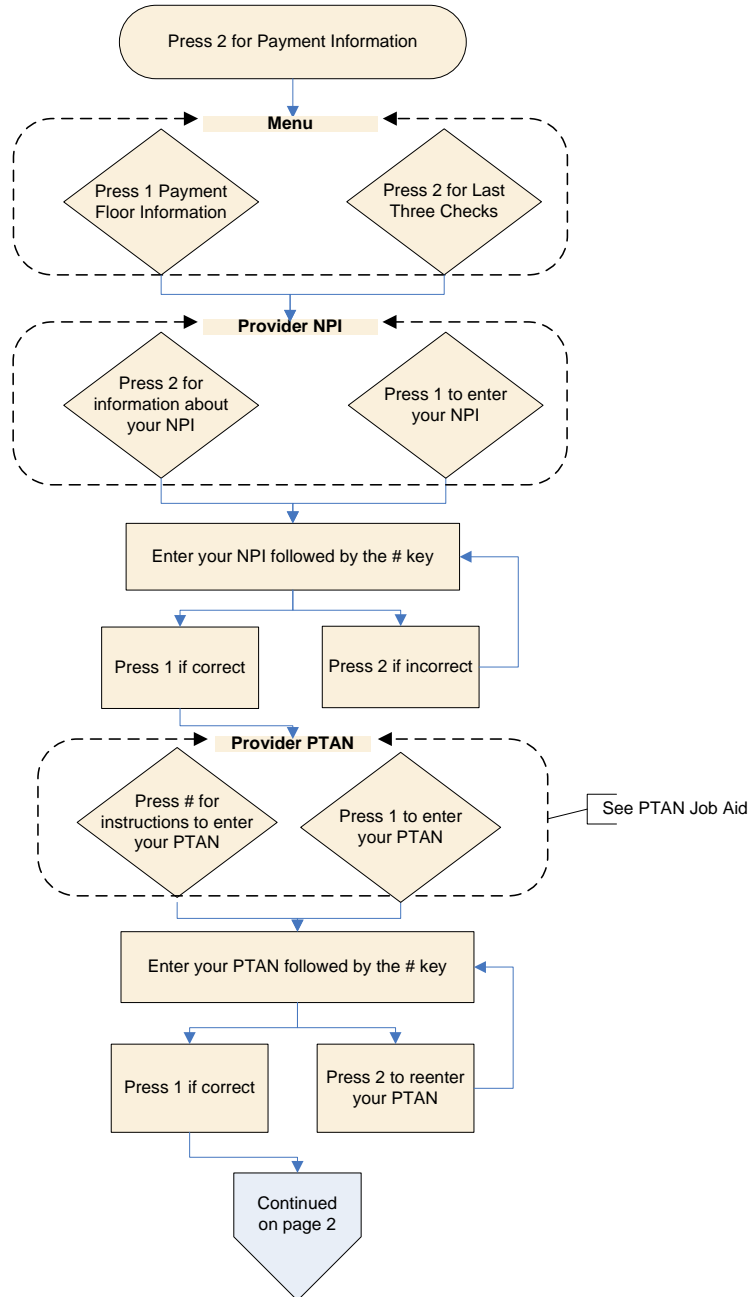


**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Remittance Notice” – continued**  
**Part B IVR can be accessed at: (866) 931-3903**



**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Payment Information”**  
Part B IVR can be accessed at: (866) 931-3903

This job aid is designed to assist providers in obtaining Payment Information from the Palmetto GBA IVR.



**Palmetto GBA Part B Interactive Voice Response (IVR) Job Aid**  
**“Payment Information” – continued**  
**Part B IVR can be accessed at: (866) 931-3903**

