



January 17, 2018

Provider Name
Provider Address 1
Provider Address 2
Provider City, State Zip

Dear Provider:

This letter includes important information for the Jurisdiction J (JJ) A/B Medicare Administrative Contractor (MAC) workload transition to Palmetto GBA. This letter will cover the following topics of information:

- Important Claims Information
 - Contractor/Payer Numbers
 - Administrative Simplification Compliance Act
 - Electronic Claims Corrections
 - Claims addresses
 - Dark Day
 - Electronic Data Interchange (EDI) Schedule
- Payment Information
 - Pay Forward
 - Credit Balance Reports
 - Cost Reports
- Contact Information
 - Websites
 - Provider Contact Center
 - eServices Online Portal Migration

Important Claims Information

Contractor/Payer Numbers:

The chart below details each segment’s transition effective date and new Contractor/Payer identification numbers:

Workload Segment	Operational Date	Contractor/Payer Number
JJ Part A GA, AL, TN	01/29/2018	Alabama 10111 Georgia 10211 Tennessee 10311
JJ Part B GA, AL, TN	02/26/2018	Alabama 10112 Georgia 10212 Tennessee 10312



Administrative Simplification Compliance Act:

Palmetto GBA adheres to the CMS requirement for electronic claim submission as outlined in the Administration Simplification Compliance Act (ASCA). Cahaba GBA has shared the records with Palmetto GBA which identify the providers who have a valid waiver on file and only those with a valid ASCA waiver will be permitted to submit hard copy claims for processing:

- Providers that have fewer than 25 full-time equivalent employees (FTEs) and that are required to bill a Medicare intermediary are considered to be small
- Physicians and suppliers with fewer than 10 FTEs and that are required to bill a Medicare Administrative Contractor (MAC) or Durable Medical Equipment (DME) are classified as small

Reference: Sections 90 - 90.7 of Chapter 24 of the Medicare Claims Processing Manual (Pub.100-04)

Electronic Claims Corrections:

Where possible, Palmetto GBA utilizes front end editing on Part A claims in order to identify errors or missing information on the claim and enable providers to make corrections before processing. JJ Part A providers should expect to see more claims activity associated with Return to Provider (RTP) actions on claims and are encouraged to view the “Direct Data Entry (DDE) Training Modules” on the website at <https://tinyurl.com/yb4gvk6f> for instructions on how to make electronic claims corrections.

Claims Addresses:

The JJ Part A and Part B claims addresses for software vendors to update their software to Palmetto GBA:

- Palmetto GBA
Attn: JJ Medicare **Part A**
PO Box 100305
Columbia, SC 29202-3305
- Palmetto GBA
Attn: JJ Medicare **Part B**
PO Box 100306
Columbia, SC 29202-3306

Dark Day:

Electronic files may continue to be submitted to Palmetto GBA’s GPNet EDI Gateway but claim status, eligibility and other beneficiary and claim information will **not** be available via the Cahaba GBA Provider Contact Center (PCC), Interactive Voice Response (IVR) or InSite provider portal.

- **Part A Dark Day: January 26, 2018**
 - **Note:** Direct Data Entry (DDE) will not be available
- **Part B Dark Day: February 23, 2018**

Electronic Data Interchange (EDI) Schedule:

While providers are encouraged to continue to submit claims, they need to be aware that claims will be held for a short time period for the Medicare systems to transition to Palmetto GBA.

- **Part A** Claim Hold Dates: January 26-29, 2018
- **Part B** Claim Hold Dates: February 23-26, 2018

Important: Held claims will retain their date of receipt and will have no delay in the payment floor for processing.

Payment Information

Pay Forward:

In order to ensure cash flow to the JJ provider community, claims due to pay in HIGLAS will pay early in the last check(s) from Cahaba:

- **Part A** – The last payment from Cahaba will be the check dated **January 26, 2018** and will include all claims payable through January 30, 2018
- **Part B** - The last payment from Cahaba will be the check dated **February 23, 2018** and will include claims payable through February 26, 2018

Credit Balance Reports:

In preparation for transition, Part A providers in JJ who have a quarterly credit balance report for the period ending December 31, 2017, are instructed to submit it directly to Palmetto GBA instead of sending to Cahaba GBA.

- Providers may submit via fax at **803-870-0147**
- Providers who do not have fax capability may mail them to:
Palmetto GBA
Attn: Credit Balance Reporting
PO Box 100308
Columbia, SC 29202-3308

Important reminders for submitting credit balance reports:

- Complete all fields on the form
- The form must be signed by an officer (the Chief Financial Officer or Chief Executive Officer) or the Administrator of the facility
- Ensure the title of the individual certifying the report is included

Upon transition to Palmetto GBA on January 29, 2018, our preferred method of submission for credit balance reports will be through the eServices portal at <https://palmettogba.com/eservices> .

Cost Reports:

- If you have a cost report due to Cahaba GBA before January 29, 2018, please mail to the address provided in the reminder letter from Cahaba GBA.
- If you have a cost report due on or after January 29, 2018, please submit your cost report to Palmetto GBA in one of the following ways.

- Our preferred method of submission for your cost report package is electronically through Palmetto GBA's online provider portal at www.palmettogba.com/eservices .
- **Important:** You will still need to mail the signature page to the address below
- You can mail the entire cost report package to the appropriate addresses noted below

Courier Service

Palmetto GBA
 Attn: Cost Report Acceptance (AG-390)
 2300 Springdale Drive, Building One
 Camden, SC 29020-1728

U.S. Postal Service

Palmetto GBA
 Attn: Cost Report Acceptance (AG-390)
 Post Office Box 100307
 Columbia, SC 29202-3307

Checks should not be submitted with the cost report or signature page.

- Providers are encouraged to submit payments electronically by enrolling in Palmetto GBA's online provider portal eServices and following the instructions for submitting an eCheck at www.palmettogba.com/eservices.
- Live checks should be submitted to the address below:
 Palmetto GBA, LLC
 Post Office Box 100312
 Columbia, SC 29202-3312

Contact Information

Websites:

The Palmetto GBA transition webpage is continually updated with the latest transition information (www.palmettogba.com/jjtransition) and will continue to be available until transition date.

Palmetto GBA's JJ AB MAC website will be active for each line of business (Part A / Part B) as of the cutover date.. Our website offers the providers one stop shopping for all transition and Medicare program information.

- **Part A Homepage** – www.palmettogba.com/jja
 Available January 29, 2018
- **Part B Homepage** – www.palmettogba.com/jjb
 Available February 26, 2018

Upon transition, providers should access the “Contact Us” link on the top navigation of the homepage in order to view a detailed listing of departmental contact information.

Provider Contact Center:

Upon your transition date, providers may dial **877-567-7271** to access transition information via our Interactive Voice Response unit or to speak directly to a customer service representative for assistance. PCC hours of availability are 8:00 am till 6:00 pm ET starting on:

- January 29, 2018 – **Part A**

- February 26, 2018 – **Part B**

Note: This is the same number you currently call to speak to Cahaba GBA. It will connect to Palmetto GBA upon your respective transition dates.

eServices Online Portal Migration:

Palmetto GBA is pleased to offer secure and fast access to your Medicare information through our eServices online provider portal. Through the portal, providers can view beneficiary eligibility, claims status, online remittances and financial information. The eServices portal will be available for registration on the date you transition:

- Part A – January 29, 2018
- Part B – February 26, 2018

All active Cahaba InSite users are required to register their Cahaba user information by using the ‘Cahaba InSite user Migration’ link from the eServices login page <https://palmettogba.com/eservices>. Registering via the migration link will ensure all of the accounts Cahaba InSite users currently have access to will carry over and be available in eServices.

Important: At least one Local Security Officer (LSO) related to the specific provider registration account must be migrated before a user will be able to log into eServices successfully.

Listed below are the migration periods. Keep in mind, Part B providers will receive an error message if they attempt to register during the Part A migration period:

- **Part A** migration period is from 1/29/2018 to 3/29/2018
- **Part B** migration period is from 2/26/2018 to 4/26/2018

Note: After the migration period has passed, providers wishing to access eServices will then be required to register as a new user.

The LSO will need the following information related to your Cahaba InSite account for the migration:

- Your Cahaba InSite active user ID
- Your Cahaba InSite challenge question and answer
- Which provider registration accounts associated with Cahaba InSite user ID that you still require access to

We are committed to delivering our service of excellence to Jurisdiction J’s Medicare providers and beneficiaries. We look forward to continuing to work with you for years to come.

Sincerely,

Mike Barlow
Vice President / JJ Program Manager