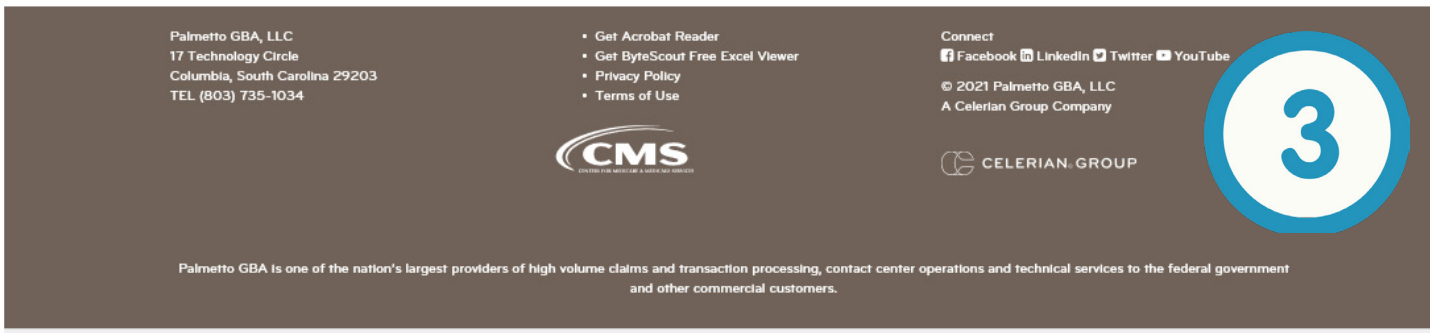
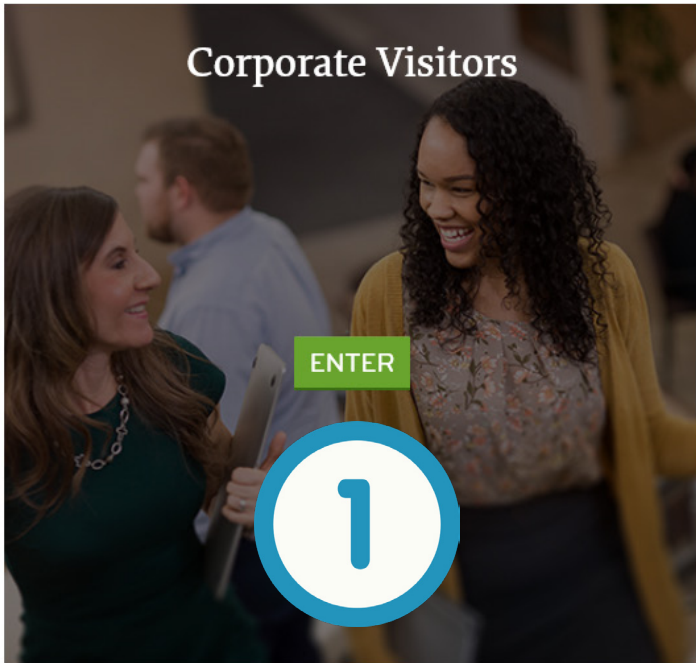


PALMETTO GBA®

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 website's home page for Jurisdiction M Part A MAC. At the top left is the Palmetto GBA logo. A navigation bar includes a Home icon (1), a Topics dropdown (2), a search bar (4), and links for Email Updates, eServices Portal, and Contact Us. The main heading is 'Jurisdiction M Part A MAC' with a sub-heading 'Part A Providers in North and South Carolina, Virginia and West Virginia'. Below this are three quick links: COVID-19 (5), eServices Portal (3), and Outpatient Department PA (3). A left sidebar contains links for CERT, Claims Payment Issues Log, MBI, and Medical Policies (6). A central 'Important Update' box (7) contains information about a COVID-19 provider enrollment and accelerated payment telephone hotline.

- 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 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

323.86 | WCM3

Main Navigation and Tools

The screenshot shows the Palmetto Georgia website navigation menu. At the top left is the logo for Palmetto Georgia, a Celerian Group Company. The navigation bar includes a home icon (1), a 'Topics' dropdown (2), a 'Tools' dropdown (3), a 'Forms' dropdown (4), an 'Events and Education' dropdown (5), and a 'New to Medicare' dropdown (6). To the right of the navigation bar are links for 'Email Updates', 'eServices Portal', and 'Contact Us'. Below the navigation bar is a search bar with the text 'Search for...' and a magnifying glass icon. The main content area is divided into four columns of links. The first column contains four large teal buttons: 'CLAIMS PAYMENT ISSUES LOG', 'EDI', 'PROVIDER ENROLLMENT', and 'MEDICARE SECONDARY PAYER (MSP)'. The second column contains links for 'Appeals', 'Audit and Reimbursement', 'Claims', 'Comprehensive Error Rate Testing (CERT)', 'Credit Balance Reporting (CMS 838)', and 'Customer Service'. The third column contains links for 'Electronic Data Interchange (EDI)', 'Emergency and Disaster Instructions', 'eServices Portal', 'Facilities and Organizations', 'Fee Schedules', 'Frequently Asked Questions', and 'Medical Policies'. The fourth column contains links for 'Medical Review', 'Medicare News', 'Medicare Secondary Payer (MSP)', 'MoIDX', 'Overpayments and Recoupment', 'Provider Enrollment', and 'Recovery Audit Contractor'.

- 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

The screenshot shows the Palmetto GBA website navigation. At the top left is the logo for Palmetto GBA, a Celerian Group Company. The main navigation bar includes a home icon, "Jurisdiction M Part A", and a dropdown menu with "Topics", "Tools", "Forms", "Events and Education", and "New to Medicare". On the right side of the navigation bar are links for "Email Updates" (with callout 7), "eServices Portal" (with callout 8), and "Contact Us" (with callout 9). Below the navigation bar is a search bar with the text "Search for..." and a magnifying glass icon. The main content area is a grid of links. On the left, there are four large teal buttons: "CLAIMS PAYMENT ISSUES LOG", "EDI", "PROVIDER ENROLLMENT", and "MEDICARE SECONDARY PAYER (MSP)". To the right of these buttons are three columns of links: "Appeals", "Audit and Reimbursement", "Claims", "Comprehensive Error Rate Testing (CERT)", "Credit Balance Reporting (CMS 838)", and "Customer Service"; "Electronic Data Interchange (EDI)", "Emergency and Disaster Instructions", "eServices Portal", "Facilities and Organizations", "Fee Schedules", "Frequently Asked Questions", and "Medical Policies"; and "Medical Review", "Medicare News", "Medicare Secondary Payer (MSP)", "MolDX", "Overpayments and Recoupment", "Provider Enrollment", and "Recovery Audit Contractor".

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 'Frequently Asked Questions' link is circled in orange. The menu includes the following items:

- CLAIMS PAYMENT ISSUES LOG
- EDI
- PROVIDER ENROLLMENT
- MEDICARE SECONDARY PAYER (MSP)
- Appeals
- Audit and Reimbursement
- Claims
- Comprehensive Error Rate Testing (CERT)
- Credit Balance Reporting (CMS-168)
- Customer Service
- Electronic Data Interchange (EDI)
- Emergency and Disaster Instructions
- eServices Portal
- Facilities and Organizations
- Fee Schedules
- Frequently Asked Questions
- Medical Review
- Medical Reimbursement
- Medical Review
- Medicare News
- Medicare Secondary Payer (MSP)
- MoIDX
- Overpayments and Recoupment
- Provider Enrollment
- Recovery Audit Contractor

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 'Frequently Asked Questions' link is circled in orange. The page includes the following content:

- FAQs
- Bookmark, Email, Print, Aa Font -, Aa Font +, f, t, in
- Find answers to frequently asked Medicare questions below. For help with eServices, view our [eServices FAQs](#).
- Need help finding what you are looking for on this page?
Please Select a Topic:
- Latest Articles
- Page 1 of 2 see 25 | see 50 | see 100 Next Page
- 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
- How can I check the status of my PTAN request? 08/07/2020

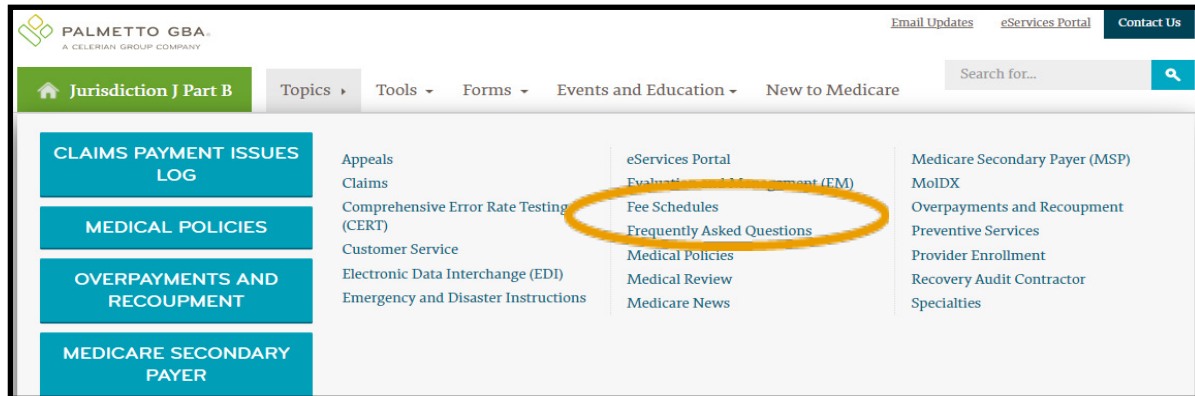
View every **FAQ** on one page. First, select **FAQ** from the **Tools** tab.

The screenshot shows the Palmetto GBA website's expanded FAQ page for the question "How do I update my provider information on an existing Railroad Medicare provider number?". The page includes the following content:

- How do I update my provider information on an existing Railroad Medicare provider number?
- Bookmark, Email, Print, Aa Font -, Aa Font +, f, t, in
- Answer**
- 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:
- Provider's name
- Railroad Medicare Provider Transaction Access Number (PTAN)
- National Provider Identifier (NPI)
- Tax Identification Number
- Contact number
- Explanation of what needs to be changed

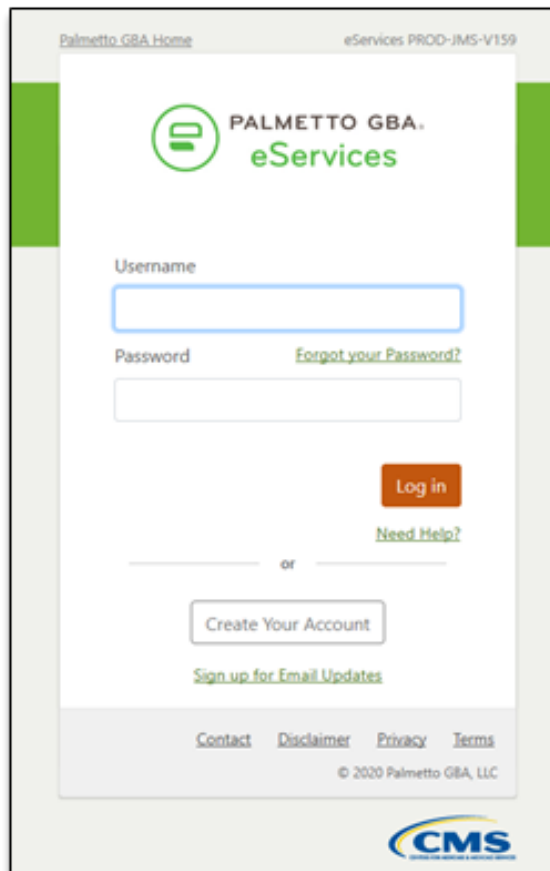
Once you find the **FAQ** you're looking for, click on the link. You will be taken to an expanded view of the question and the response. To find other questions and answers, you can return to the previous page.

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.