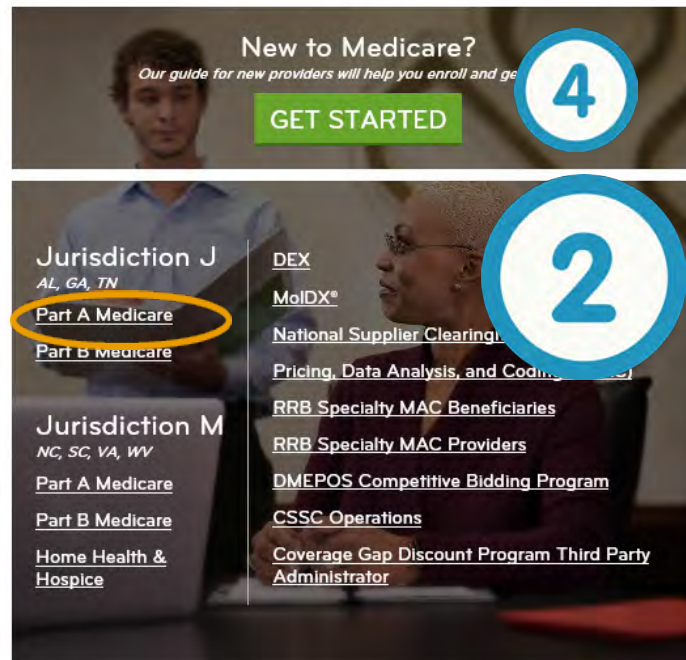
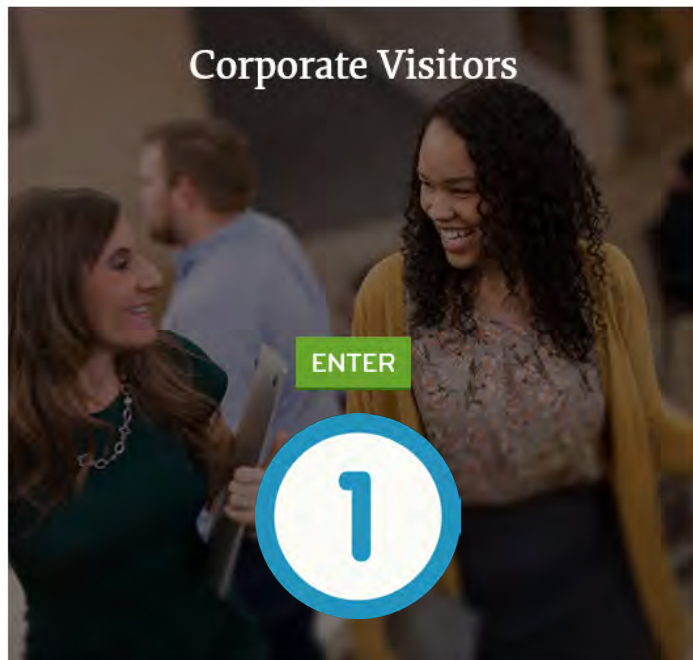


PALMETTO GBA®

A CELERIAN GROUP COMPANY

Website Tutorial

Palmetto GBA Home Page

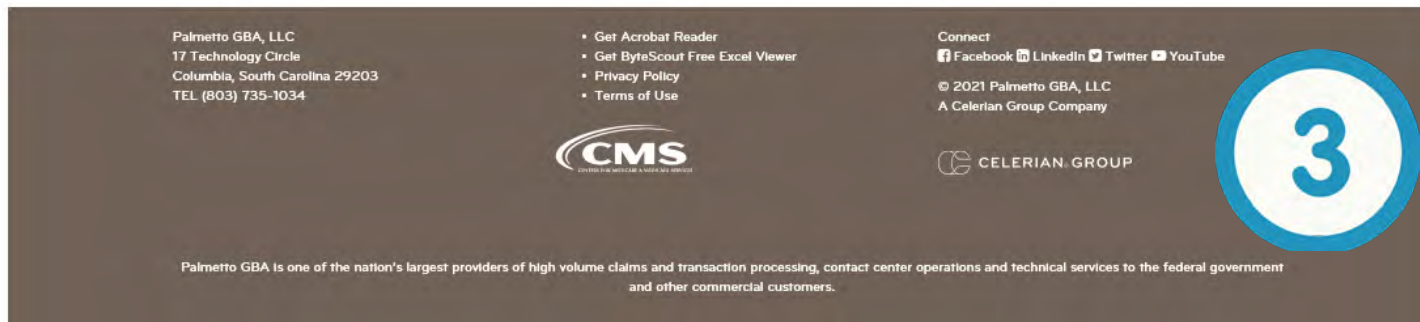


1 About Us
Visit these pages to learn more about our company.

2 Jurisdiction Home Pages
Each Jurisdiction has its own page. Please navigate to your Jurisdiction's page.

3 Additional Services
View additional information and webpages.

4 New to Medicare
A step-by-step guide for providers that are new to Medicare.



Jurisdiction Home Page

The screenshot shows the Jurisdiction Home Page with the following elements:

- 1. Home:** The Palmetto GBA logo and navigation links (Email Updates, eServices Portal, Contact Us) at the top right.
- 2. Main Navigation:** The primary navigation bar with links for Jurisdiction J Part A, Topics, Tools, Forms, Events and Education, and New to Medicare.
- 3. Quick Links:** Three large tiles for COVID-19, ESERVICES PORTAL, and OUTPATIENT DEPARTMENT PA.
- 4. Search:** A search bar with the placeholder text "Search for".
- 5. Top Links:** A vertical sidebar on the left with links for CERT, CLAIMS PAYMENT ISSUES LOG, MBI, and MEDICAL POLICIES.
- 6. Updates and Tools:** A section titled "IMPORTANT UPDATE" containing information about a COVID-19 provider enrollment and accelerated payment telephone hotline.
- 7. Shortcuts:** A section titled "COVID-19 PROVIDER ENROLLMENT AND ACCELERATED PAYMENT TELEPHONE HOTLINE" with details about the hotline and a "Learn More" link.

- 1. Home**
Click the Home icon to go back to the main screen.
- 2. Main Navigation**
 - Allows users to navigate to specific categories under the selected provider types.
- 3. Quick Links**
Access these links to receive Email Updates, contact Palmetto GBA or access the eServices Portal.
- 4. Search**
Search the website.
- 5. Top Links**
These are the most popular links.
- 6. Shortcuts**
Quick access to important features and updates.
- 7. Updates and Tools**
Here you will find important updates as well as helpful tools to improve your experience.

Jurisdiction Home Page

8

Recent News | All News





03/27/2021 COVID-19 Accelerated/Advance Payment Reminder Emails **NEW**
COVID-19: RHC and FQHC Lump Sum Payments **NEW**

03/25/2021 Update to Rural Health Clinic (RHC) Payment Limits **NEW**
Common Working File (CWF) Edits for Medicare Telehealth Services and Manual Update **NEW**
Implementation of Changes in the End-Stage Renal Disease (ESRD) Prospective Payment System (PPS) and Payment for Dialysis Furnished for Acute Kidney Injury (AKI) in ESRD Facilities for Calendar Year (CY) 2021 **NEW**


03/18/2021 Remittance Advice Remark Code (RARC), Claims Adjustment Reason Code (CARC), Medicare Remit Easy Print (MREP) & PC Print Update **NEW**
Quarterly Update for Clinical Laboratory Fee Schedule and Laboratory Services Subject to Reasonable Charge Payment **NEW**
Clinical Laboratory Fee Schedule - Medicare Travel Allowance Fees for Collection of Specimens **NEW**

9

Social Media



Auxiliary Aids & Services
[Information about the availability of auxiliary aids and services](#)



go.cms.gov/mln

11

Chat Now!


10

Contact Palmetto GBA JJ Part A Medicare

Provider Contact Center: 877-567-7271
Email JJ Part A
Contact a specific JJ Part A department

Other Palmetto GBA Sites

Palmetto GBA Home
DMEPOS Competitive Bidding Program
Jurisdiction J Part A MAC
Jurisdiction J Part B MAC
Jurisdiction M Part A MAC
Jurisdiction M Part B MAC
Jurisdiction M Home Health and Hospice MAC
MoIDX
RRB Specialty MAC Providers
RRB Specialty MAC Beneficiaries
National Supplier Clearinghouse MAC
Prior Authorization



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[Privacy Policy](#)
[Site Help](#)
[Legal Disclaimer](#)

- 8 News**
Provides information specific to the Medicare contract.
- 9 Social Media**
Connect with Palmetto GBA on our social media pages.
- 10 Footer**
These important links will be on each webpage regardless of which page you select.
- 11 Chat**
Chat online with a customer service representative when this icon is visible.

Main Navigation and Tools



- 1 Home**
Click the Home icon to go back to the main screen.
- 2 Topics**
Select this tab to view Appeals, Provider Enrollment, and other helpful information.
- 3 Tools**
Select this tab to access helpful tools and training modules.
- 4 Forms**
Select this tab to utilize the form finder and access the documents you need.
- 5 Events**
Find information regarding important and upcoming events.
- 6 New to Medicare**
New providers start here.

Main Navigation and Tools



7 Email Updates
Click here to sign up to receive Email Updates when new or important articles are posted

8 eServices Portal
Click this link to be redirected to our eServices portal.

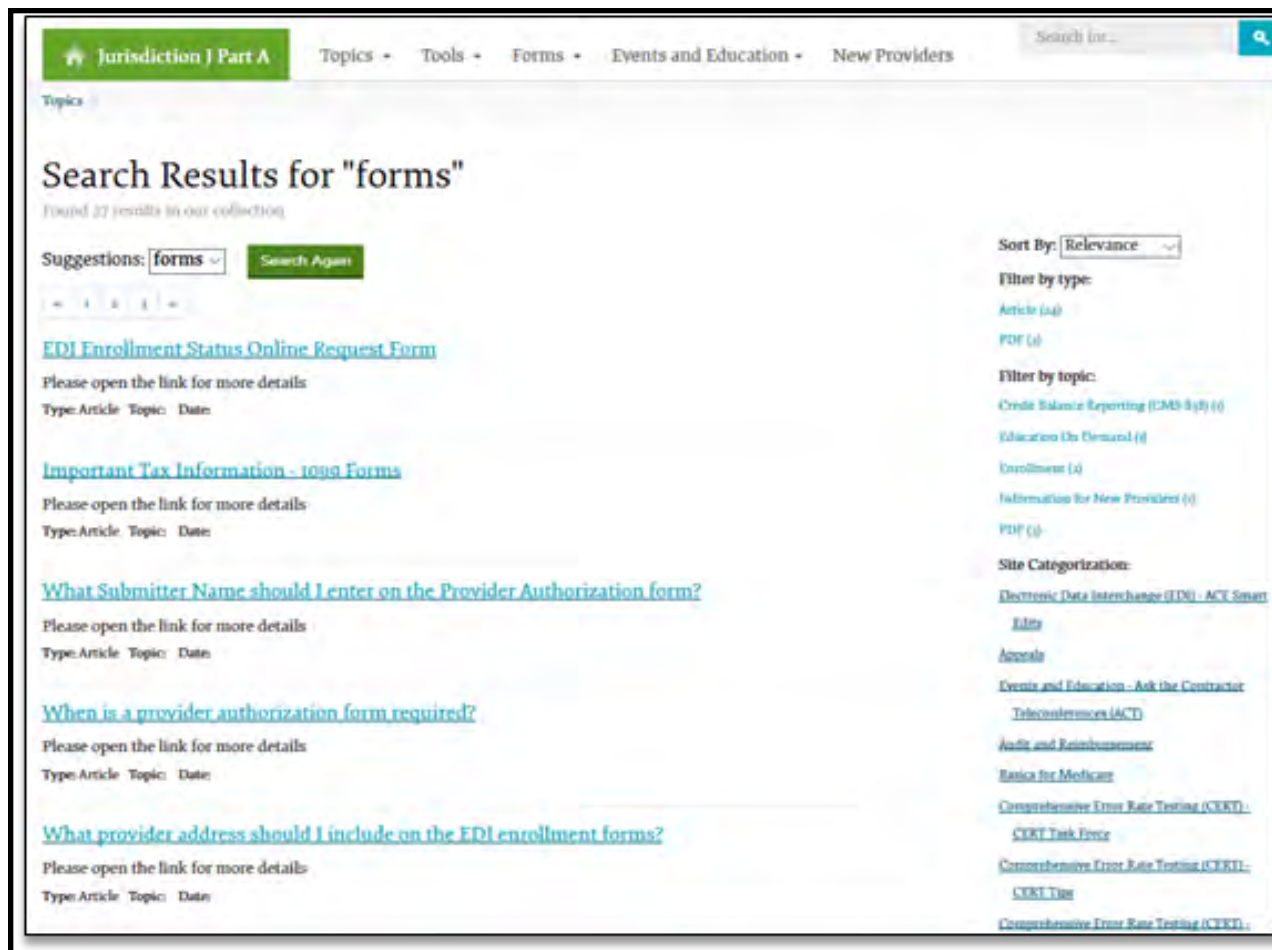
9 Contact Us
Click this link to get in touch with Palmetto GBA.

Other Features



Search

The **Search** box can be found in the upper right corner of each page. Click the field to bring up the **Quick Search** box.



Type in the word or phrase you are looking for and select **Enter** on the keyboard or click the **Search** button to the right. The top articles will be displayed. If these are not what you are looking for, click the blue **More Results** button to be taken to a detailed search page.

Other Features

Subscribe to Email Updates

If you are already subscribed to our listservs and wish to edit the listservs you are subscribed to then please visit our [Change Email Updates Category](#) page.

Subscribing to our email updates is quick, easy and free!

Enter your email address below and select the topics you are interested in receiving updates about . We won't share your email address with anyone, and usually only send one email per day.

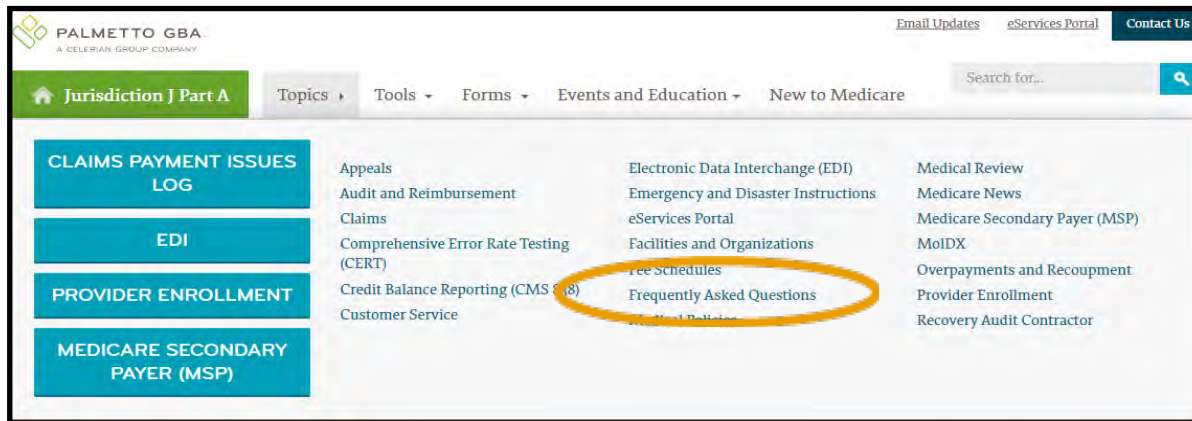
Topic Selection

- ☒ All Jurisdiction J Part A News
- ☒ Ambulance
- ☒ Ambulatory Surgical Center
- ☒ Audit and Reimbursement
- ☒ Clinical Diagnostic Laboratory
- ☒ Community Mental Health Center
- ☒ Comprehensive Outpatient Rehabilitation Facility
- ☒ Electronic Data Interchange (EDI)
- ☒ Federally Qualified Health Center
- ☒ General
- ☒ Hospice
- ☒ Hospital
- ☒ Hospital - Critical Access
- ☒ Independent Diagnostic Testing Facility
- ☒ Long Term Care Hospitals
- ☒ Organ Procurement
- ☒ Outpatient Physical Therapy Facility
- ☒ Religious Non-Medical Health Care Institution
- ☒ Renal Dialysis Facility
- ☒ Rural Health Clinic
- ☒ Skilled Nursing Facility

Email Updates

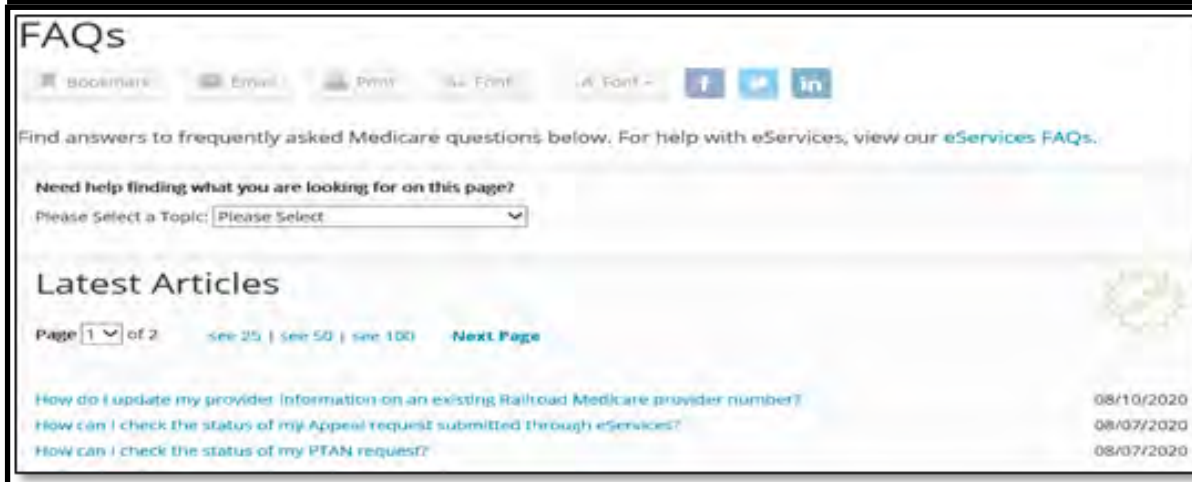
You can sign up to receive important updates and timely information from Palmetto GBA. **Email Updates** will also notify you when one of our help articles is updated. At the top of the jurisdiction home page, sign up in the **Email Updates** box, and select the information you would like to receive. Palmetto GBA sends out **Email**

Other Features



Frequently Asked Questions (FAQ)

View every **FAQ** on one page. First, select **FAQ** from the **Tools** tab.

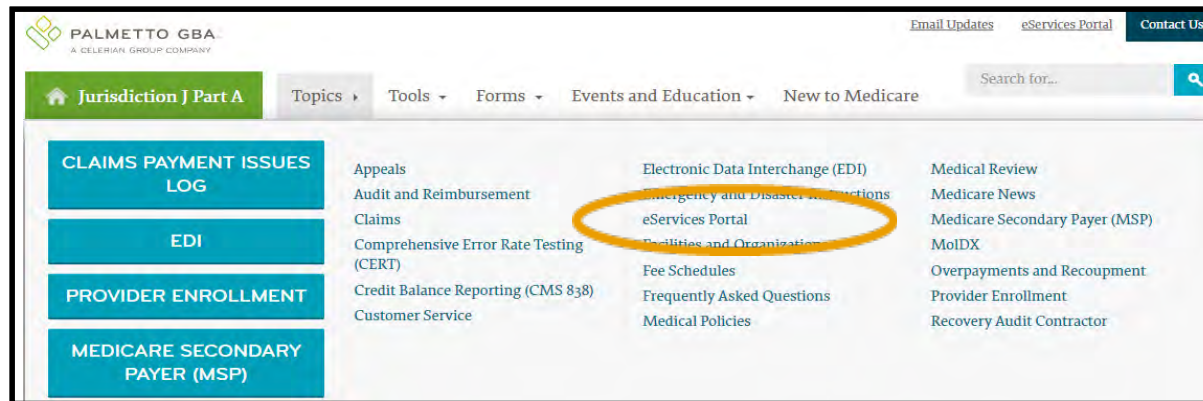


View every **FAQ** on one page. First, select **FAQ** from the **Tools** tab.



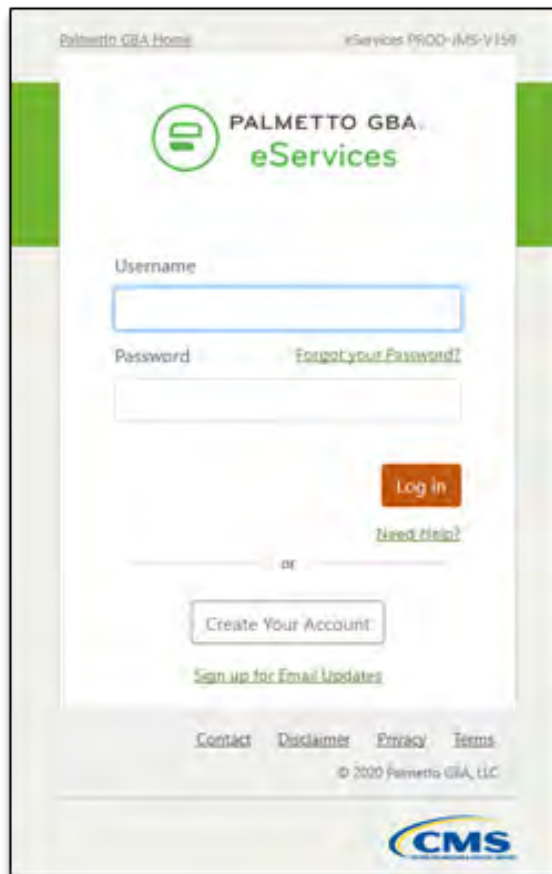
Once you find the **FAQ** you're looking for, click on the link. You will be taken to an expanded view of the question and the response. To find other questions and answers, you can return to the previous page.

Other Features



eServices Portal

To sign up for or access the **eServices portal**, select **eServices Portal** from the **Topics** dropdown menu.



Once at the login screen, either create an account or login with an existing one.