

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

Checks For Overpayments	<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
Cost Report	<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

Credit Balance Reporting	<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
Customer Service Center (Beneficiary)	<p>1-800-Medicare (1-800-633-4227)</p> <p>TTY: 877-486-2048</p> <p>Visit the Medicare website at www.medicare.gov</p>	All questions related to the Medicare program

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)

Medical Review	<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/Overnight 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
Medicare Secondary Payer (MSP)	<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
Provider Audit	<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 3450 Lakeside Drive, Suite 201 Miramar, FL 33027</p>	<ul style="list-style-type: none"> • Fraud • Abuse • Questionable billing practices

CPT codes, descriptors and other data in this copy (95430988, 2854) are the property of the American Medical Association (or such other date of publication of CPT). All Rights Reserved. Applicable FARS/DFARS apply. Current Dental Terminology, fourth edition (CDT) (including procedure codes, nomenclature, descriptors and other data contained therein) is copyright by the American Dental Association. ©2002, 2004 American Dental Association. All rights reserved. Applicable FARS/DFARS apply. Website: www.safeguard-services.com