

HELPFUL INFORMATION

Contact Information for Palmetto GBA Part A

Department	Contact Information	Type of Inquiry
Appeals	<p>Palmetto GBA Part A Appeals Mail Code: AG-630 P.O. Box 100238 Columbia, SC 29202-3238 Fax: (803) 699-2425</p> <p>For Fed Ex/UPS/Certified Mail Palmetto GBA Part A Appeals Mail Code: AG-630 Building One 2300 Springdale Drive Camden, SC 29020</p>	<ul style="list-style-type: none"> Request for Redeterminations Redetermination Form
Contact Center (Provider)	<p>Palmetto GBA Part A PCC Mail Code: AG-840 P.O. Box 100238 Columbia, SC 29202-3238 Provider Contact Center: 855-696-0705</p> <p>Our PCC Representatives are ready to answer your questions about billing problems and other issues. Please see the following links for more guidance about the Part A Interactive Voice Response (IVR) and contacting the Call Center.</p> <p>IVR Flowchart (PDF, 74 KB) Call Flowchart (PDF, 95 KB) IVR Conversion Tool</p> <p>Part A PCC Hours: 8 a.m. to 4:30 p.m. ET</p> <p>Email Email Part A to have your inquiry answered. Please do not include any Protected Health Information.</p>	<ul style="list-style-type: none"> General coverage and Medicare-related questions Crossover questions Questions regarding claim filing requirements Explanation of denial reasons IVR resources MSP resources Modifier guidelines Medical record documentation questions Written Inquiries

<p>Checks For Overpayments</p>	<p>Palmetto GBA Medicare Part A Overpayments Mail Code: AG-340 P.O. Box 100277 Columbia, SC 29202-3277</p> <p>Provider Inquiries: For inquiries regarding overpayments, please call the Provider Contact Center at 855-696-0705.</p> <p>Fax Numbers:</p> <ul style="list-style-type: none"> • To send any financial correspondence to the overpayment department by fax, please fax this information to (803) 419-3275. • To request an immediate offset, fax your request to (803) 462-2574. 	<ul style="list-style-type: none"> • Overpayments • Checks for cost report and credit balances
<p>Cost Report</p>	<p>Cost Report Filing</p> <p>Mailing Address Palmetto GBA Attn: Cost Report Acceptance Mail Code: AG-330 P.O. Box 100144 Columbia, SC 29202-3144</p> <p>Fed Ex/UPS/Certified Mail Address Palmetto GBA Attn: Cost Report Acceptance Mail Code: AG-330 2300 Springdale Drive Building One Camden, SC 29020-1728</p> <p>Cost Report Overpayment Address (checks only) Palmetto GBA Medicare Finance Mail Code: AG-260 P.O. Box 100277 Columbia, SC 29202-3277</p>	<ul style="list-style-type: none"> • Cost Reports • Checks

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<p>Credit Balance Reporting</p>	<p>Regular and Certified Mail Palmetto GBA Attn: Credit Balance Reporting Mail Code: AG-340 P.O. Box 100109 Columbia, SC 29202-3109</p> <p>Fed Ex/UPS/Overnight Courier Palmetto GBA Attn: Credit Balance Reporting Mail Code: AG-340 2300 Springdale Drive Building One Camden, SC 29020-1728</p> <p>Credit Balance Overpayment Address (checks only): Palmetto GBA Medicare Finance Mail Code: AG-260 P.O. Box 100277 Columbia, SC 29202-3277</p> <p>Reports may be faxed to: MCBR Receipts Attn: Credit Balance Reporting (803) 419-3277</p> <p>If you have questions about your Credit Balance Report, please call the Provider Contact Center at: 855-696-0705.</p>	<ul style="list-style-type: none"> • Questions or concerns regarding credit balance reports
<p>Customer Service Center (Beneficiary)</p>	<p>1-800-Medicare (1-800-633-4227) TTY: 877-486-2048 Visit the Medicare website at www.medicare.gov</p>	<p>All questions related to the Medicare program</p>

Electronic Data Interchange (EDI) for NC and SC	Email: Medicare.EDI@palmettogba.com Provider Contact Center: 855-696-0705	<ul style="list-style-type: none"> • EDI enrollment • Administrative Simplification and Compliance Act (ASCA) • Electronic Remittance Advice (ERA) • PC-ACE Pro 32 (billing software) • Direct Data Entry (billing software) • Other EDI-related issues
	DDE Hours of Availability	<ul style="list-style-type: none"> • Monday to Friday 6 am - 8 pm ET • Saturday 6 am - 4 pm ET • Sunday: Not Available
Electronic Data Interchange (EDI) for VA and WV	NGS EDI Help Desk: 855-696-0705	<ul style="list-style-type: none"> • EDI enrollment • Electronic Remittance Advice (ERA) • PC-ACE Pro 32 (billing software) • Direct Data Entry (billing software) • Other EDI-related issues
Financial correspondence with/without checks	Palmetto GBA PO Box 100277 Columbia, SC 29202	
Freedom of Information Act (FOIA) Requests	Palmetto GBA – Part A FOIA Coordinator Mail Code: AG-840 P.O. Box 100190 Columbia, SC 29202-3190 Email: FOIA@PalmettoGBA.com	<ul style="list-style-type: none"> • FOIA requests
Medical Affairs	Palmetto GBA Medical Affairs Mail Code: AG-275 P.O. Box 100238 Columbia, SC 29202-3238 Send emails to A.Policy@palmettogba.com .	<ul style="list-style-type: none"> • Local coverage determinations (LCDs)

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<p>Medical Review</p>	<p>Palmetto GBA Part A Medical Review Mail Code: AG-230 P.O. Box 100238 Columbia, SC 29202-3238</p> <p>Please call the Provider Contact Center (PCC) at 855-696-0705 for Medical Review questions.</p> <p>Fed Ex/UPS/Oversight Courier Palmetto GBA Mail Code: AG-230 2300 Springdale Drive, Building One Camden, SC 29020 Fax: (803) 699-2436</p>	<ul style="list-style-type: none"> • Responding to Additional Documentation Requests (ADRs) • Responses to our requests for medical records
<p>Medicare Secondary Payer (MSP)</p>	<p>For questions/concerns related to MSP records, contact the Benefits Coordination & Recovery Center (BCRC) at: 855-798-2627 (TTY/TDD at 855-797-2627 for the hearing and speech impaired). Customer Service Representatives are available to provide you with quality service Monday through Friday from 8 a.m. to 8 p.m. ET, except holidays.</p> <p>Mailing addresses are available on the CMS website.</p>	<ul style="list-style-type: none"> • MSP questions • Questions regarding beneficiary's primary or secondary records
<p>Provider Audit</p>	<p>Palmetto GBA Provider Audit Mail Code: AG-320 P.O. Box 100144 Columbia, SC 29202-3144</p> <p>Palmetto GBA Cost Report Appeals and Reopenings Mail Code: AG-380 P.O. Box 100144 Columbia, SC 29202-3144</p> <p>Email: Filing of Cost Report Appeals CostReport.Appeals@PalmettoGBA.com</p> <p>Filing of Cost Report Reopenings CostReport.Reopening@PalmettoGBA.com</p>	<ul style="list-style-type: none"> • Issues related to cost reports, desk reviews, audits and settlements • Issues related to the filing of cost report appeals and reopenings

Provider Enrollment	<p>Palmetto GBA Part A Provider Enrollment Mail Code: AG-331 P.O. Box 100144 Columbia, SC 29202-3144</p> <p>For inquiries regarding provider enrollment, please call the PCC at 855-696-0705.</p>	<ul style="list-style-type: none"> Enrollment (credentialing) questions Request CMS-855 B, I or R forms Change address, add a location or add a new member to a provider group Independent Diagnostic Testing Facility (IDTF) enrollment Electronic Funds Transfer (EFT) CMS 588 form Medicare Participating Physician or Supplier Agreement (PAR) CMS 460 form How to obtain a National Provider Identifier (NPI) Participation corrections IRS 1099 tax form corrections Consent forms
Provider Outreach and Education (POE)	<p>Palmetto GBA Part A POE Mail Code: AG-830 P.O. Box 100238 Columbia, SC 29202-3238</p> <p>For education, please complete the Education Request Form. To access this document, go to the Forms Web page at www.PalmettoGBA.com/jma/forms</p>	<ul style="list-style-type: none"> Educational training requests Request a speaker for association meetings in your state
Provider Reimbursement	<p>Palmetto GBA Provider Reimbursement Mail Code: AG-330 P.O. Box 100144 Columbia, SC 29202-3144</p> <p>Phone Number: (803) 382-6104</p> <p>Fax updated certificates for diabetes education, mammography and PET scan to the reimbursement department at (803) 935-0262.</p>	<ul style="list-style-type: none"> Submission of interim rate information Reimbursement issues Reimbursement specialist Submission of certificates
Southeastern Unified Program Integrity Contractor (SE UPIC)	<p>Safeguard Services (SGS)-A CMS Unified Program Integrity Contractor</p> <p>3450 Lakeside Drive, Suite 201 Miramar, FL 33027</p>	<ul style="list-style-type: none"> Fraud Abuse Questionable billing practices

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