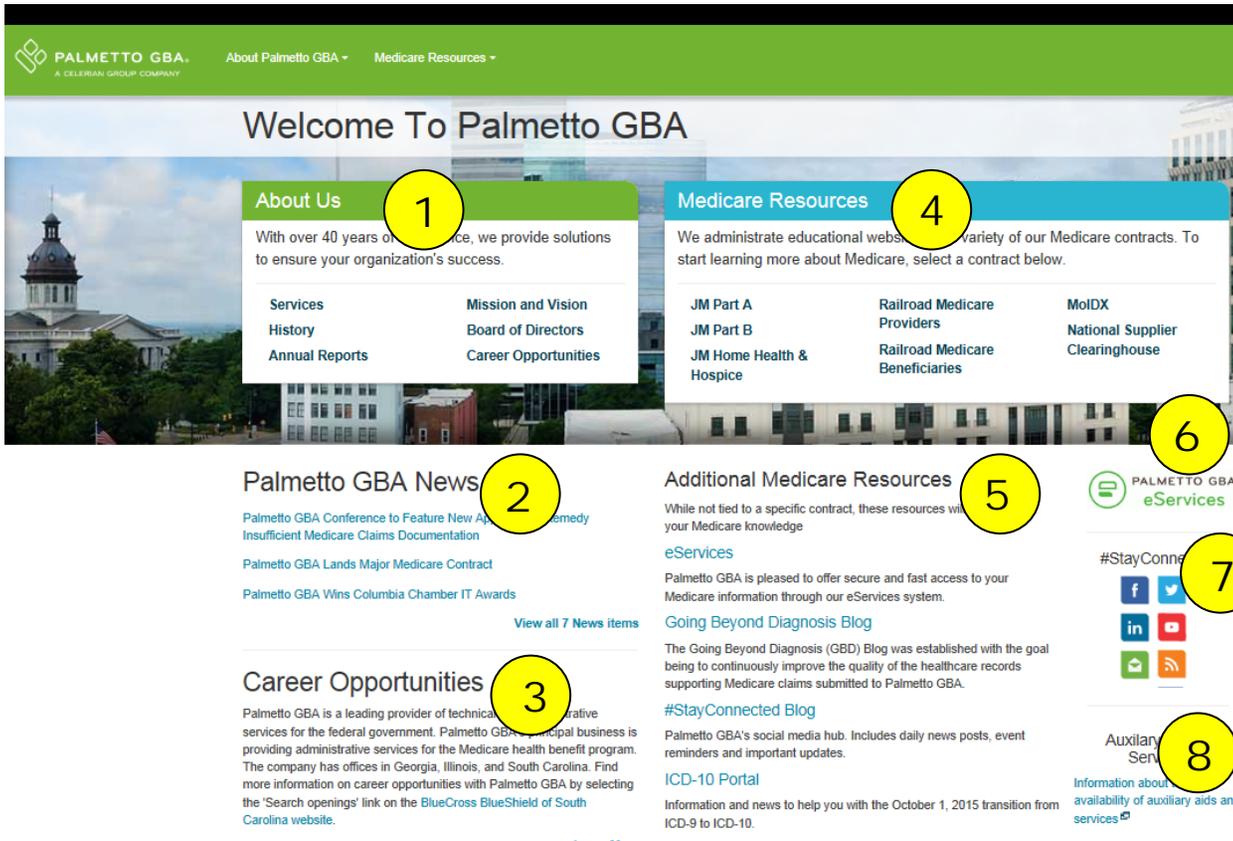


# PalmettoGBA.com Website Tutorial

## Palmetto GBA Home page



### 1) About Us

- Visit these pages to learn more about our company

### 2) Palmetto GBA News

- View the latest news applicable to all of Palmetto GBA's contracts and lines of business

### 3) Career Opportunities

- View current job listings with Palmetto GBA

### 4) Medicare Resources

- Access home pages for specific Medicare contracts and lines of business

### 5) Additional Medicare Resources

- Access more of our Medicare tools and websites

### 6) eServices

- Access Palmetto GBA's online provider portal, eServices

### 7) #StayConnected

- Connect with Palmetto GBA on these social media platforms

### 8) Additional Links and Services

- View additional information and notices from the Centers for Medicare and Medicaid Services (CMS) and other partners

# Palmetto GBA Medicare Contract Home page

The screenshot shows the Palmetto GBA Medicare Contract Home page with the following numbered callouts:

- 1) Header:** The top navigation bar containing links for eServices, Listserv, and Contact Us.
- 2) Main Navigation:** The primary navigation menu with categories like JM Part B Hub, Topics, Forms / Tools, and Education / Events.
- 3) Search:** A search bar located in the top right corner of the navigation area.
- 4) Line of Business:** The main heading 'JM Part B' and the sub-heading 'Part B Providers in North and South Carolina, Virginia and West Virginia'.
- 5) Top Links:** A list of quick links including Claims Payment Issues, Forms, Local Coverage Determinations, Medicare Physician Fee Schedule, and SC Ambulance Prior Auth.
- 6) Forms / Tools:** A section for self-service tools such as Medicare Forms, eServices, Physician Fee Lookup, and Charge Denial Rate Calculator.
- 7) Banners:** Promotional banners for ADRs, Appeals, Demand Letters & More; Ambulance Providers; and Medicare Part B Physician Fee Schedules.
- 8) News:** A section for the latest news articles, including updates on MLN Connects Provider eNews and ICD-10 implementation.
- 9) Most Helpful Articles:** A list of articles that have been voted on by users as the most helpful.
- 10) Events:** A section for upcoming educational events and webcasts related to JM Part B.
- 11) Footer:** The bottom section containing contact information for Palmetto GBA JM Part B Medicare, other Palmetto GBA sites, and copyright information.

## 1) Header

This header bar displays on every page of the website. It includes links for eServices, our Listserv signup and contact information.

## 2) Main Navigation

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

## 3) Search

Search the Palmetto GBA website

## 4) Line of Business

Identifies the line of business and states the contract covers

## 5) Top Links

These are the most used and searched for links. If you don't see what you're looking for in this quick list, click the View All Topics button for more

## 6) Forms/Tools

These are some of the most used and searched for self-service tools. If you don't see what you're looking for in this quick list, click the View All Tools button for more

## 7) Banners

Links to important events, deadlines and new features

## 8) News

Provides information specific to the Medicare contract

## 9) Most Helpful Articles

These are the articles you have voted for as the most helpful.

## 10) Events

Listing of upcoming educational events. Click the View All Events to go to the Event Registration Portal.

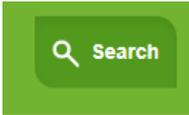
## 11) Footer

These important links will be static regardless of which page

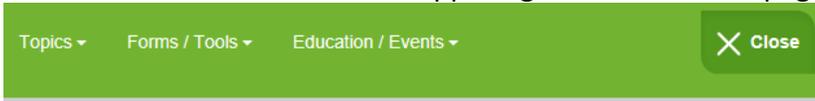
you are on

## Other Features

### Search



The search box is located in the upper right corner of each page. Click in the field to bring up the Quick Search box.

You are searching through our JM Part A search collection



Type in the word or phrase you are looking for and hit 'enter' on the keyboard or click the 'Search' button to the right. The top articles will be displayed. If these are not what you are looking for, click the blue 'More Results' button to be taken to a detailed search page.

You are searching through our JM Part A search collection

★ forms

**Popular Search:** Palmetto GBA is committed to helping you find the correct form so we can begin processing your request as soon as possible. If you're not sure which form you need, we can help narrow down your options by asking a series of questions. If you already know which form you need, you can select it directly from our forms directory!

#### Medicare Electronic Health Record (EHR) Incentive Payment Process

The American Recovery and Reinvestment Act of 2009 provides for incentive payments beginning in 2011 for Medicare eligible professionals, eligible hospitals (including Medicare Advantage affiliated hospitals) and critical access hospitals (CAHs) that are meaningful users of certified EHR technology.



## Article Update Notifications

You can receive notification when one of the Claims Payment Issues Log articles is updated. At the bottom of each article in the CPIL section, sign up in the new Article Update Notification box, and Palmetto GBA will send you an email with the new article any time it changes.

### Article Update Notification

Please notify me when this article has been updated.

Would you like to know when this article is updated? Sign up for Article Update Notifications below and we'll send you an email with the new version automatically. [Need help?](#)

**Please check your spam/junk folder as your notification email maybe delivered there.**

Email Address:

CAPTCHA Code: 6398

[Notify Me](#)

## Most Helpful Articles

Once you reach the end of an article, let us know if you found the information you need. If not, we will direct you to related articles, or you can contact us for additional assistance.



Was this article helpful?

We value your opinion and want to provide the highest-quality and most relevant Medicare knowledge possible. Please let us know if this article was helpful.

### They can't all be winners right?

We're sorry this article didn't help you today. We'll use your feedback to review this article try to revise or expand it. In the meantime we recommend you:

[Contact us with more feedback or a question on this topic](#)

### Our Search Engine has found:

[ICD-10 Ombudsman and ICD-10 Coordination Center Here to Support Your Transition Needs](#)

[Contact List for Providers with Questions About Medicare and Medicaid](#)

[MLN Connects Provider eNews for October 15, 2015](#)

## Frequently Asked Questions (FAQs)

View all FAQs on one page. First, select a topic you need help with.

Need help finding what you are looking for on this page?

Please Select a Topic:

- Please Select
- Ambulance
- Annual Wellness Visit
- Appeals
- Cardiology
- Chiropractic
- Claim Submission
- Customer Service
- E/M Help Center
- Education

Latest Article

Page 1 of 11

Next Page

Once inside a topic, you can view a list of all questions. Click on the question for the answer.

12. [How do I make the text larger to make it easier to read?](#)
13. [How do I register for listservs?](#)
14. [How often are CARCs and RARCs updated?](#)
15. [I billed for a chemotherapy drug with HCPCS code J9999 and it denied. Why?](#)

You will be taken to an expanded view of the question and its answer. You can return to the page or keep scrolling to read more questions and answers.

### How often are CARCs and RARCs updated?

**Answer:**

Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) are updated annually. CMS publishes an MLN Matters® Article advising providers of each update. The usual update dates are July 1, and November 1.][

This FAQ was last updated on 9/1/2015

[Back to Top](#)

### I billed for a chemotherapy drug with HCPCS code J9999 and it denied. Why?

**Answer:**

HCPCS code J9999 should only be used for chemotherapy drugs that do not already have an assigned HCPCS code. If HCPCS code J9999 is used, the name, strength, total dosage and route of administration must