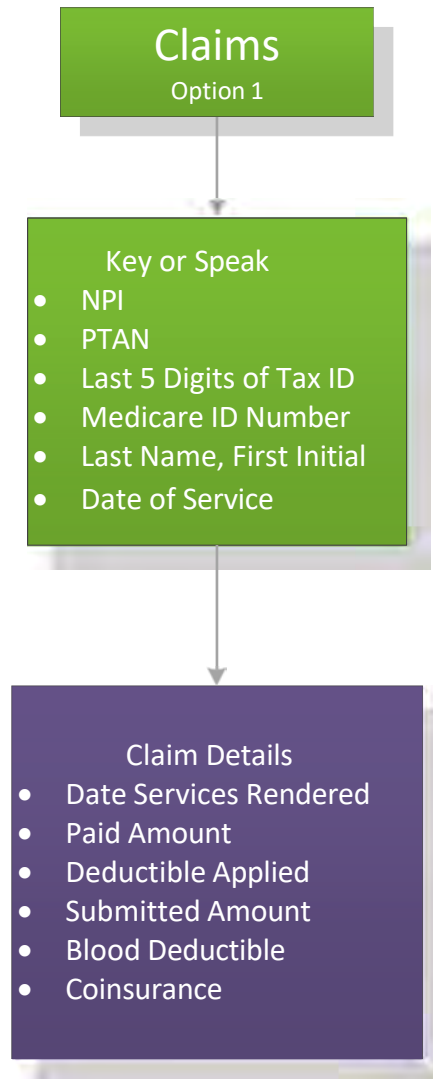


## Main Menu Options

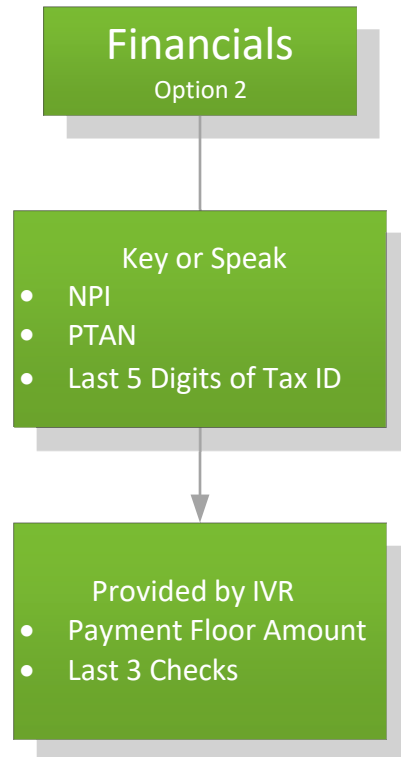




## Eligibility

Option 3

Eligibility is no longer offered in the IVR. Visit the Palmetto GBA website for ways to obtain Eligibility.



## Pt A Redetermination Status Option 4

### Key or Speak

- NPI
- PTAN
- Last 5 Digits of Tax ID
- Medicare ID Number
- Last Name, First Initial
- Date of Service

### Redetermination Status Press or say DCN

- Status (Unfavorable, Pending, Dismissed or Partial Reversal, Full Reversal)
- Redetermination Process

