

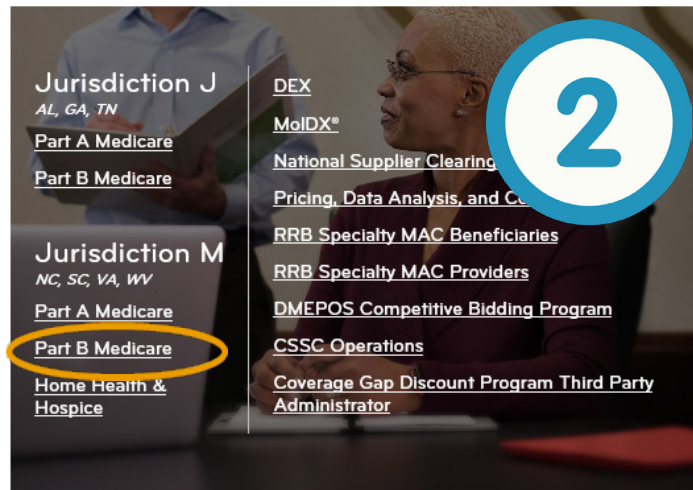
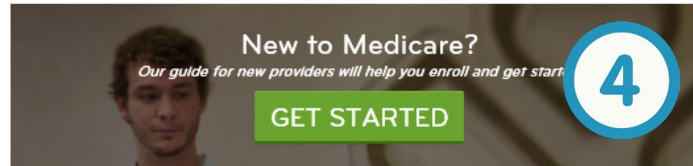
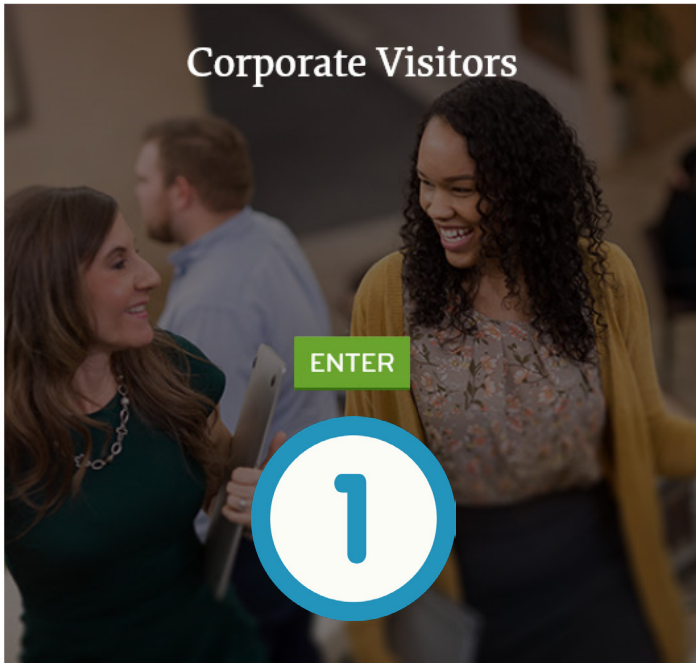


PALMETTO GBA®

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 home page for Jurisdiction M Part B MAC. The page features a top navigation bar with a home icon (1), a main navigation menu (2), a search bar (4), and a contact us link. The main content area includes a title 'Jurisdiction M Part B MAC' and a subtitle 'Part B Providers in North and South Carolina, Virginia and West Virginia'. Below this are four quick links: COVID-19 (5), Ambulance PA, Outpatient Department PA, and Provider Enrollment. A left sidebar contains links for CERT, Claims Payment Issues Log, Fee Schedules, and Medical Policies (6). A central 'Important Update' section (7) highlights 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

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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**

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Social Media



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



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Chat Now!

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.

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Chat
Chat online with a customer service representative when this icon is visible.

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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Main Navigation and Tools

The screenshot shows the Palmetto Georgia website navigation menu. At the top left is the Palmetto Georgia logo with the text "PALMETTO GEORGIA" and "A CELERIAN GROUP COMPANY". To the right of the logo are links for "Email Updates", "eServices Portal", and "Contact Us". Below the logo is a search bar with the text "Search for..." and a magnifying glass icon. The main navigation menu consists of several tabs: "Jurisdiction M Part B" (highlighted in green), "Topics", "Tools", "Forms", "Events and Education", and "New to Medicare". Each tab is numbered with a circled number from 1 to 6. The "Topics" tab is currently selected, and its dropdown menu is visible, containing the following items: 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, Frequently Asked Questions, Medical Policies, Medical Review, Medicare News, Medicare Secondary Payer (MSP), MoIDX, Overpayments and Recoupment, Preventive Services, Provider Enrollment, Recovery Audit Contractor, and Specialties. On the left side of the page, there are four teal buttons: "CLAIMS PAYMENT ISSUES LOG", "MEDICAL POLICIES", "OVERPAYMENTS AND RECOUPMENT", and "MEDICARE SECONDARY PAYER".

- 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 B", and a dropdown menu with "Topics", "Tools", "Forms", "Events and Education", and "New to Medicare". To the right of the navigation bar are three links: "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 divided into four teal boxes on the left: "CLAIMS PAYMENT ISSUES LOG", "MEDICAL POLICIES", "OVERPAYMENTS AND RECOUPMENT", and "MEDICARE SECONDARY PAYER". To the right of these boxes is a list of links: 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, Frequently Asked Questions, Medical Policies, Medical Review, Medicare News, Medicare Secondary Payer (MSP), MoIDX, Overpayments and Recoupment, Preventive Services, Provider Enrollment, Recovery Audit Contractor, and Specialties.

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 suggestions, each with a "Search Again" button. The results list includes titles such as "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?". Each result includes a brief description and metadata like "Type: Article", "Topic", and "Date". On the right side, there is a "Sort By" dropdown menu set to "Relevance" and a "Filter by type" section with options for Article (14), PDF (1), and Filter by topic. The "Filter by topic" section lists various categories like "Credit Balance Reporting (CMS 838)", "Education On Demand", "Enrollment", "Information for New Providers", and "PDF". A "Site Categorization" section lists various topics like "Electronic Data Interchange (EDI) - ACE Smart", "Events and Education - Ask the Contractor", "Audit and Reimbursement", and "Comprehensive Error Rate Testing (CERT)".

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 open. 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, Medical Policies, Medicare Secondary Payer (MSP), MolDX, Overpayments and Recoupment, Preventive Services, Provider Enrollment, Recovery Audit Contractor, and Specialties.

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'. There are navigation links for Bookmark, Email, Print, and font size adjustments. A search box is present. Below the search box, there are 'Latest Articles' with a 'NEW' badge and a list of articles with dates.

Article Title	Date
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 'How do I update my provider information on an existing Railroad Medicare provider number?'. The page includes an 'Answer' section with a paragraph of text and a bulleted list of information to include.

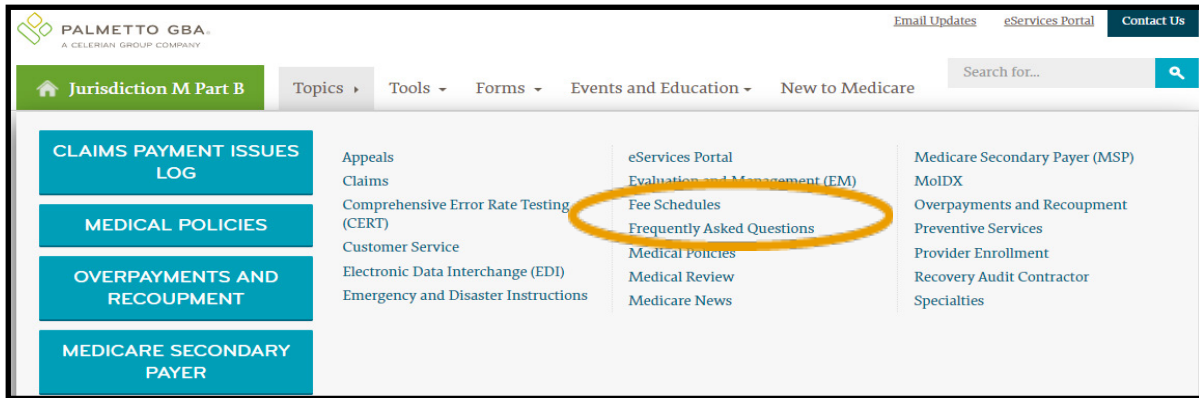
Answer
Please first notify your local Part B Medicare Administrative Contractor (MAC). Once you have received confirmation that the provider's record has been updated by your MAC, please allow 7-14 business days before sending notification to Railroad Medicare.

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

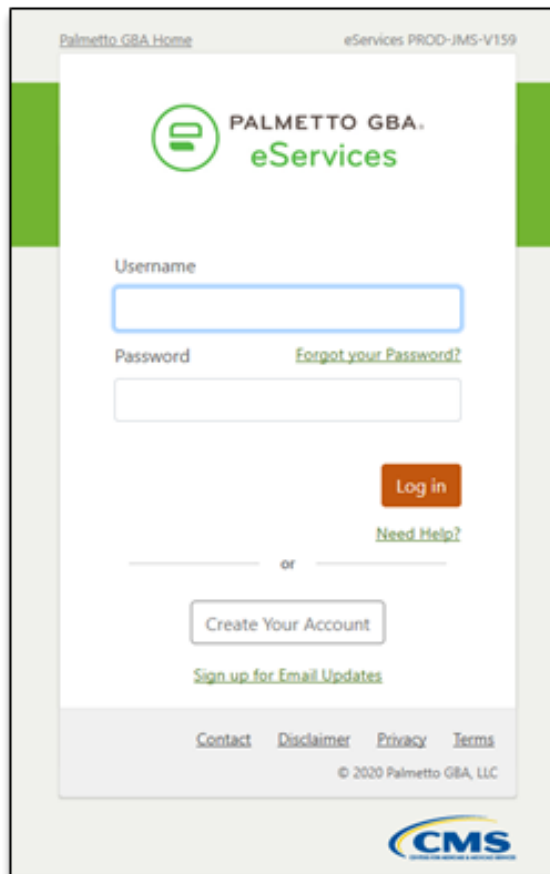
Once you find the **FAQ** you're looking for, click on the link. You will be taken to an expanded view of the question and the response. To find other questions and answers, you can return to the previous page.

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.