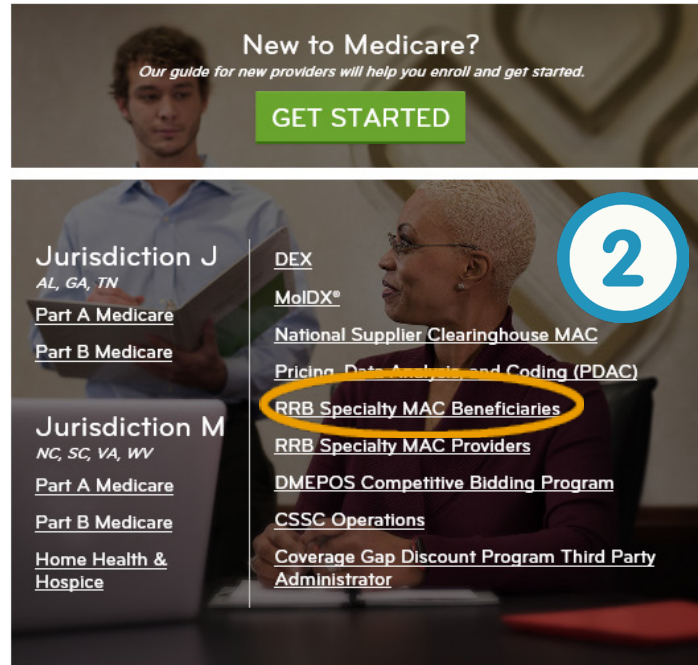
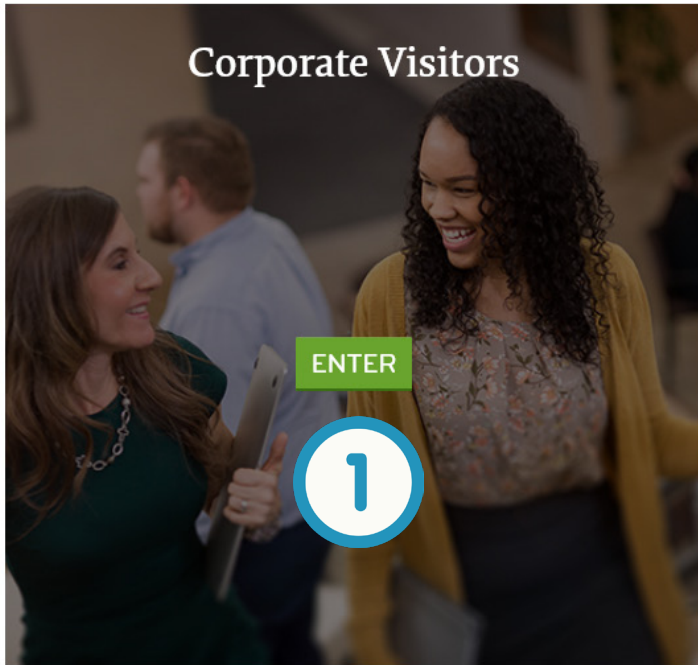


PALMETTO GBA®

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.

Jurisdiction Home Page

The screenshot shows the Palmetto GBA website home page. At the top left is the Palmetto GBA logo with the text 'PALMETTO GBA A CELERIAN GROUP COMPANY'. Below the logo is a green button labeled 'Railroad Beneficiaries'. To the right of this button are 'Topics' and 'Tools' dropdown menus. In the top right corner, there are links for 'Email Updates' and 'Contact Us'. A search bar is located in the center-right area. The main content area features a large heading 'RRB Specialty MAC Beneficiaries' followed by a paragraph of text and a link for 'Railroad Medicare Providers'. To the right of the text is the official seal of the Railroad Retirement Board. At the bottom, there are three image-based tiles: 'FORMS' (showing a hand signing a document), 'MYRRMED PORTAL' (showing a laptop screen with a portal interface), and 'ARTICLES' (showing hands using a smartphone). Numbered callouts (1-5) are overlaid on the page to highlight key features.

1

2

3

4

5

1

2

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Home
Click the Home icon to go back to the main screen.

Main Navigation
Allows users to navigate to specific categories under the selected provider types.

Quick Links
Access these links to receive Email Updates, contact Palmetto GBA or access the eServices Portal.

Search
Search the website.

Top Links
These are the most popular links.

Jurisdiction Home Page

Recent News | [All News](#)

- 03/01/2021 [Why do I receive a message that there are no Medicare Summary Notices \(MSNs\) found when performing an MSN lookup?](#)
[Why am I being asked to enter an email address and a cell phone number when I register for the portal?](#)
[When is MyRRMed available?](#)
[I have lost my user ID. What do I do?](#)
[Why do I receive a message stating the data I entered doesn't match what is on file when I try to create an account in MyRRMed?](#)
- 01/13/2021 [Beneficiary Customer Service Center Hours of Operation and Closure Dates](#)
- 12/22/2020 [Protect Yourself: Avoid COVID-19 Vaccine Scams](#)
- 06/25/2020 [Only Your New Medicare Number Can Be Used](#)
- 08/20/2018 [Railroad Medicare Reviews Providers for Improper Billing](#)

Contact Railroad Medicare

Email Railroad Medicare

Contact a specific Railroad Beneficiaries department

Telephone

800-833-4455 - How to use

TTY 877-566-3572

Spanish inquiries:

800-833-4455

Railroad beneficiary info:

Gayle Patterson (706) 855-3198

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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[Site Help](#)

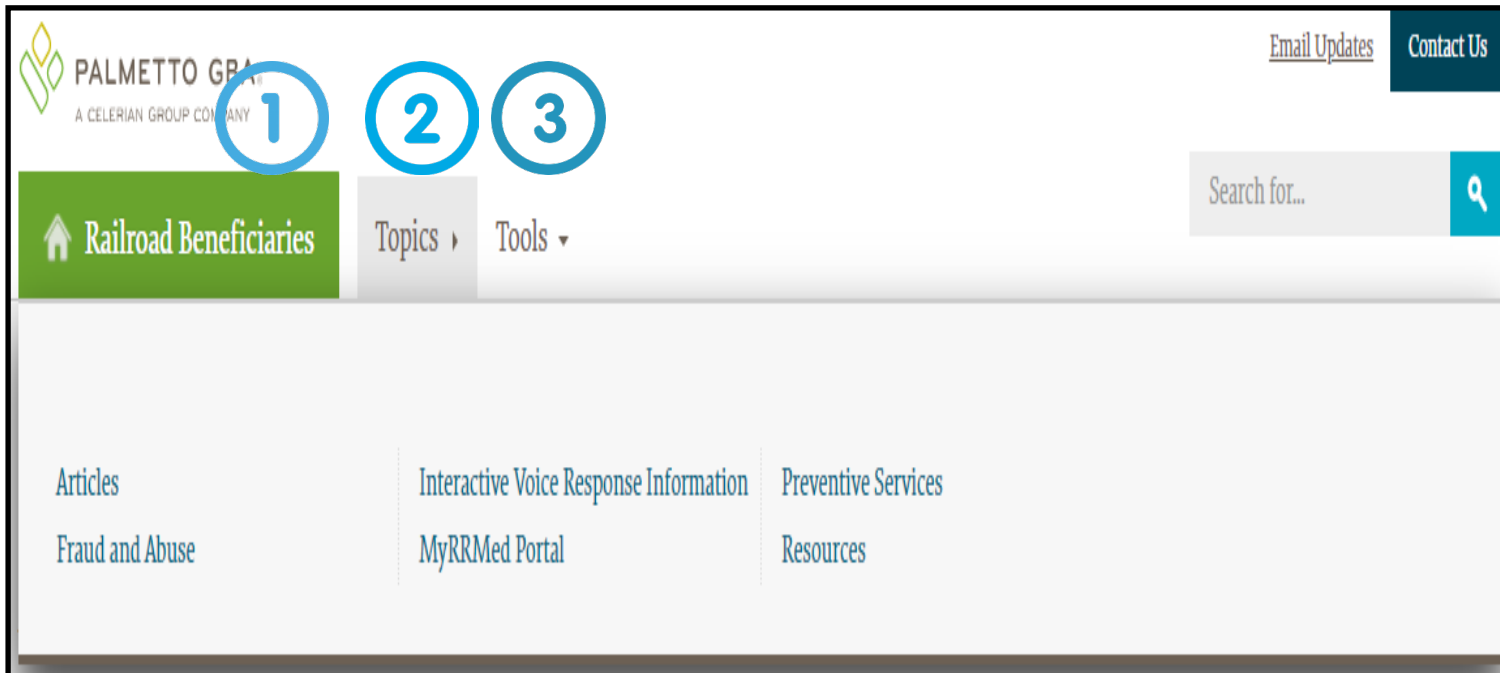
[Legal Disclaimer](#)

3.23.86 | WCM3

- 6 News**
Provides information specific to the Medicare contract.
- 7 Footer**
These important links will be on each webpage regardless of which page you select.
- 8 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 Email Updates**
Click here to sign up to receive Email Updates when new or important articles are posted
- 5 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 are listed as follows:

- [EDI 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 EDI enrollment forms?](#)
Please open the link for more details
Type: Article Topic: Date:

The right sidebar provides filtering 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, 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 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 Railroad Beneficiaries News
- Railroad Medicare

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 Updates** approximately once per day.

Other Features

The screenshot shows the Palmetto GBA website navigation menu. The 'Tools' tab is selected, and 'Frequently Asked Questions' is highlighted with a yellow circle. The menu includes sections for Appeals, Medicare Secondary Payment, Overpayments and Recoupment, and Provider Enrollment. The 'Tools' section lists various services, with 'Frequently Asked Questions' circled in yellow.

Frequently Asked Questions (FAQ)

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

The screenshot shows the FAQ page. The page title is 'FAQs'. It includes a search bar, navigation links (Bookmark, Email, Print, Font), and a list of latest articles. The first article is 'How do I update my provider information on an existing Railroad Medicare provider number?' dated 08/10/2020.

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

The screenshot shows the expanded FAQ article page. The article title is 'How do I update my provider information on an existing Railroad Medicare provider number?'. 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: 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



MyRRMed Portal

To sign up or access the **MyRRMed Portal**, select **MyRRMed Portal** in the **Top Links** section.

PALMETTO GBA
MyRRMed

Register Now! Contact Help

MyRRMed / Login

Welcome to MyRRMed

This site is for beneficiary use only. Railroad Medicare providers should register for and use our provider internet portal [here](#).

MyRRMed by Palmetto GBA allows you to:

- Check the status of a claim.
- Obtain historical Medicare Summary Notices.
- Review and update the authorized individuals you have allowed to review your healthcare and Medicare billing and information.

[MyRRMed Manual](#) is available to print.

Current Users

User ID

Password

[Login](#)

[Forgot Password?](#)

New Users

[Register Now!](#)

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