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PALMETTO GBA®

A CELERIAN GROUP COMPANY

# JURISDICTION J (JJ) TRANSITION WORKSHOP



Susan Pendley  
Director  
Provider Customer Service Program

# DISCLAIMER

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The information enclosed was current at the time it was presented. Medicare policy changes frequently; links to the source documents have been provided within the document for your reference. This presentation was prepared as a tool to assist providers and is not intended to grant rights or impose obligations.

Although every reasonable effort has been made to assure the accuracy of the information within these pages, the ultimate responsibility for the correct submission of claims and response to any remittance advice lies with the provider of services.

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# AGENDA

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- Award of Contract
- About Palmetto GBA
- General Transition Information
- Claims Processing
- Electronic Data Interchange (EDI)
- Direct Data Entry (DDE)
- Electronic Funds Transfer (EFT)
- Local Coverage Determinations (LCDs)
- Overpayments
- Audit & Reimbursement
- Provider Enrollment
- Appeals – First Level Redetermination
- Contact Information
- Outreach & Education
- How to Stay Informed

# AWARD OF CONTRACT

Mike Barlow  
Vice President  
JJ Program Manager

# AWARD OF CONTRACT

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- The Centers for Medicare & Medicaid Services (CMS) has named Palmetto GBA as the Medicare Administrative Contractor (MAC) for Jurisdiction J (JJ), which includes Part A and Part B in Alabama, Georgia and Tennessee
- Palmetto GBA is currently the MAC for Jurisdiction M (JM), which processes the Part A and Part B claims for South Carolina, North Carolina, West Virginia and Virginia as well as the home health and hospice claims for 16 states, including the three states in JJ
  - These contracts are awarded under a competitive bid process

# AWARD OF CONTRACT

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*“We look forward to serving the beneficiaries and Part A and B providers of Jurisdiction J.”*



**Joe Johnson**

**President & COO, Palmetto GBA**

# ABOUT PALMETTO GBA

Mike Barlow  
Vice President  
JJ Program Manager



# PALMETTO GBA

- About Palmetto GBA



The screenshot shows a YouTube video player interface. The main video area displays the Palmetto GBA logo, which consists of three stylized green shapes forming a larger shape. Below the logo, the text reads "PALMETTO GBA®" and "A CELERIAN GROUP COMPANY". The video player controls at the bottom show a progress bar at 0:02 / 1:49. Below the video player, the video title "About Palmetto GBA" is displayed, along with the channel name "Palmetto GBA", a "Subscribe" button with 56 subscribers, and "154 views". To the right of the main video player, there is a "Up next" section with several video thumbnails and titles, including "What is Medicare?", "Home Health Face-to-Face", "CPT Codes for Evaluation and Management (EM) - Office Visits Established (Part B)", "Pulmonary Rehabilitation", "Examination Type (Complexity) 1997", and "Pre-Claim Review Demonstration for Home Health Services".

# GENERAL TRANSITION INFORMATION

Mike Barlow  
Vice President  
JJ Program Manager

# GENERAL TRANSITION INFORMATION

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- We are working closely with Cahaba GBA throughout the transition period
- We are working with other Medicare contractors serving your region to ensure a smooth transition of Jurisdiction J:
  - Qualified Independent Contractor (QIC)
  - Comprehensive Error Rate Testing (CERT) Contractor
  - Recovery Auditor (RA)
  - Zone Program Integrity Contractor (ZPIC)
  - Specialty Medical Review Contractor (SMRC)

# GENERAL TRANSITION INFORMATION

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- We have communicated, and are partnering with, all stakeholders including:
  - Hospital associations
  - Medical societies
  - State agencies
  - National association groups
  - Members of Congress

# GENERAL TRANSITION INFORMATION

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Workload Segment	Operational Date	New MAC Number
JJ Part A GA, AL, TN	January 29, 2018	Alabama 10111 Georgia 10211 Tennessee 10311
JJ Part B GA, AL, TN	February 26, 2018	Alabama 10112 Georgia 10212 Tennessee 10312

# CLAIMS PROCESSING

Mike Barlow  
Vice President  
JJ Program Manager

# CLAIMS PROCESSING

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- PTANs and NPIs will not change
- No re-enrollment will be required for claims
- Providers should not hold their claims and should continue to submit them to Cahaba GBA until the cutover date
- After the cutover date, providers will submit their claims to Palmetto GBA regardless of the date of service on the claim
- Once transitioned to Palmetto GBA, claims will continue to crossover for secondary payment consideration

# ADVANCED COMMUNICATION ENGINE (ACE)

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- **ACE Clinical Edit** – Rejects claims allowing the provider to immediately fix and resubmit for many common coding errors that today lead to calls/appeals
  - **STC\*A3>23>41\*\*U\*\*\*\*\*SMARTEDIT: SMARTEDIT INFO A POTENTIAL CODING ERROR WAS IDENTIFIED WITH THIS CLAIM. PLEASE SEE STC 2220D LOOP FOR SPECIFIC INFORMATION. IF YOU WISH TO CONTINUE WITHOUT UPDATES PLEASE RESUBMIT THE CLAIM IN ITS CURRENT STATE TO BYPASS ADDITIONAL SMARTEDITING.~STC\*A3>23>41\*\*U\*\*\*\*\*SMARTEDIT: PER CCI GUIDELINES PROCEDURE CODE 99213 HAS AN UNBUNDLE RELATIONSHIP WITH PROCEDURE CODE 90471 BILLED FOR THE SAME DATE OF SERVICE. REVIEW DOCUMENTATION TO DETERMINE IF A MODIFIER OVERRIDE IS APPROPRIATE~**



# ADVANCED COMMUNICATION ENGINE (ACE)

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- **ACE Pattern Detection Edit** – Rejection edits that set based on:
  - Historical claims information with the current claim submitted or
  - Unlikely billing behaviors based on historical knowledge
    - E&M on separate consecutive days from same provider
- **eCompare Smart Edit** – Edits that use ACE to provide conditional messaging without rejecting the claim
  - i.e., Provider revalidation notification

# ELECTRONIC DATA INTERCHANGE (EDI)

Kim Campbell  
Manager  
Electronic Data Interchange (EDI)

# EDI: TRANSITION READINESS

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- Letters mailed to all electronic submitters in Jurisdiction J
- Letters include Early Boarding and connectivity information
- It contains the instructions you need to complete for successful connectivity to Palmetto
- Palmetto will be posting the letter to the Jurisdiction J Implementation website at [www.palmettogba.com/jjtransition](http://www.palmettogba.com/jjtransition) under EDI Topic

# TRANSITION READINESS

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- Palmetto is working with Network Service Vendors (NSV)
- Contact your vendors, clearinghouse and billing agencies to discuss changes
- Confirm that vendors, clearinghouses and billing agencies have the appropriate new MAC contractor/payer number(s) which will be used at implementation

Region	Part A Payer ID	Part B Payer ID
Alabama	10111	10112
Georgia	10211	10212
Tennessee	10311	10312

# TRANSITION READINESS

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- **Early Boarding**

- Purpose of Early Boarding is to provide you with an extended period during which you can update your connectivity and communications processes to effect communications with the Palmetto EDI front end
- Early Boarding helps to ensure that you will be comfortable using the Palmetto systems for your JJ EDI submissions prior to the final cutover date

Line of Business	Early Boarding Date	Transition Date
Part A	November 1, 2017	January 29, 2018
Part B	December 1, 2017	February 26, 2018

# EDI: EARLY BOARDING

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- Current Submitter ID will be transferred to Palmetto GBA 's EDI gateway, GPNet for submitting your JJ claims to Palmetto
- New password will be assigned and sent out by Palmetto
- Batch files will be sent to Palmetto using current contractor/payer ids:

Region	Part A	Part B
Alabama	10101	10102
Georgia	10201	10202
Tennessee	10301	10302

- Palmetto will forward to Cahaba GBA for processing
- Acknowledgements and error reports regarding your submissions will be provided via your GPNet electronic mailbox
- **Note:** If your current Submitter ID contains a dash, use the dash when logging into GPNet

# REQUIRED INFORMATION

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- Submitter ID must be included in the following fields:

Loop	Segment
	ISA06
	GS02
1000A	NM109

- Payer ID must be included in the following fields:

Loop	Segment
	ISA08
	GS03
1000B	NM109
2010BB	NM109

# EDI INFORMATION

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- GPNet Communications Manual
- ASC X12 v5010 Medicare Fee For Service Standard Companion Guide
- Provider Welcome Letter
- Submitter Transition Letter
- EDI System Status Page

All of this information can be found at [www.palmettogba.com/jjtransition](http://www.palmettogba.com/jjtransition) under the EDI Topic



# ELECTRONIC REMITTANCE

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- If you are currently receiving electronic remittances and early board, you will be able to download remittances from GPNet
- If you are currently receiving electronic remittances and do NOT early board, you will continue to receive your remittance files from Cahaba
- If you are not receiving electronic remittances from Cahaba, you will not receive electronic remittances from GPNet
- If you wish to receive electronic remittances, you may enroll with Palmetto after the transition is complete

# BILLING SOFTWARE

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- Submitters may continue to use their current billing software
  - Communications information will need to be updated to reflect connecting through GPNet for direct submitters
  - Instruction for communicating with GPNet is available on our website
  - Please contact your Network Service Vendor (NSV) to schedule your cutover
  - PC-ACE Pro32 users may continue to use your software
- Direct Data Entry (DDE) no provider action required

# NETWORK SERVICE VENDORS

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- Palmetto is working closely with your NSVs to schedule Early Boarding and transition communication activities
- A complete listing of NSVs can be found online at [www.palmettogba.com/jjtransition](http://www.palmettogba.com/jjtransition) under EDI Topic

# TRANSITION READINESS

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- **EDI Assistance**
  - We are offering a JJ toll-free telephone number for providers with specific questions related to the connectivity and early boarding
  - EDI Helpdesk: **1-888-289-0710**

# EDI ENROLLMENT

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- Reminder
  - Providers will retain their current PTAN and NPI numbers
  - Submitters will retain their current Submitter ID/ Receiver IDs
  - Direct Data Entry(DDE) users will retain their current DDE IDs
  - There is no need to re-enroll with Palmetto GBA

# EDI SYSTEM STATUS PAGE

**PALMETTO GBA®**  
A CELERIAN GROUP COMPANY

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

### EDI System Status

✓ = All Clear   ⚠ = Caution   ✗ = Problem

<b>GPNET</b>	✓
<b>Direct Data Entry (DDE)</b>	✓
<b>eSERVICES</b>	✓

[Close Window](#)

[>> EDI Systems Status Log <<](#)

This status is for Palmetto GBA, Railroad Medicare, and CGS customers including Part A / Part B MACS and Encounter.

Last Refreshed on 10/11/2017 06:09:02 PM EST

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# EDI SYSTEM STATUS LOG

## Resolved Issues

Tracking Number:	PLM00066	Issue Opened (Date/Time):	12/01/17	Issue Resolved (Date/Time):	12/01/17
<b>Systems Affected:</b>					
JM	RRB	J15	JJ		
<b>Description of Issue:</b>					
12/01/2017 – 999 and 277CA Reports from 12/01 are delayed.					
<b>Impact:</b>					
999s and 277CAs are unavailable in the mailboxes.					
<b>Current Status:</b>					
12/01/2017 – 999 and 277CA Reports from 12/01 have been distributed to the mailboxes.					

Tracking Number:	PLM00065	Issue Opened (Date/Time):	09/13/17	Issue Resolved (Date/Time):	9/14/17
<b>Systems Affected:</b>					
JM	RRB	J15			
<b>Description of Issue:</b>					
09/13/2017 – 999 Reports from 9/11 - 9/13 are delayed.					
<b>Impact:</b>					
999s are unavailable in the mailboxes.					
<b>Current Status:</b>					
09/13/2017 – 999 Reports from 9/11 - 9/13 have been distributed to the mailboxes.					

# DIRECT DATA ENTRY (DDE)

Kim Campbell  
Manager  
Electronic Data Interchange (EDI)



# DIRECT DATA ENTRY (DDE)

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- JJ Providers with existing DDE IDs with Cahaba GBA will retain their same DDE IDs with Palmetto GBA

# ELECTRONIC FUNDS TRANSFER (EFT)

Kim Campbell  
Manager  
Electronic Data Interchange (EDI)

# ELECTRONIC FUNDS TRANSFER

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- JJ Providers with existing EFT agreements with Cahaba GBA will **NOT** have to complete a new EFT agreement
  - Enrolled with Cahaba GBA
  - Receive their Medicare payments electronically
- Existing agreements will be transferred
- Agreements pending processing will be transferred to Palmetto GBA for completion
- All banking changes should continue to be made through Cahaba GBA until your cutover date

# LOCAL COVERAGE DETERMINATIONS (LCDs)

Harry Feliciano, MD, MPH  
Senior Medical Director  
Medical Review/Medical Affairs

# JJ LCDs

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- JJ LCDs will be available on Palmetto GBA's website
- Part A & B LCDs will be available in early December
  - Will apply to all JJ states
  - Will become effective **on** the respective cutover date
  - The JJ AB MAC and JM AB MAC will have identical LCDs

# CONSOLIDATED LCDs

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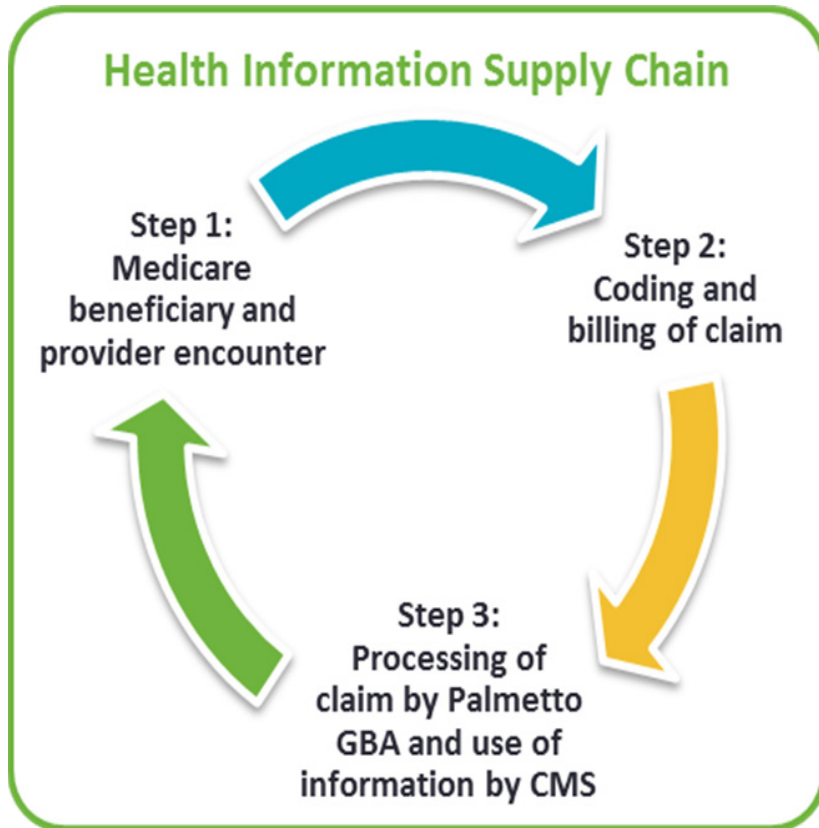
- An article describing the LCD consolidation process will be published in early December
- A crosswalk to the consolidated LCDs will be posted to Palmetto GBA's JJ transition website in early December
- Once the JJ AB MAC transition is complete, the JJ and JM states will share the same LCDs

# CARRIER ADVISORY COMMITTEE (CAC)

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- Following JJ LCD consolidation, the JJ CAC will:
  - Be asked to remain in place
  - Advise Palmetto GBA on potential LCD revisions
  - Advise Palmetto GBA on the creation of new LCDs

# CONTRACTOR COMPLIANCE OFFICER (CCO) WORKGROUP



- Palmetto GBA will request volunteers for a workgroup
- JJ CCO workgroup will meet on a regular basis to share information on strengthening the health information supply chain (HISC)
- Physician advisors are welcome



# RISK MANAGEMENT

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- Risk management = the process of identifying threats and vulnerabilities to reduce the likelihood of errors and negative outcomes
  - Clinical
  - Operational
  - Financial

# THREATS AND VULNERABILITIES

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- Threat = a potential hazard
- Vulnerability = a weakness
- Risk = the likelihood that a threat will exploit a vulnerability

# SHARED THREATS

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- External audits
- Medicare payment reform
  - “Volume to value”
- Increased transparency

# SHARED VULNERABILITIES

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- Incomplete health records
- Poorly organized health records

# PALMETTO GBA

## RISK MANAGEMENT

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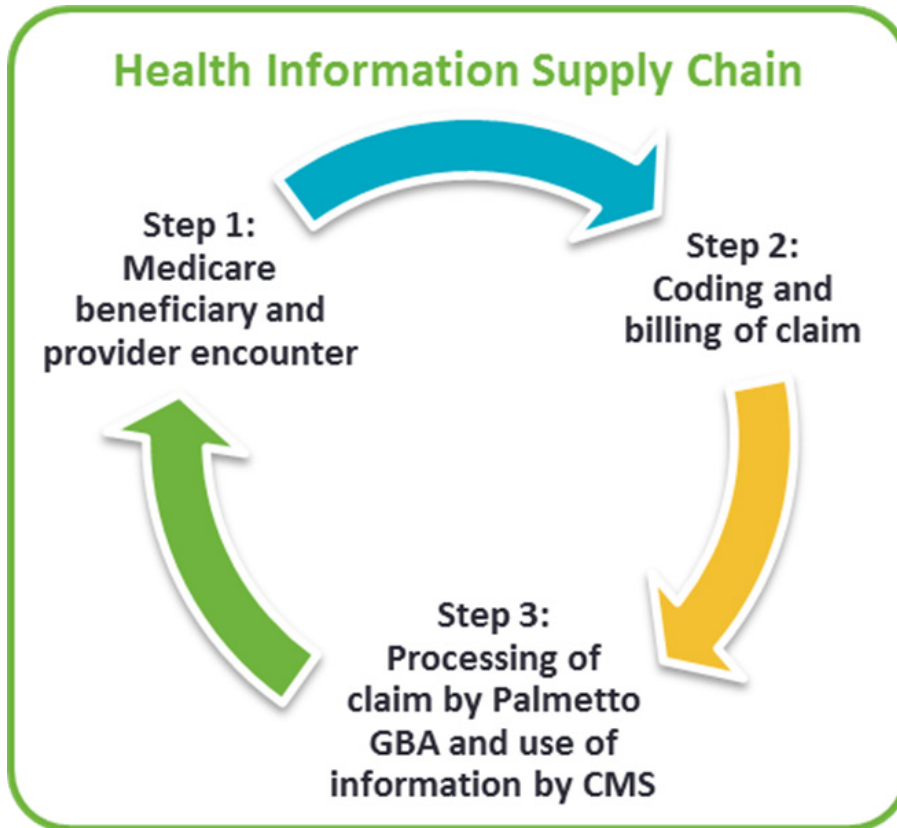
- Objectives:
  - Prioritize errors
    - Improper Payment Reduction Strategy (IPRS)
    - Progressive Corrective Action (PCA)
  - Perform root cause analysis
    - Implement DMAIC procedure
  - Catalyze process improvement
    - Share knowledge

# WHY DMAIC?

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- The DMAIC procedure supports:
  - Internal process improvements to reduce variation
  - Mutual behavioral change via root cause analysis
- CMS understands and supports the concepts:
  - **Define**
  - **Measure**
  - **Analyze**
  - **Improve**
  - **Control**

# TARGETED PROBE & EDUCATE (TPE)



- Will strengthen the HISC through collaboration
- Identified providers' records will be reviewed
  - 20 – 40 claims
- Providers will be offered error-specific education
- Provider referral to CMS if no improvement after three rounds of TPE

# MoIDX®

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- The MoIDX® program will be implemented in JJ
- For more information, visit our [MoIDX](#) page
  - Covered tests
  - Excluded tests
  - FAQs
  - MoIDX® Local Coverage Determinations (LCDs)



# MoLDX®

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- Medicare Part A and Part B providers in the Palmetto GBA jurisdiction are required to register all molecular tests with the Diagnostics Exchange™ (DEX), an online test registry
- DEX Diagnostics Exchange™ will assign a unique Z-Code identifier to each molecular test
- After the registration and application processes have been completed, the MoLDX team will access the registry information to determine if a test meets the Medicare criteria for coverage

# MoLDX®

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The following CPT codes require a Z-Code for each molecular test prior to claim submission:

Code Category/Description	2017 MoLDX Code Range
Tier 1	81161-81383
Tier 2	81400-81408
Genomic Sequencing and other MAA	81410-81471
Molecular Multianalyte Assays (MAA)	81490-81595
MAA Proprietary Codes	0001M-0009M
Immunology	86152-86153
Microbiology	87149, 87150, 87505-87507, 87631-87633
PLA	*All Codes
NOC	81479, 81599, 84999, 85999, 86849, 87999, 88199, 88299, 88399, 89398

# MOLDX<sup>®</sup> TRANSITION

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- The exact time when the DEX identifier will be required on claims has not been determined at this time
  - However, one should expect no later than March 1, 2018

# MOLDX<sup>®</sup> TRANSITION

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- To register a test for a DEX Z-Code<sup>™</sup> identifier:
  - Go to [DEX Diagnostics Exchange](#) and follow the instructions to register your organization, including participation in the MoldX<sup>®</sup> program

# OVERPAYMENTS

Krisdee Foster  
Senior Provider Relations Representative  
Provider Outreach & Education

# OVERPAYMENTS

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- Demand letters will continue to be mailed up to the cutover date
- If you receive an overpayment demand letter from Cahaba GBA, you should submit the money to the contractor name listed on that letter
- Two weeks prior to transition, demand letters will include an insert with alternative mail to/instructions and addresses
  - If you submit the item to Cahaba GBA and it is received after cutover, it will be forwarded to Palmetto GBA, however this could delay stopping recoupment

# OVERPAYMENTS

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- Palmetto GBA and Cahaba GBA will coordinate in order to assure all refunded money is applied correctly
- If Cahaba GBA establishes an overpayment that has gone to offset at the time of cutover, they will provide Palmetto GBA with any outstanding overpayments and Palmetto GBA will continue with the recoupment from future Medicare payments

# OVERPAYMENTS

- Upon cutover to Palmetto GBA, providers should use eServices to submit payments via eCheck or eOffset for Medicare overpayments:

The screenshot shows the 'Refund Overpayment Electronic Check (e Check) Form' in the Palmetto GBA eServices portal. The navigation bar includes Home, Claims, Remittance, Eligibility, Financial Tools, Messages, Forms, Support, Admin, and My Account. A notification box indicates 'You have 0 unread message(s) and 1 alerts.' The form is titled 'Refund Overpayment Electronic Check (e Check) Form' and is divided into 'Provider Information' and 'Are you submitting this request for an Affiliated Provider Number?'. The 'Provider Information' section contains the following fields:

Contract/Region :	[Redacted]	Provider Number (PTAN) :	[Redacted]
Provider Name :	[Redacted]	Provider Address 1 : *	[Text Box]
National Provider Identifier (NPI) :	[Redacted]	Provider City : *	[Text Box]
Provider Address 2 :	[Text Box]	Provider Zip Code : *	[Text Box]
Provider State : *	[Dropdown]	Tax ID :	[Redacted]
Provider Phone Number : *	[Text Box]		
Contact Name : *	[Text Box]		

Are you submitting this request for an Affiliated Provider Number? : \*  Yes  No



# VOLUNTARY REFUNDS

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- Upon cutover to Palmetto GBA:
  - Part A providers should submit claim adjustments for any claims which are still timely in order to repay an overpayment
  - If you have multiple claim adjustments that can't be made due to timeliness, you may submit a single voluntary refund form with one spreadsheet of all the claims that require adjustment
  - We encourage one check to cover all of the adjustments if there are multiple claim adjustments associated with the voluntary refund
    - This is for MSP and non-MSP

# CREDIT BALANCE REPORTS

- Upon cutover to Palmetto GBA, providers should use eServices to submit CMS-838 credit balance reports:

The screenshot displays the Palmetto GBA eServices portal. At the top, there is a navigation bar with links for Home, Claims, Remits, Eligibility, Financial Tools, Messages, Forms, Support, Admin, and My Account. Below the navigation bar, there is a status bar indicating "You have 0 unread message(s) and 0 alerts." and a "Go To page" dropdown menu set to "Select Form".

The main content area is titled "Medical Credit Balance Report". Below the title, there is a paragraph of instructions: "The CMS-838 Credit Balance Report Form must be an attachment to this submission and be completed in full. This will include the provider name, 6 digit provider number, calendar quarter end, signature of officer or administrator, date signed, and name and phone number of contact person. Also, indicate if the provider is low utilization, if a detail page is attached, or if there are no credit balances to report for the given quarter. If a fully completed, correct CMS-838 form is not attached, Medicare payments may be withheld until a correct report is received."

Below the instructions, there is a section titled "Provider Information" with five input fields: "Contract/Region:", "Provider Name:", "Provider Number (PTAN):", "National Provider Identifier (NPI):", and "Tax ID Number:". A red oval highlights this section. The Palmetto GBA logo is visible in the bottom right corner of the form area.

# AUDIT & REIMBURSEMENT

Krisdee Foster  
Senior Provider Relations  
Representative  
Provider Outreach & Education

# AUDIT & REIMBURSEMENT

- Cost reports should continue to be submitted to Cahaba GBA until your cutover date
- Upon cutover to Palmetto GBA, providers should submit cost reports via the eServices portal:

Home Claims Remittance Eligibility Financial Tools Messages Forms Support Admin My Account

Get Status You have 0 unread message(s) and 0 alerts. Help Go To page Select Form

Contract Id: 11501

### Secure Forms

Welcome to secure forms. You can now submit forms to Palmetto GBA securely through OPS. You may attach up to five PDF attachments to each form. Each attachment can be up to 5MB in size. The forms and attachments are automatically entered into our workflow. This makes form processing more efficient and cost effective.

To begin, please select an answer to the questions from the drop-down selections below. Based upon the answer given for each of the questions, the available form(s) will appear at the bottom of this box. At this time, only Appeals forms are available.

Select a Topic: Audit and Reimbursement

Select a Type\*: Cost Report Form

Cost Report : AR-J11-A-7000

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# PROVIDER ENROLLMENT

Krisdee Foster  
Senior Provider Relations  
Representative  
Provider Outreach & Education

# PROVIDER ENROLLMENT

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- Provider enrollment applications and enrollment changes should be made through Cahaba GBA until your cutover date
- Upon cutover to Palmetto GBA it is our expectation that all enrollment applications and revalidations will be performed through the Provider Enrollment Chain and Ownership System (PECOS)

# APPEALS – FIRST LEVEL REDETERMINATION

Krisdee Foster  
Senior Provider Relations  
Representative  
Provider Outreach & Education

# APPEALS – FIRST LEVEL REDETERMINATION

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- All first level redeterminations should continue to be submitted to Cahaba GBA until you are notified to send them to Palmetto GBA
- The timeliness standards for both provider submission and contractor processing will remain unchanged
- Providers should continue to contact Cahaba GBA about their appeal status for first level redeterminations until the cutover



# APPEALS – FIRST LEVEL REDETERMINATION

- Upon cutover to Palmetto GBA providers should begin submitting first level redeterminations through the eServices portal

The screenshot displays the Palmetto GBA eServices portal interface. At the top, a navigation bar includes links for Home, Claims, Remittance, Eligibility, Financial Tools, Messages, Forms, Support, Admin, and My Account. Below the navigation bar, there is a 'Get Status' button and a notification box stating 'You have 0 unread message(s) and 1 alerts.' A 'Help' button is also present. The main content area is titled 'Redetermination: First Level Appeal - JM Part B'. It is divided into two sections: 'Provider Information' and 'Requestor Information'. The 'Provider Information' section includes fields for Contract/Region, Provider Name, National Provider Identifier (NPI), Provider Address 2, Provider State (a dropdown menu), Provider Phone Number, Provider Number (PTAN), Provider Address 1, Provider City, Provider Zip Code, and Tax ID. The 'Requestor Information' section includes fields for Requestor Name and Requestor Phone Number, with a checkbox option for 'Same as Provider Phone Number'.

# CONTACT INFORMATION

Tammy Tucci  
Manager  
Provider Outreach & Education


# eSERVICES

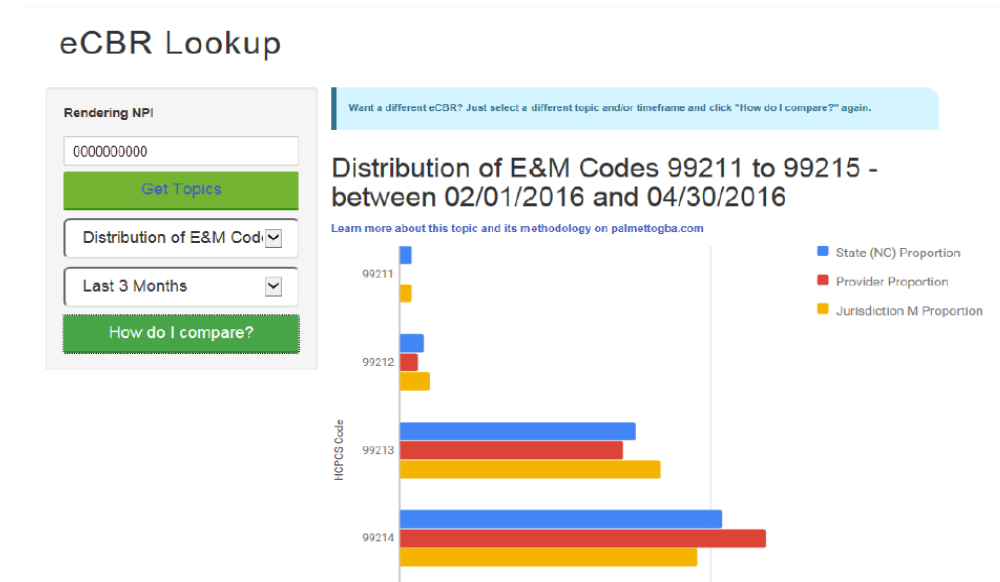
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- Our preferred mechanism for interacting with Palmetto GBA to:
  - Check eligibility
  - Claims status
  - Submit cost reports
  - Respond to Additional Documentation Requests
  - Submit First level Redeterminations
- All providers currently enrolled in Cahaba InSite will be auto-enrolled in eServices upon cutover
- Manage your Medicare Information



# eCBR

- Electronic Comparative Billing Reports (eCBR) 
- An educational tool for providers to use in order to provide insight into your billing patterns and utilization of services in comparison to your peers



# eREVIEW

- Electronic Utilization (eUtilization) reports: shows rendering and ordering/referring providers when and by whom their NPI is being used for billing Medicare services
- Electronic Audits (eAudits): access personal audit results for claims which have been chosen for Complex Medical Review by various Medicare review contractors



eCBR eUtilization eAudit

Electronic Audit (eAudit) reports offer a dashboard of audit results for claims which have been sampled by review contractors for Complex Medical Review. eAudit gives providers the opportunity to see what claims may be pending a complex medical review currently and the results of any recent medical review activities. This information can be used for self-assessment of provider performance on Medicare audits utilizing the dashboard containing common denial reasons. The tool currently features CERT contractor claim reviews and JM MAC Medical Review with JM Appeal results coming soon.

Please be aware this data represents Medical Review decisions at the time of review. These decisions may not be final in system and adjudication may be impacted by other system edits.

AUDIT TYPE:

MAC Medical Review Status
CERT Claim Review Status

# MEDICARE BENEFICIARY IDENTIFIER (MBI) LOOK-UP TOOL

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- In the future providers will access the beneficiary MBI in the eServices secure portal at: <https://palmettogba.com/eservices>
- This will give providers a mechanism to access a beneficiary's MBI without disrupting workflow

# JJ TRANSITION INQUIRIES

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- Our preferred mechanism is submitting them via social media by tagging us at our Twitter or Facebook page:

Twitter



@PalmettoGBA

@PalmettoGBA\_JJA

@PalmettoGBA\_JJB

Facebook



Facebook.com/PalmettoGBA

- Questions can also be submitted via email to [JJTransition@PalmettoGBA.com](mailto:JJTransition@PalmettoGBA.com)
- Transition hotline number is: **888-289-0710**

# JJ CONTACT INFORMATION

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- We will transition the Cahaba GBA Provider Contact Center (PCC) number, so there will be no change in the toll-free number
- There will be one toll-free number
  - The EDI and Telephone Re-openings (Part B only) will also use the same number
- Hours of operation will be 8 a.m. to 6 p.m. EST
- Please remember that until notified by Cahaba GBA, you should continue to direct your requests and inquiries to them for timely completion



# WEBSITES

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- We currently have a transition webpage
  - [www.palmettogba.com/jjtransition](http://www.palmettogba.com/jjtransition)
  - Secure webchat will be coming soon
- We have created short links to your line of business home page for use upon cutover:
  - [www.palmettogba.com/jja](http://www.palmettogba.com/jja)
  - [www.palmettogba.com/jjb](http://www.palmettogba.com/jjb)
  - **NOTE:** We encourage you to update your favorites and bookmark them upon cutover
- You can also visit the Palmetto GBA website at [www.palmettogba.com/medicare](http://www.palmettogba.com/medicare) and select the appropriate contract page from this link

# SOCIAL MEDIA

## Twitter Handles



@PalmettoGBA

@PalmettoGBA\_JJA

@PalmettoGBA\_JJB

@BeyondDX

## YouTube Channels



[Palmetto GBA](#), [PalmettoGBAEdu](#)

## LinkedIn



## Facebook



@PalmettoGBA, LLC

## Blogs

[Going Beyond Diagnosis](#)

# SOCIAL MEDIA

- #AskPaulMetto
- #WheresPaulMetto



# OUTREACH & EDUCATION

Tammy Tucci  
Manager  
Provider Outreach & Education

# OUTREACH & EDUCATION

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- The Provider Outreach and Education department (POE) educates providers and their staff regarding the fundamentals of the Medicare program
  - National and local policies
  - Procedures
  - New Medicare initiatives
  - Significant changes to the Medicare program
  - Issues identified through data analysis
- Palmetto GBA offers education to the providers through a variety of methods including teleconferences, online webcasts, Web-based training, videos and face-to-face education
  - Scheduled events are posted to the Event Registration Portal

# JJ MONTHLY TRANSITION CALLS

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- No registration is required
  - **November 14, 2017**  
11 a.m. to 12 p.m.ET  
Participant Toll-Free Dial-In Number: (877) 789-3907  
Conference ID: 92024282
  - **December 5, 2017**  
11 a.m. to 12 p.m.ET  
Participant Toll-Free Dial-In Number: (877) 789-3907  
Conference ID: 92155253
  - **January 9, 2018**  
11 a.m. to 12 p.m.ET  
Participant Toll-Free Dial-In Number: (877) 789-3907  
Conference ID: 92164083
  - **February 6, 2018**  
11 a.m. to 12 p.m. ET  
Participant Toll-Free Dial-In Number: (877) 789-3907  
Conference ID: 92040243

# EVENT REGISTRATION PORTAL

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- Every user will need to create a user profile
- Once created, you must login to the system in order to be able to register for events
- For more information, check out our [Navigating Palmetto GBA's Event Registration Portal](#) job aid

# EVENT REGISTRATION PORTAL

Welcome Guest User | Palmetto GBA Medicare

**PALMETTO GBA**  
A CELERIAN GROUP COMPANY

EVENT REGISTRATION PORTAL

HOME PAST EVENTS CALENDAR LOGIN

Create Profile  
Reset Password

## Welcome to Palmetto GBA Event Registration Portal

Palmetto GBA is excited to announce this portal as our one-stop shop for all Palmetto GBA hosted events. Replacing the Workshops database was designed with a more intuitive event registration process and a user-friendly layout. To register for an event, first use your Event Registration Portal user name and password to login, then select the event you want to register for. New users must create a profile before registering. [Read More](#) for additional registration instructions.

Contract: **Select a**

Event	Date	Time	Type	Actions
<a href="#">Chiropractic Services: Documentation Guidelines and Tips for Preventing Errors Webcast</a> Join on as we address the documentation guidelines published by Medicare along with valuable tips for preventing documentation errors. <i>Registration Deadline: 02/26/2013</i>	02/26/2013	12:00 PM - 01:00 PM	Webinar	
<a href="#">Chiropractic Services: Documentation Guidelines and Tips for Preventing Errors Webcast</a> Join on as we address the documentation guidelines published by Medicare along with valuable tips for preventing documentation errors. <i>Registration Deadline: 02/26/2013</i>	02/26/2013	03:00 PM - 04:00 PM	Webinar	
<a href="#">2013 J11 Part A Medicare Workshop Series</a>	03/01/2013 - 08/31/2013		Series	



# SELF-PACED LEARNING

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- Self-paced learning includes:
  - Encore presentation webcast library
  - Computer based training modules

palmettogba.com / JM Part A / Learning Education / Self-Paced Learning / Interactive Tools and Modules /

## Provider Enrollment Training Modules


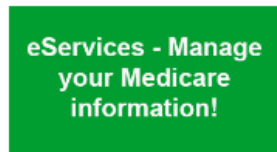

[Bookmark](#) [Email](#) [Print](#) [AA Font -](#) [AA Font +](#) [f](#) [t](#) [in](#)

Palmetto GBA developed a Provider Enrollment educational series. The following training modules are available:

- [Provider Enrollment 101 Module](#)
- [Provider Enrollment – PECOS Module](#)
- [Provider Enrollment - CMS-855A Module](#)

# VIDEO EDUCATION

- Video education includes:
  - Instructional videos
  - Recorded webcasts posted to our YouTube channel, [PalmettoGBAEdu](https://www.youtube.com/channel/UCGm11111111111111111111)

	<p><b>eServices eReview: eUtilization and eAudit Video</b> </p> <p>This video demonstrates two eService features:</p> <ul style="list-style-type: none"><li>• Electronic Utilization (eUtilization) reports: shows rendering and ordering/referring providers when and by whom their NPI is being used for billing Medicare services</li><li>• Electronic Audits (eAudits): access personal audit results for claims which have been chosen for Complex Medical Review by various Medicare review contractors</li></ul>	<p><b>Date</b> <b>Published:</b> Sep 6, 2017 <b>Length:</b> 1:09</p>
	<p><b>eServices - Manage your Medicare information!</b></p> <p> Looking for a faster way to manage your Medicare information? Consider eServices! Whether you are interested submitting appeals, voluntary refunds or checking eligibility, eServices has something for everyone!</p>	<p><b>Date</b> <b>Published:</b> Dec 2, 2016 <b>Length:</b> 1:47</p>

# ASK THE CONTRACTOR TELECONFERENCE (ACT)

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- Teleconferences (ACTs) are intended to open the communication channels between providers and Palmetto GBA, which allows for timely identification of problems and information-sharing in an informal and interactive atmosphere
  - Teleconferences held at least quarterly
  - Scheduled ACT teleconferences are available on the Palmetto GBA website by Line of Business (LOB) under Learning and Education

# PROVIDER OUTREACH & EDUCATION ADVISORY GROUP (POE-AG) MEETINGS

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- Outreach and Education Advisory Groups (POE-AGs) have been established as forums for Palmetto GBA to solicit input and feedback from the provider communities on various topics such as provider education materials; tentative dates and locations for education workshops or events; and particular topics of interest or concern
- The POE-AG meets quarterly to solicit input and feedback regarding the issues outlined above
  - POE-AG membership will remain the same as we transition to JJ
  - POE-AG meeting schedule is available on the website for each LOB
  - Membership drives are conducted periodically by Palmetto GBA
    - If you are interested in being an active participant, please be sure to complete and submit the POE-AG membership form

# QUARTERLY UPDATE WEBCASTS

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- These 60-minute webcasts are designed to provide pertinent updates, changes and reminders to assist the provider community in staying compliant with Medicare rules and regulations and include:
  - Any new billing regulations
  - Hot topics that impact provider billing
- Offered every quarter

# HOW TO STAY INFORMED

Tammy Tucci  
Manager  
Provider Outreach & Education

# PALMETTO GBA LISTSERV E-MAIL UPDATES

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- Be sure that you register for listserv email updates from Palmetto GBA
- Providers currently registered to receive Cahaba GBA's listserv will be auto-enrolled in Palmetto GBA's listserv
- This is a **must** so you can stay updated with the latest information from CMS and Palmetto GBA including:
  - Policy changes
  - LCD updates
  - Educational opportunities
  - Claims Processing and Payment Issues (CPIL)

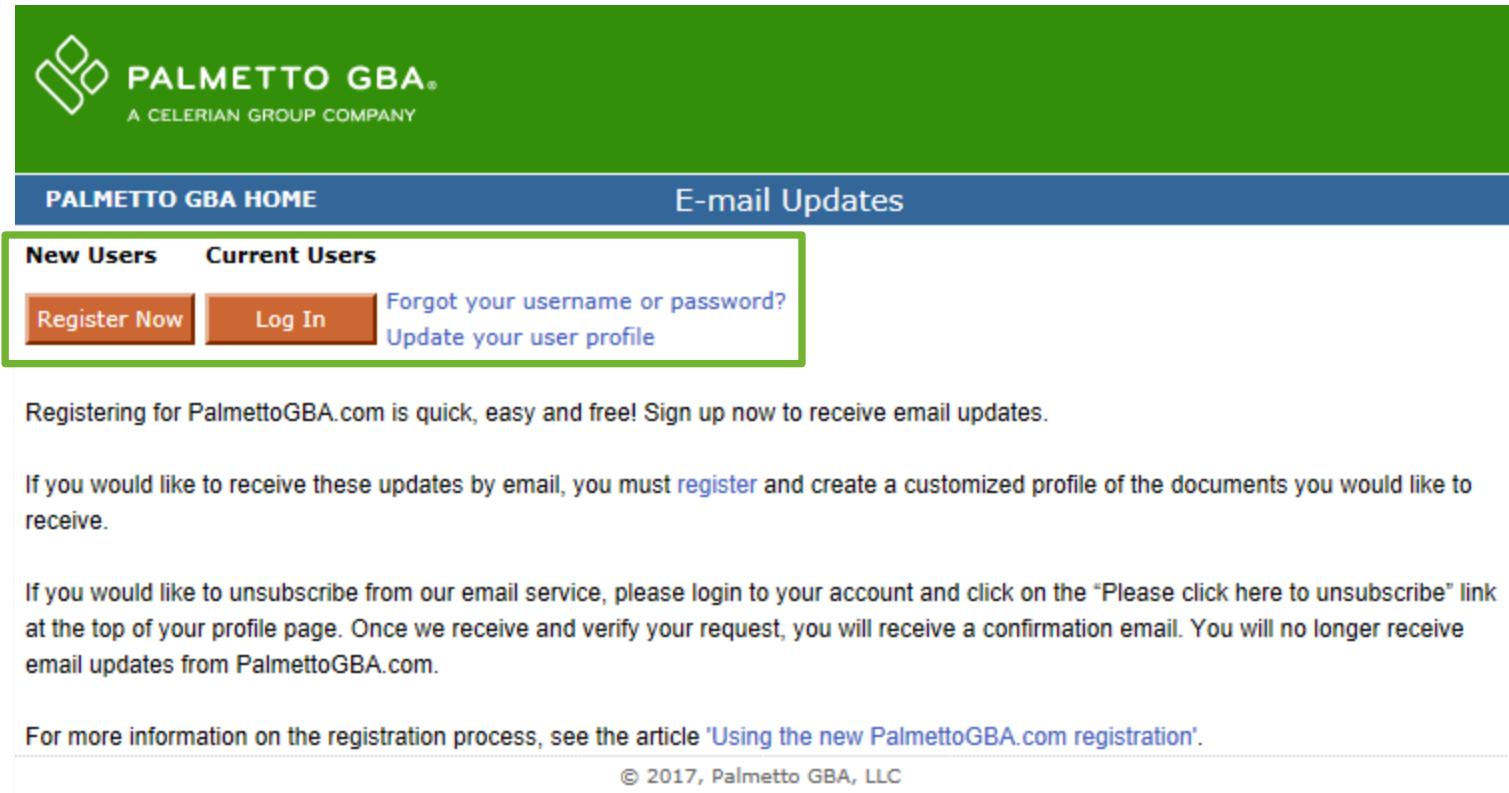
# HOW TO REGISTER FOR THE LISTSERV

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- Select **listserv** at the top of the page on the Palmetto GBA website
  - Complete the Registration page
  - Create a customized profile
  - Create a unique password and username
- After registering
  - E-mail confirmation sent



# LISTSERV E-MAIL UPDATES



The screenshot shows the Palmetto GBA website header with the logo and tagline "PALMETTO GBA. A CELERIAN GROUP COMPANY". Below the header is a navigation bar with "PALMETTO GBA HOME" and "E-mail Updates". A green-bordered box highlights the user options: "New Users" and "Current Users". Under "New Users" are buttons for "Register Now" and "Log In". Under "Current Users" are links for "Forgot your username or password?" and "Update your user profile".

**PALMETTO GBA HOME** **E-mail Updates**

**New Users** **Current Users**

[Register Now](#) [Log In](#) [Forgot your username or password?](#)  
[Update your user profile](#)

Registering for PalmettoGBA.com is quick, easy and free! Sign up now to receive email updates.

If you would like to receive these updates by email, you must [register](#) and create a customized profile of the documents you would like to receive.

If you would like to unsubscribe from our email service, please [login](#) to your account and click on the "Please click here to unsubscribe" link at the top of your profile page. Once we receive and verify your request, you will receive a confirmation email. You will no longer receive email updates from PalmettoGBA.com.

For more information on the registration process, see the article '[Using the new PalmettoGBA.com registration](#)'.

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# LISTSERV E-MAIL UPDATES

**PALMETTO GBA.**  
A CELERIAN GROUP COMPANY

**PALMETTO GBA HOME**

[New Member Registration](#)

\* - Is a required field

[Our Privacy Policy](#)

**STEP 1 - LOGIN INFORMATION**

Select a user name and password that you will use to log in to the PalmettoGBA.com site.

\*User name  Do not use your e-mail as the user name or password

\*Password  Minimum of 6 characters and case sensitive

\*Confirm Password  Enter your password for validation


**STEP 2 - CONTACT INFORMATION**

\*First Name

Middle Initial

\*Last Name

\*E-mail Address  example: firstname.lastname@palmettogba.com

 You can elect to sign up for Palmetto GBA listservs via e-mail, Twitter or both. To receive your listserv through Twitter, simply sign up them from our [Palmetto GBA Twitter Page](#). Registration is not required.

**STEP 3 - SELECT YOUR SPECIALTIES**

# CLAIMS PROCESSING ISSUES LOG



JM Part A Hub

Topics ▾

Forms / Tools ▾

Education / Events ▾

Search

palmettogba.com / JM Part A / Articles / Claims Payment Issues Log / Current Issues /

## Deductible and Coinsurance Incorrectly Applied to HCPCS Code G0473

Bookmark

Email

Print

AA Font -

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### Issue Identified 10/13/2016:

The current Integrated Outpatient Code Editor (IOCE) is incorrectly applying deductible and coinsurance to the behavioral counseling for obesity HCPCS Code G0473 for dates of service January 1, 2015 and after with bill types 13X and 85X.

### Impact to Providers

There is no action required by the provider.

### Status

**10/16/2017:** The IOCE will be updated in January 2018 to reflect no deductible or coinsurance for HCPCS Code G0473. Mass adjustments will be completed within 60 calendar days after successful implementation of the January 2018 IOCE update.

### 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.



# QUESTIONS & OPEN DISCUSSION