

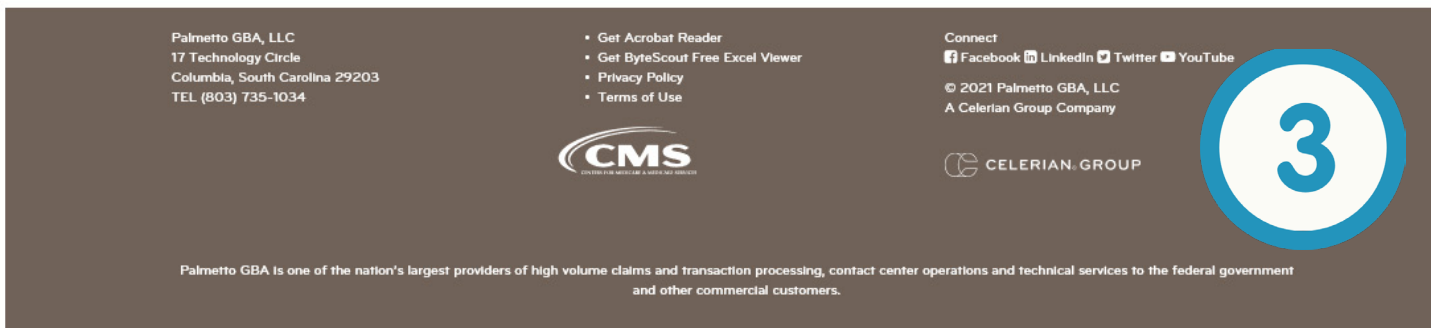
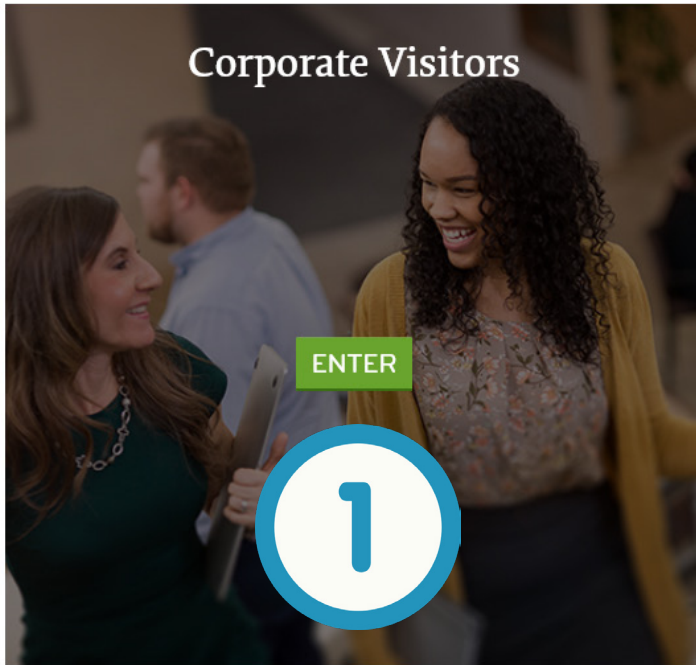


**PALMETTO GBA®**

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 Palmetto GBA website interface. At the top left is the Palmetto GBA logo. The main navigation bar includes 'Jurisdiction J Part B' (with a home icon), 'Topics', 'Tools', 'Forms', 'Events and Education', and 'New to Medicare'. On the right, there are links for 'Email Updates', 'eServices Portal', and 'Contact Us', along with a search bar. The main content area features a large heading 'Jurisdiction J Part B MAC' and a sub-heading 'Part B Providers in Alabama, Georgia and Tennessee'. Below this are four quick links: 'COVID-19', 'AMBULANCE PA', 'OUTPATIENT DEPARTMENT PA', and 'PROVIDER ENROLLMENT'. A vertical sidebar on the left contains links for 'CERT', 'CLAIMS PAYMENT ISSUES LOG', 'FEE SCHEDULES', and 'MEDICAL POLICIES'. A central 'IMPORTANT UPDATE' box contains information about a COVID-19 provider enrollment and accelerated payment telephone hotline. The page is annotated with seven numbered callouts: 1 (Home icon), 2 (Main Navigation), 3 (Quick Links), 4 (Search bar), 5 (Top Links), 6 (Shortcuts sidebar), and 7 (Important Update box).

- 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.

6

# Jurisdiction Home Page

8

## Recent News | All News

- 03/27/2021 COVID-19 Accelerated/Advance Payment Reminder Emails **NEW**  
COVID-19: RHC and FOHC 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](#)



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.

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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- Get Adobe Reader
- Get ByteScout Free MS Excel Viewer
- Privacy Policy
- Site Help
- Legal Disclaimer

3.23.2021 | WCM3

# Main Navigation and Tools

The screenshot shows the Palmetto GB website navigation menu. At the top left is the Palmetto GB logo with the text "PALMETTO GB<sup>®</sup> A CELERIAN GROUP COMPANY". Below the logo is a green button labeled "Jurisdiction J Part B" with a home icon and a circled "1" above it. To the right are navigation tabs: "Topics" (circled "2"), "Tools" (circled "3"), "Forms" (circled "4"), "Events and Education" (circled "5"), and "New to Medicare" (circled "6"). Above the "Topics" tab are links for "Email Updates", "eServices Portal", and "Contact Us". To the right of the navigation tabs is a search bar with the text "Search for..." and a magnifying glass icon. Below the navigation tabs is a large menu area with four teal buttons on the left: "CLAIMS PAYMENT ISSUES LOG", "MEDICAL POLICIES", "OVERPAYMENTS AND RECOUPMENT", and "MEDICARE SECONDARY PAYER". To the right of these buttons are three columns of links: the first column contains "Appeals", "Claims", "Comprehensive Error Rate Testing (CERT)", "Customer Service", "Electronic Data Interchange (EDI)", and "Emergency and Disaster Instructions"; the second column contains "eServices Portal", "Evaluation and Management (EM)", "Fee Schedules", "Frequently Asked Questions", "Medical Policies", "Medical Review", and "Medicare News"; the third column contains "Medicare Secondary Payer (MSP)", "MolDX", "Overpayments and Recoupment", "Preventive Services", "Provider Enrollment", "Recovery Audit Contractor", and "Specialties".

- 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

**PALMETTO GBA**  
A CELERIAN GROUP COMPANY

[Email Updates](#) [eServices Portal](#) [Contact Us](#)

Search for...

[Jurisdiction J Part B](#) [Topics](#) [Tools](#) [Forms](#) [Events and Education](#) [New to Medicare](#)

**CLAIMS PAYMENT ISSUES LOG**

- Appeals
- Claims
- Comprehensive Error Rate Testing (CERT)
- Customer Service
- Electronic Data Interchange (EDI)
- Emergency and Disaster Instructions

**MEDICAL POLICIES**

- eServices Portal
- Evaluation and Management (EM)
- Fee Schedules
- Frequently Asked Questions
- Medical Policies
- Medical Review
- Medicare News

**OVERPAYMENTS AND RECOUPMENT**

- Medicare Secondary Payer (MSP)
- MolDX
- Overpayments and Recoupment
- Preventive Services
- Provider Enrollment
- Recovery Audit Contractor
- Specialties

**MEDICARE SECONDARY PAYER**

**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.

The screenshot shows a search results page for the term "forms". The page header includes "Jurisdiction J Part A" and navigation links for "Topics", "Tools", "Forms", "Events and Education", and "New Providers". A search bar in the top right corner contains the text "Search for...". The main content area displays "Search Results for 'forms'" and indicates that 27 results were found. Below this, there are several search results, each with a title, a description, and metadata (Type, Article, Topic, Date). The results include links to "EDI Enrollment Status Online Request Form", "Important Tax Information - 1099 Forms", "What Submitter Name should I enter on the Provider Authorization form?", "When is a provider authorization form required?", and "What provider address should I include on the EDI enrollment forms?". A sidebar on the right provides filtering options, including "Sort By: Relevance", "Filter by type" (Article (14), PDF (1)), "Filter by topic" (Credit Balance Reporting (CMS 838) (1), Education On Demand (1), Enrollment (2), Information for New Providers (1), PDF (1)), and "Site Categorization" (Electronic Data Interchange (EDI) - ACE Smart, Events and Education - Ask the Contractor, Audit and Reimbursement, Basics for Medicare, Comprehensive Error Rate Testing (CERT) - CERT Task Force, Comprehensive Error Rate Testing (CERT) - CERT Task Force, Comprehensive Error Rate Testing (CERT) - CERT Task Force).

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

The screenshot shows the Palmetto GBA website navigation menu. The 'Tools' tab is selected, and a dropdown menu is visible. The 'Frequently Asked Questions' link is circled in orange. Other links in the dropdown include Appeals, Claims, Comprehensive Error Rate Testing (CERT), Customer Service, Electronic Data Interchange (EDI), Emergency and Disaster Instructions, eServices Portal, Evaluation and Management (EM), Fee Schedules, Medicare News, Medical Review, and Medical Policies. The main navigation bar includes 'Jurisdiction | Part B', 'Topics', 'Forms', 'Events and Education', 'New to Medicare', and a search bar.

## Frequently Asked Questions (FAQ)

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

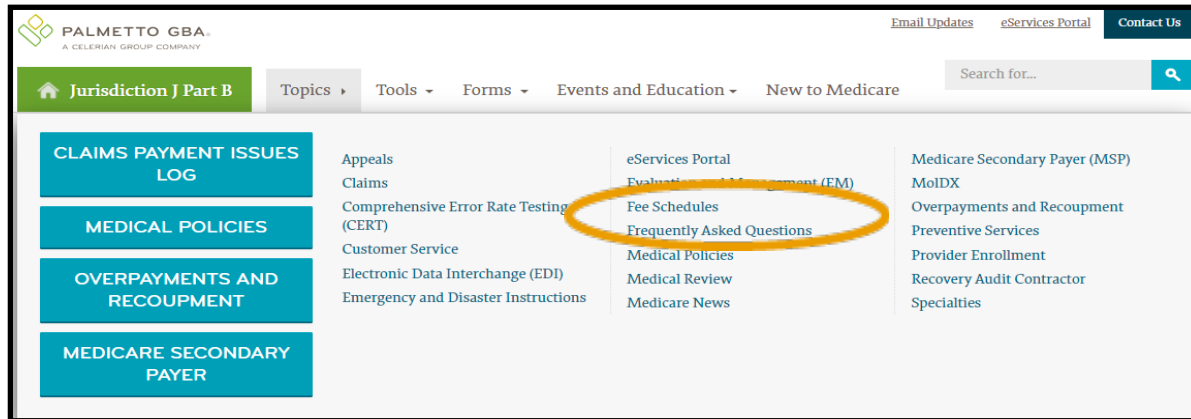
The screenshot shows the Palmetto GBA website's FAQ page. The page title is 'FAQs'. It includes a search bar, a 'Need help finding what you are looking for on this page?' section, and a 'Latest Articles' section with a 'NEW' badge. The 'Latest Articles' section lists three articles with their dates: 'How do I update my provider information on an existing Railroad Medicare provider number?' (08/10/2020), 'How can I check the status of my Appeal request submitted through eServices?' (08/07/2020), and 'How can I check the status of my PTAN request?' (08/07/2020).

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

The screenshot shows the Palmetto GBA website's expanded FAQ page for 'How do I update my provider information on an existing Railroad Medicare provider number?'. The page includes an 'Answer' section and a list of information to include in a notification. The 'Answer' section states: 'Please first notify your local Part B Medicare Administrative Contractor (MAC). Once you have received confirmation that the provider's record has been updated by your MAC, please allow 7-14 business days before sending notification to Railroad Medicare. You can fax or send written notification of the change to our Provider Enrollment unit. Please send your request on your provider/practice letterhead and include the following information:'. The list of information to include is: Provider's name, Railroad Medicare Provider Transaction Access Number (PTAN), National Provider Identifier (NPI), Tax Identification Number, Contact number, and Explanation of what needs to be changed.

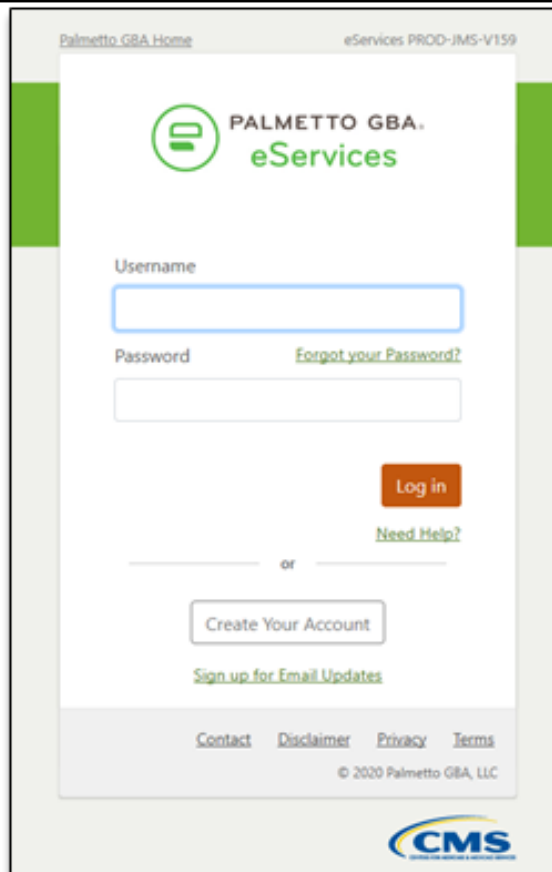
Once you find the **FAQ** you're looking for, click on the link. You will be taken to an expanded view of the question and the response. To find other questions and answers, you can return to the previous page.

# 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.