



PALMETTO GBA®
A CELERIAN GROUP COMPANY



PALMETTO GBA®
eServices

Registration

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Registration

How do providers register for eServices?

You can participate in eServices if you have a signed Electronic Data Interchange (EDI) Enrollment Agreement on file with Palmetto GBA. Only **one** provider administrator per EDI Enrollment Agreement may register for eServices. The provider administrator may then grant access to the different features of the application to their associates, who are provider users. The provider administrator also has the ability to assign additional provider administrators by selecting the Admin permission for the user. If you are a provider user, you must contact the provider administrator for your provider to request access to the system.

It's easy to register. Just go to the eServices link from PalmettoGBA.com as seen in **Figure 1: eServices Registration Screen**, where you'll see the eServices introduction screen.

You must enter the information listed below to register:

- Provider name
- Contact name (The person assigned to this user ID)
- Email address
- Phone number
- Extension
- Provider, billing service or clearinghouse indicator
- Provider Transaction Account Number (PTAN)
- National Provider Identifier (NPI)
- Tax ID. Also known as a Tax Identification Number (TIN)
- Most recent Medicare payment amount received or access code.
 - If you have several payments received in one day, use the amount related to the highest check number.
- Line of business: choose from drop-down selections
- Billing service/clearinghouse information, if required

Table 1: Register Each PTAN/NPI Combination Separately Note

NOTE	You must register each PTAN/NPI combination separately. If you have multiple NPIs associated with a PTAN, you must register each PTAN/NPI combination. Each combination will have a unique user ID.
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eServices Registration

[Return to Login](#)

Provider Name:

Contact Name: Last First

E-mail Address:

Re-enter Email Address :

Phone Number :

Extension :

I am/work for :

PTAN: [\(Click here to learn more.\)](#)

NPI: [\(Click here to learn more.\)](#)

Tax ID:

Line of Business:

Most Recent Medicare Payment Amount Received or Access Code: [\(Click here to learn more.\)](#)

Billing Service/ClearingHouse Name :

Company Address 1 :

Company Address 2 :

Company City :

Company State :

Company Zip Code :

I agree to the [Terms of Use](#).


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Figure 1: eServices Registration Screen

If you have entered registration information in an incorrect format, the eServices application will display an error message in red at the top of the screen. Carefully read that error message and enter the information again.

- If the information you enter matches the information on file with Palmetto GBA, you will be able to choose a password and security questions and answers. Refer to **[Registration – Setting Password and Security Questions](#)** in this document for information on updating passwords and security questions.

You must also agree to the Terms of Use to register.



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- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

The Centers for Medicare and Medicaid Services (CMS) maintains ownership and responsibility for this computer system and has allowed Palmetto GBA to provide the services of this system. Users of Palmetto GBA's eServices application must adhere to CMS information security policies, standards and procedures.

Your usage of eServices may be monitored, recorded and audited. Your use of this information system established your consent to any and all monitoring and recording of your activities. Unauthorized use is prohibited and subject to criminal and civil penalties.

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By signing this agreement, the user acknowledges they understand and accept responsibility for all of the Terms of Use and Conditions, including the Rules of Behavior, identified in this material.

This page was last reviewed/updated on 8/13/2019.

I agree

Submit

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Figure 2: Terms and Conditions Screen and Agree and Submit Boxes

Once this is completed, you will receive an email at the email address you registered. You must access the email and click on the validation link. Refer to **Figure 5: eServices Profile Verification Email** located in this document to view an example of a validation email.

- If you do not click on the validation link and you try to log in, you will see the profile screen where you can update or correct your email address and submit.
- If your email address is correct, you may click on the link to request a new email.

Please make sure your email address is correct on your profile before calling Palmetto GBA for assistance.

- If you are sure your email address is correct, but you do not receive your email, your company's email security settings may need to be updated to allow incoming emails from Palmetto GBA.

The email address you will be receiving the validation email from is: ops.no.reply@palmettogba.com.

Each user of eServices must have a unique user ID and password. This means that we expect each user to have a legitimate first and last name.

Table 2: No Generic User Names Note

NOTE	Generic user names (first and last names) are <i>not</i> permitted. Each user of eServices must have a unique user ID and password. This means that we expect each user to have a legitimate first and last name.
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Generic first and last names are not permitted.

Examples of generic user names are:

- Front Desk
- Account Coordinator
- Billing Department
- User A
- Name of provider office.

No sharing of user IDs and passwords is permitted. Palmetto GBA will delete, without notice, any user names we find that are generic.

How do I find out my PTAN?

You must have a Provider Transaction Account Number (PTAN) to register for eServices. Palmetto GBA cannot release patient or provider specific information if you do not identify yourself with your PTAN. You may access the National Plan & Provider Enumeration System (NPPES) [NPI Registry](#) to search for the PTANs listed for your office.

How do I find out my NPI?

You must have a National Provider Identifier (NPI) to register for eServices. Palmetto GBA cannot release patient or provider specific information if you do not identify yourself with your NPI. You may access the NPPES [NPI Registry](#) to search for the NPIs listed for your office.

How do I find out my tax identification number (TIN)?

You must have a tax identification number (TIN) to register for eServices. Palmetto GBA cannot release patient or provider specific information if you do not identify yourself with your TIN. It is referred to as the tax ID on the registration page of eServices. If you do not know your tax ID, check with your administrative office or refer to your tax records.

How do I obtain my access code?

Brand new providers who submit a current EDI enrollment agreement will receive an email with the access code upon processing the EDI agreement. The access code may be used to complete the registration in the eServices portal. On the Registration page, providers can either register with the last Medicare check amount received or access code. Once the access code is validated along with the provider information, users may continue the registration process.

Registration – Setting Password and Security Questions

How to select a password.

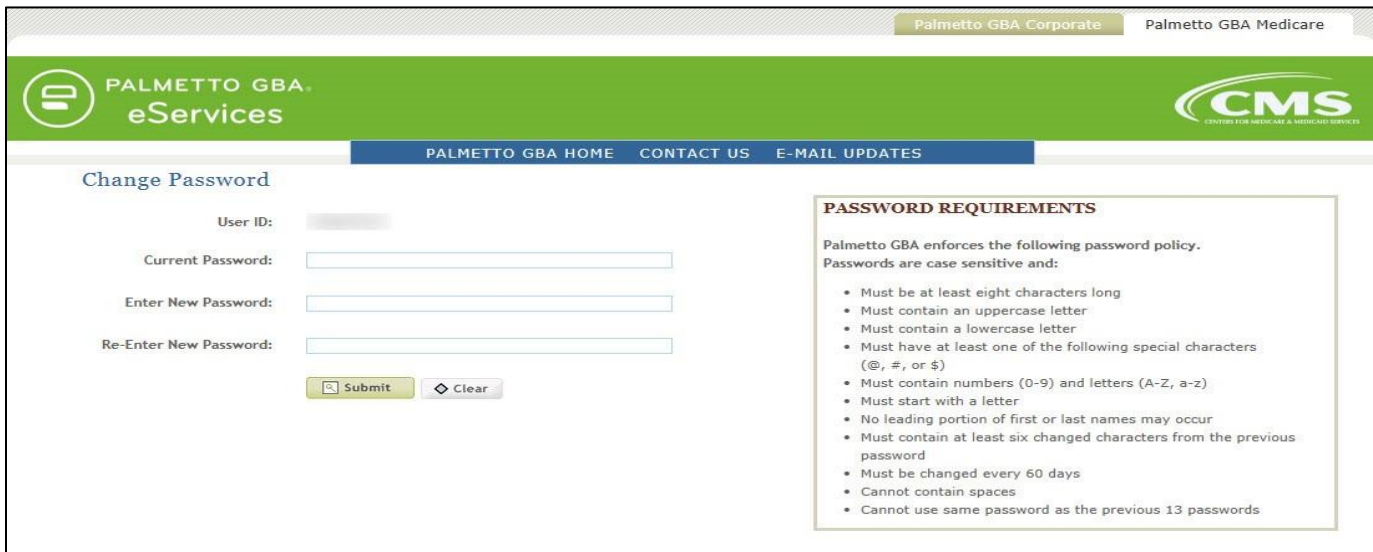
You will automatically be assigned a user ID in a format defined by the Centers for Medicare and Medicaid Services (CMS). You will be allowed to choose your own password. Your password is case sensitive and:

- Must be at least eight characters long
- Must contain an uppercase letter
- Must contain a lowercase letter
- Must have at least one of these special characters (@, #, or \$)
- Must contain numbers (0-9) and letters (A-Z, a-z)
- Must start with a letter
- No leading portion of first or last names may occur
- Must contain at least six changed characters from the previous password
- Must be changed every 60 days
- Cannot contain spaces
- Cannot use same password as the previous 12 passwords

More secure passwords are those which are based on pass phrases and/or non-dictionary words (including 'nonsense' words), combined with obscure character substitutions.

Use the following guidelines to protect your password and your information:

- Don't use something easily identifiable such as your birthday, child's birthday, phone number or street address
- Don't use letters or numbers that are near each other on the keyboard (e.g., HJKL) or appear in a logical sequence (e.g., 123456 or ABCDEFG)
- Don't ever share your password with anyone else
- Don't leave your password written down in any place where someone could find it
- If you absolutely *must* write down your passwords, keep them in a secure, locked place
- If your browser supports password storage, you may want to disable this feature for security purposes
- Don't leave the eServices system accessible on your computer when you are away from the computer
- Log off and close your browser each and every time you exit the system



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Change Password

User ID:

Current Password:

Enter New Password:

Re-Enter New Password:

PASSWORD REQUIREMENTS

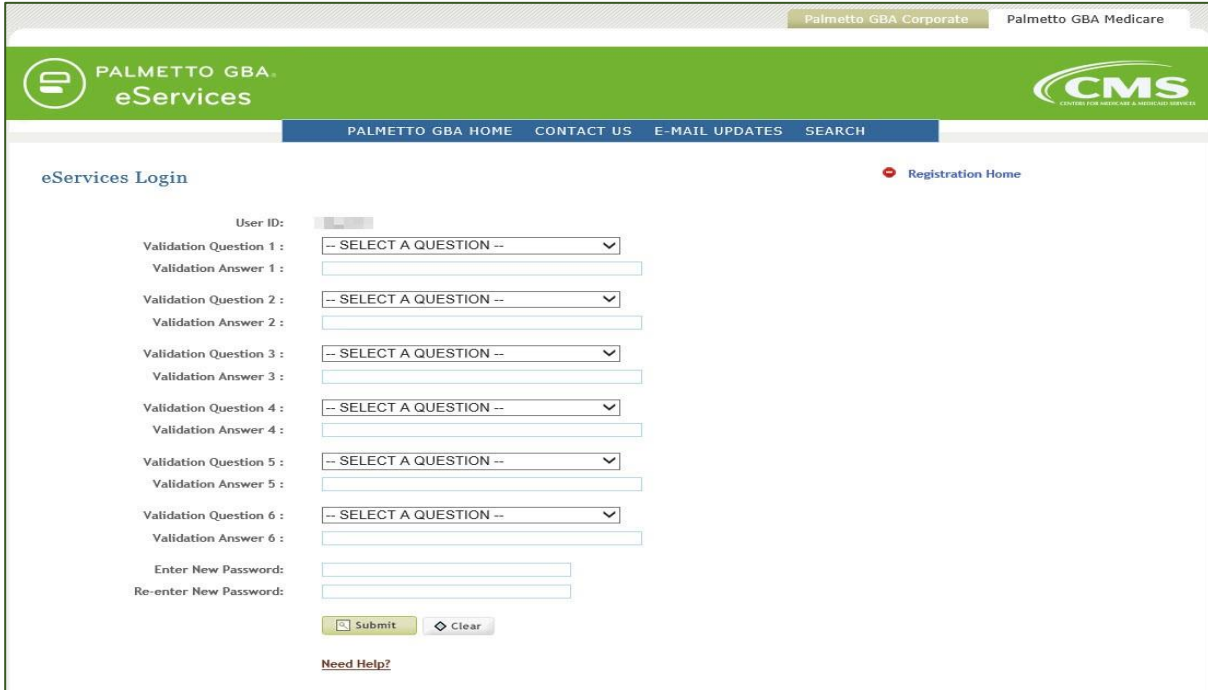
Palmetto GBA enforces the following password policy. Passwords are case sensitive and:

- Must be at least eight characters long
- Must contain an uppercase letter
- Must contain a lowercase letter
- Must have at least one of the following special characters (@, #, or \$)
- Must contain numbers (0-9) and letters (A-Z, a-z)
- Must start with a letter
- No leading portion of first or last names may occur
- Must contain at least six changed characters from the previous password
- Must be changed every 60 days
- Cannot contain spaces
- Cannot use same password as the previous 13 passwords

Figure 3: Password Change Screen

How to select security questions.

You have several questions from which to choose. Answers to your security questions are case sensitive and include spaces. Enter your answers carefully. You must answer these questions exactly as they were entered to change your password or reset your password if you cannot remember it. You can verify or change your security questions and answers through your My Account tab once you are logged in.



The screenshot displays the Palmetto GBA eServices Login page. At the top, there are navigation links for "Palmetto GBA Corporate" and "Palmetto GBA Medicare". The main header includes the Palmetto GBA eServices logo and the CMS logo. Below the header is a navigation bar with links for "PALMETTO GBA HOME", "CONTACT US", "E-MAIL UPDATES", and "SEARCH". The main content area is titled "eServices Login" and features a "Registration Home" link. The form includes a "User ID:" field, followed by six "Validation Question" dropdown menus, each with a corresponding "Validation Answer" text input field. Below these are fields for "Enter New Password:" and "Re-enter New Password:". At the bottom of the form are "Submit" and "Clear" buttons, and a "Need Help?" link.

Figure 4: Validation Questions Choice and Password Screen

Did not receive a validation email?

Once you register or update your profile, you will receive an email with a link to validate your access.

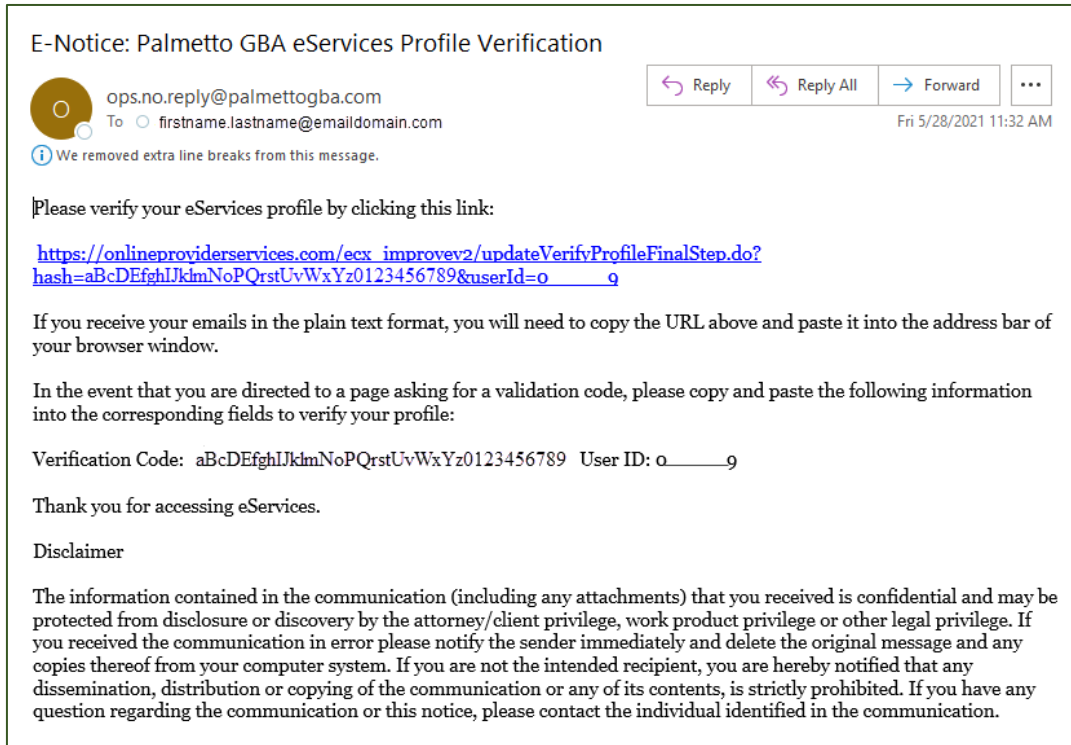


Figure 5: eServices Profile Verification Email

Make sure that you log out of your profile update before clicking on the link in your email. Once this is completed, you will be able to log in to eServices.

- If you do not click on the validation link and you try to log in, you will see your profile screen where you can update or correct your email address and submit.
- If your email address is correct, you may click on the link to request a new email.

Please make sure your email address is correct on your profile before calling Palmetto GBA for assistance.

- If you are sure your email address is correct, but you do not receive your email, your company's email security settings may need to be updated to allow incoming emails from Palmetto GBA.

The email address you will be receiving the validation email from is ops.no.reply@palmettogba.com

- If you experience password errors during the above process, please use the "Forgot Your Password?" link on the login page to reset your password.

Registration Issues – Trouble Shooting Solutions

Having registration trouble?

Only one provider administrator per provider can register for eServices. If an administrator from your office has already registered, please contact that person for access to eServices.

- If you are the provider administrator and your registration information is entered in an incorrect format, the eServices application will display an error message in red at the top of your screen. Carefully read that error message and enter the information again.
- Providers who have a Do Not Forward (DNF) on file with Palmetto GBA will not be able to register until the DNF is lifted.

If you are sure you entered all information correctly and cannot register, make sure you have an EDI enrollment agreement on file with CMS. If you do not, please access the [EDI section](#) of PalmettoGBA.com for helpful articles about how to complete the EDI agreement. If you are sure you have an EDI agreement on file, but still cannot register, please contact your Medicare Contractor.

Receiving error message for No EDI Enrollment Agreement on file. What do I do?

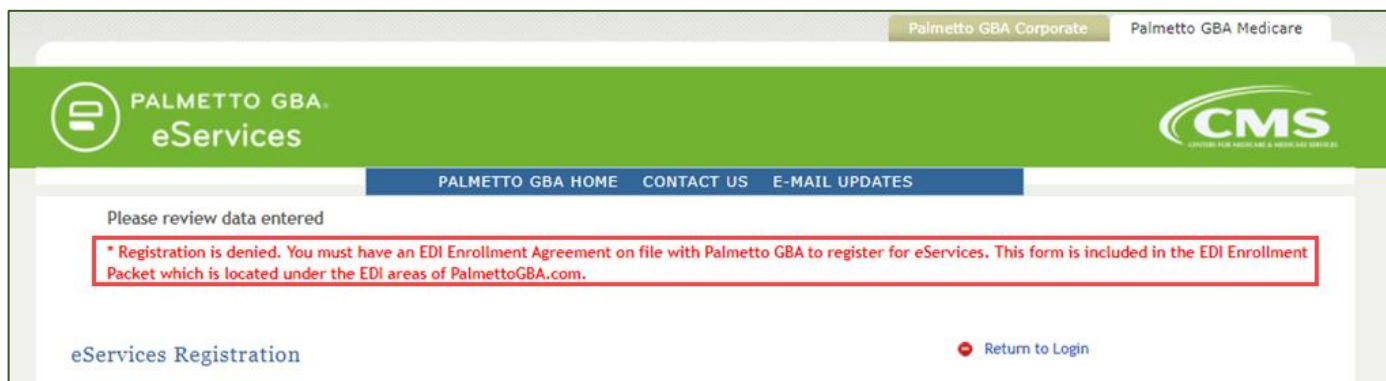


Figure 6: No EDI Enrollment Agreement On File Error Message:

You can participate in eServices if you have a signed electronic data interchange (EDI) Enrollment Agreement on file with Palmetto GBA.

- If you receive an error that you do not have an EDI enrollment agreement on file with Palmetto GBA, please double check your records and make sure you are choosing the line of business that relates to your EDI Enrollment Agreement.

The EDI Enrollment Agreement is a form that is included in the EDI Enrollment Packet which can be located under the [EDI areas](#) of PalmettoGBA.com/Medicare.

Someone from my office has already registered. How do I get access?

You must contact your provider administrator to request access to the system. If you do not know who your provider administrator is, you will want to contact your provider's staff to find out if they have registered to the system and who is the provider administrator.

If you are a provider administrator, you can see who else is designated as provider administrators on the Admin tab.

Acronyms

Acronym	Definition
CMS	Centers for Medicare and Medicaid Services
DNF	Do Not Forward
EDI	Electronic Data Interchange
NPI	National Provider Identifier
NPPES	National Plan and Provider Enumeration System
PTAN	Provider Transaction Account Number
TIN	Tax Identification Number