

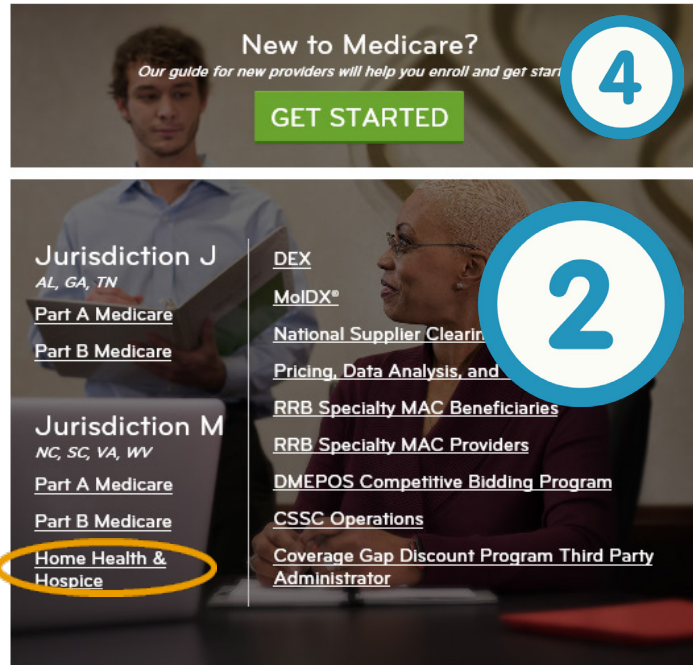
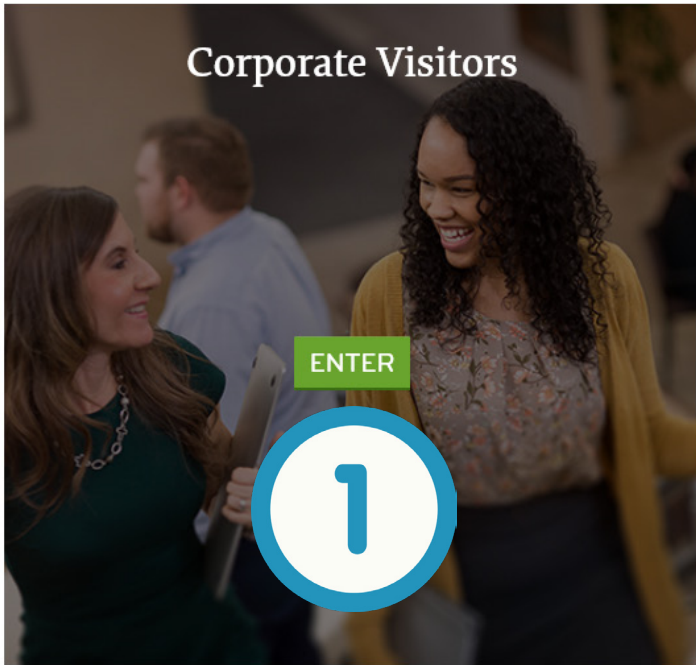


PALMETTO GBA®

A CELERIAN GROUP COMPANY

Website Tutorial

Palmetto GBA Home Page

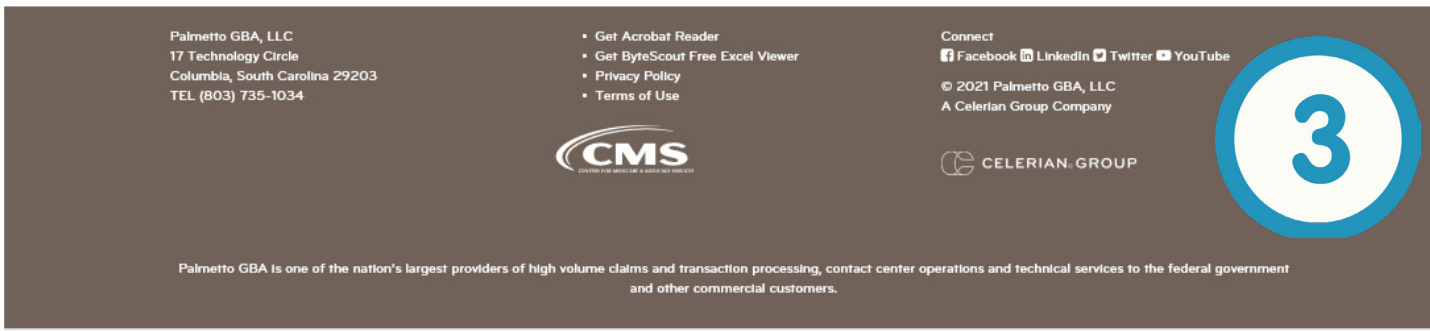


1 **About Us**
Visit these pages to learn more about our company.

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 header with the Palmetto GBA logo (1), navigation menu (2), and search bar (4). The main heading is 'Jurisdiction M Home Health and Hospice MAC' (3), followed by a list of states. Below this are four quick links: COVID-19 (5), HOME HEALTH, HOSPICE, and REVIEW CHOICE DEMO. A sidebar on the left contains links for DIRECT DATA ENTRY (DDE), CLAIMS PAYMENT ISSUES LOG, CREDIT BALANCE REPORTING, and LCDS, NCDS, COVERAGE ARTICLES (6). The main content area features an 'IMPORTANT UPDATE' section (7) about a COVID-19 provider enrollment 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

3.23.21 | WCM3

Main Navigation and Tools

The screenshot shows the Palmetto GE website navigation menu. At the top left is the Palmetto GE logo with the text 'PALMETTO GE' and 'A CELERIAN GROUP COMPANY'. To the right of the logo are six numbered callouts (1-6) pointing to navigation elements. Below the logo is a green bar with a home icon and the text 'Jurisdiction M HHH'. To the right of this bar is a horizontal menu with items: 'Topics', 'Tools', 'Forms', 'Events and Education', and 'New to Medicare'. Above this menu are links for 'Email Updates', 'eServices Portal', and 'Contact Us'. Below the horizontal menu is a search bar with the text 'Search for..' and a magnifying glass icon. Below the search bar is a grid of links organized into four columns. The first column has three large teal buttons: 'EDI', 'FAQS', and 'MEDICAL REVIEW'. The other three columns contain lists of links. The numbered callouts are: 1 points to the home icon; 2 points to the 'Topics' menu item; 3 points to the 'Tools' menu item; 4 points to the 'Forms' menu item; 5 points to the 'Events and Education' menu item; and 6 points to the 'New to Medicare' menu item.

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](#)

[Jurisdiction M HHH](#) [Topics](#) [Tools](#) [Forms](#) [Events and Education](#) [New to Medicare](#)

EDI	Appeals	Emergency and Disaster Instructions	Medical Policies
FAQS	Audit and Reimbursement	eServices Portal	Medical Review
MEDICAL REVIEW	Claims	Fee Schedules	Medicare News
	Comprehensive Error Rate Testing (CERT)	Frequently Asked Questions	Medicare Secondary Payer (MSP)
	Credit Balance Reporting (CMS 838)	Home Health	Overpayments and Recoupment
	Customer Service	Home Health Review Choice Demonstration (RCD)	Provider Enrollment
	Electronic Data Interchange (EDI)	Hospice	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 website interface with a search bar in the top right corner. Below the search bar, the page displays search results for the term "forms". The results are organized into a list with the following items:

- EDL Enrollment Status Online Request Form**
Please open the link for more details
Type: Article Topic: Date:
- Important Tax Information - 1099 Forms**
Please open the link for more details
Type: Article Topic: Date:
- What Submitter Name should I enter on the Provider Authorization form?**
Please open the link for more details
Type: Article Topic: Date:
- When is a provider authorization form required?**
Please open the link for more details
Type: Article Topic: Date:
- What provider address should I include on the EDL enrollment forms?**
Please open the link for more details
Type: Article Topic: Date:

On the right side of the search results, there are several filter and sorting options:

- 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)
- Site Categorization:** Electronic Data Interchange (EDI) - ACT Smart, Edits, Appeals, Events and Education - Ask the Contractor, Teleconferences (ACT), Audit and Reimbursement, Basics for Medicare, Comprehensive Error Rate Testing (CERT) - CERT Task Force, Comprehensive Error Rate Testing (CERT) - CERT Tips, 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 the 'Frequently Asked Questions' link is circled in orange. Other links in the 'Tools' menu include EDI, FAQs, and MEDICAL REVIEW. The 'Frequently Asked Questions' link is highlighted with a yellow circle.

Frequently Asked Questions (FAQ)

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

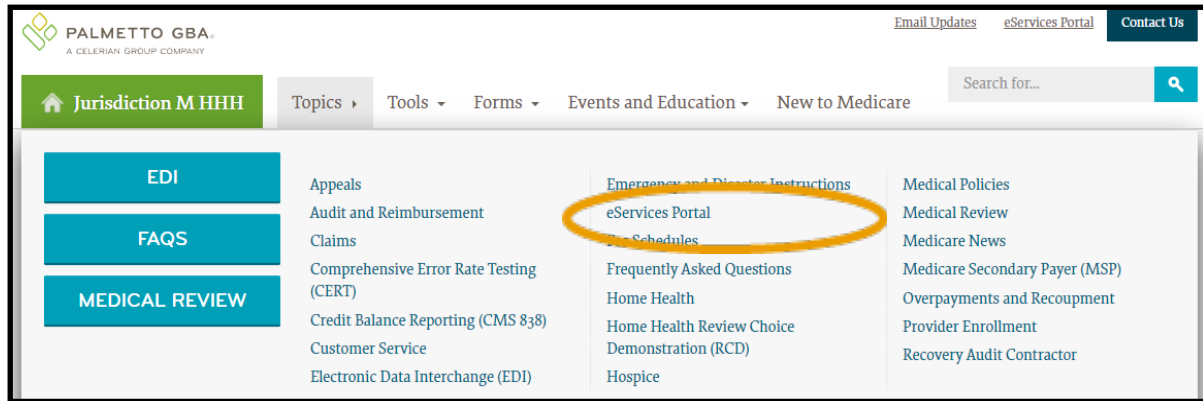
The screenshot shows the Palmetto GBA website's FAQ page. The page title is 'FAQs'. It includes a search bar, social media icons, and a list of latest articles. The 'Frequently Asked Questions' link is circled in orange.

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 a search bar, social media icons, and a list of latest articles. The 'Frequently Asked Questions' link is circled in orange.

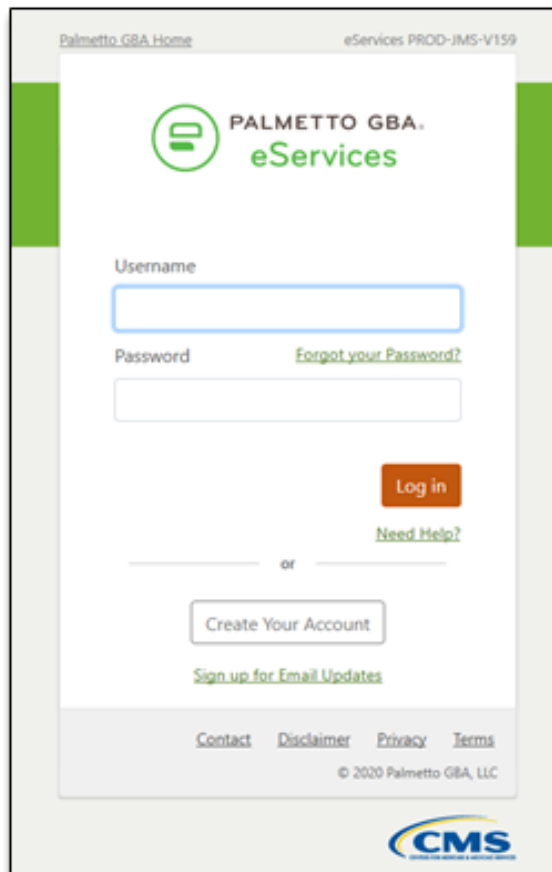
Once you find the **FAQ** you're looking for, click on the link. You will be taken to an expanded view of the question and the response. To find other questions and answers, you can return to the previous page.

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.