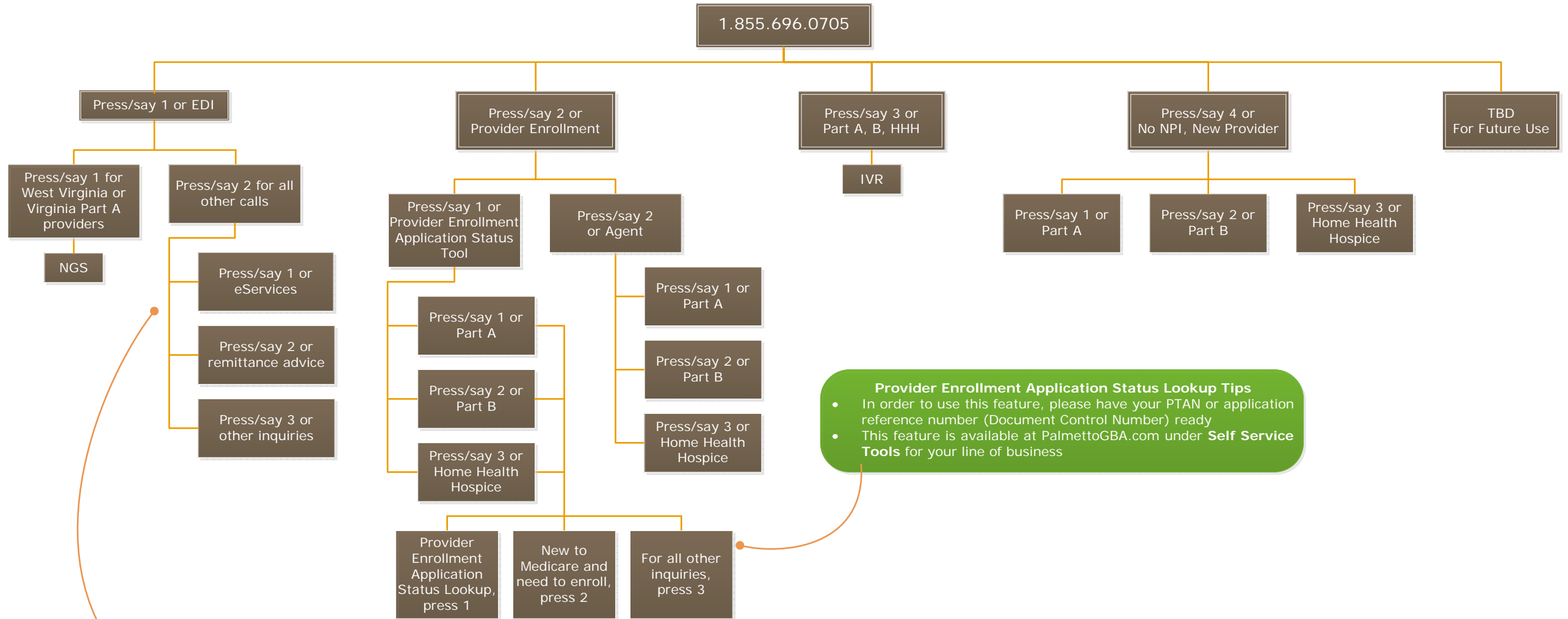


# PALMETTO GBA JM CALL FLOW



**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](http://PalmettoGBA.com) under **Self Service Tools** for your line of business

**EDI Tips**

<p><b>eServices Password Resets</b></p> <p>If you cannot reset your password and you are an eServices provider user (you have been granted access by the provider administrator for your provider), please disconnect and contact your provider administrator to verify your identity and regain access.</p>	<p><b>EDI Application Status</b></p> <p>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.</p>	<p><b>Remittance Advice Restore</b></p> <p>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.</p>
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