Part A/Part B/HHH EDI Enrollment Packet

Attention: Please Read Before Completing Paperwork

This enrollment packet is for use in the following Jurisdictions/states:

Jurisdiction J

- Parts A and B: Alabama, Georgia and Tennessee

Jurisdiction M

- Parts A and B: South Carolina, North Carolina, Virginia* and West Virginia*

- Home Health & Hospice (HHH): Alabama, Arkansas, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee and Texas

- Review Choice Demonstration (RCD) for HHH: Illinois, Ohio, Texas and North Carolina

*Virginia (VA) & West Virginia (WV) Part A: Palmetto GBA has subcontracted with National Government Services (NGS) to continue EDI support of the Virginia and West Virginia Part A workload for Palmetto GBA. Please contact the NGS Help Desk at 855-696-0705 for EDI support.

Enrollment Submission

We are now accepting completed enrollment paperwork via fax **or** email (do not submit more than once).

Jurisdiction J Part A (AL, GA, TN)	Jurisdiction J Part B (AL, GA, TN)
803-870-0163	803-870-0164
EDIENROLL.PARTA@PalmettoGBA.com	EDIENROLL.PARTB@PalmettoGBA.com
Jurisdiction M Part A (SC, NC) & HHH	**Jurisdiction M Part B (SC, NC, VA, WV)**
803-699-2429	803-699-2430
EDIPartA.ENROLL@PalmettoGBA.com	EDIPartB.ENROLL@PalmettoGBA.com

Email Enrollment Monitoring

Your email address will be the primary method of communication with Palmetto GBA EDI Operations. We will send you a Tracking Number via email that you can use to monitor your enrollment process through the website at www.palmettogba.com/EDI. Be sure to include your email address on all EDI Enrollment forms. Please add @palmettogba.com and @bcbssc.com to your email contact list to ensure our emails are not filtered into your spam or junk mail folder.

Support

We are committed to making your transition to EMC as smooth as possible. If you have any questions regarding the information contained in this package, please feel free to contact the Palmetto GBA EDI Provider Contact Center toll free at:

Jurisdiction J Part A and Part B: 877-567-7271

Jurisdiction M Part A, Part B and HHH: 855-696-0705

Thank you for your interest in Electronic Data Interchange!

Using Electronic Data Interchange Services

Palmetto GBA has prepared this packet for Part A, Part B and HHH submitters. Palmetto GBA administers the Part A & Part B contracts for Alabama, Georgia, South Carolina, North Carolina, Tennessee, Virginia* and West Virginia*, in addition to home health and hospice (HHH) services provided in the following states: Alabama, Arkansas, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee and Texas.

*Virginia (VA) & West Virginia (WV) Part A: Palmetto GBA has subcontracted with National Government Services (NGS) to continue EDI support of the Virginia and West Virginia Part A workload for Palmetto GBA. Please contact the NGS Help Desk at 855-696-0705 for EDI support.

The Part A/Part B EDI Enrollment packet contains forms and explanations for each of the services offered by our Electronic Data Interchange (EDI) department. For further information regarding any of this material, please call the Palmetto GBA EDI Provider Contact Center toll-free at:

Jurisdiction J Part A and Part B: 877-567-7271

Jurisdiction M Part A, Part B and HHH: 855-696-0705

When submitting completed forms, please allow a processing time of approximately 15 business days. Remember – Palmetto GBA cannot process incomplete applications or agreements! Please fill in all appropriate blanks and make all checks payable to Palmetto GBA.

If you are a provider waiting for a provider number, please wait before submitting any EDI forms! You must be assigned your provider number before completing any of the paperwork below. To apply for a provider number, please call the Provider Contact Center toll-free at:

Jurisdiction J Part A and Part B: 877-567-7271

Jurisdiction M Part A, Part B and HHH: 855-696-0705

For more information on Palmetto GBA EDI options, please visit our website at www.palmettogba.com/EDI or email us at Medicare.EDI@PalmettoGBA.com. The CMS Electronic Billing & EDI Transactions Web page at https://www.cms.gov/Medicare/Billing/ElectronicBillingEDITrans/index.html also includes detailed information on EDI and the Administrative Simplification provision.

You can check the status of Palmetto GBA's EDI Systems by visiting the Palmetto GBA website. Under Electronic Data Interchange (EDI), select "EDI System Status." This pop-up window will display the current status of several systems. The pop-up window will automatically refresh every 60 seconds so you can keep it up during the day. We will update the EDI System Status window with information on any system-related issue. When a problem occurs, such as a delay with posting remittance files, a detailed informational message will display below the affected system. This message will be updated until the problem has been corrected. Please visit this area on the Palmetto GBA website prior to calling the Palmetto GBA Provider Contact Center with system status questions.

Please register on our website (www.palmettogba.com/EDI) to receive EDI news electronically. By selecting "Email Updates" (which displays at the top of all pages) and completing a user profile, you will be notified via email when new or important EDI information is added to our website. If you have already registered, please ensure your profile has been updated for applicable EDI categories. Users of PC-ACE Pro32, PCPrint or Medicare Remittance Easy Print (MREP) should select the Palmetto GBA Software Users topic located under the General category. This category also includes a special topic created for Vendors, Clearinghouses and Billing Services.

1. EDI Application

Please Note: The EDI Application Form is used for initial EDI set up. The information on this form is also used to verify requester information submitted on additional EDI applications. **Please retain a copy of the EDI Application Form for your records.** You must submit a completed EDI Application Form when submitting the EDI Enrollment Agreement or Provider Authorization Form.

A Submitter ID number is a unique number identifying electronic submitters. A Submitter ID can be used to transmit Part A, Part B and HHH EDI transactions to Palmetto GBA. You must request a Submitter ID if you will be submitting claims directly to Palmetto GBA. However, if you are a provider and will be using a billing service or clearinghouse to submit your claims, do not complete this form to request a Submitter ID.

Providers are not permitted to share their personal EDI access number (Submitter ID) or password with:

- Any billing agent, clearinghouse/network service vendor
- Anyone on their own staff who does not need to see the data for completion of a valid electronic claim, to process a remittance advice for a claim, to verify beneficiary eligibility or to determine the status of a claim
- Any non-staff individual or entity

The EDI Submitter ID and password act as an electronic signature; therefore, the provider would be liable if any entity performed an illegal action while using that EDI Submitter ID and password. Likewise, a provider's EDI Submitter ID and password is not transferable, meaning that it may not be given to a new owner of the provider's operation. New owners must obtain their own EDI Submitter ID and password.

GPNet is the HIPAA-compliant EDI gateway used by Palmetto GBA. The GPNet platform is available 24 hours a day, seven days a week. The real time editing system is down from 11:30 p.m. to 5:00 a.m. EST. If the editing system is not available, you may still upload a file to GPNet. As soon as the editing system resumes processing, files in GPNet will be edited. The response files will be built and loaded into your mailbox for retrieval at your convenience within 24 hours.

The *GPNET Communications Manual* includes information about connecting to Palmetto GBA's EDI Gateway. The *GPNet Communications Manual* is available for download from www.palmettogba.com/EDI under Software and Technical Specifications.

Note: Palmetto GBA supports file transfers via Network Service Vendors and CONNECT:Direct (also known as Network Data Mover or NDM).

Provider Authorization - Every provider who authorizes a billing service and/or clearinghouse to act on their behalf must complete the provider authorization section of this form. This section must be signed by the provider.

Please Note: CR3875 requires that each provider be notified when a clearinghouse and/or billing service has requested access to the provider's claims, responses, electronic remittances or online services access.

2. EDI Enrollment Agreement

Every provider who submits electronic claims to Palmetto GBA, whether directly or through a billing service or clearinghouse, must complete this agreement. Please indicate your provider or group number and National Provider Identifier (NPI) Billing services should not complete the EDI Enrollment Agreement unless they are a Medicare provider as well as a billing agency. Only one agreement per group is required.

Palmetto GBA EDI cannot process any of the enclosed forms for a provider without a completed EDI Enrollment Agreement on file. *All 2 pages of the EDI Enrollment Agreement are required for processing.*

Providers who have contracted with a third party (clearinghouse/network service vendor or a billing agent) are required to have an agreement signed by that third party in which the third party has agreed to

meet the same Medicare security and privacy requirements that apply to the provider in regard to the viewing or use of Medicare Beneficiary data. These agreements are not to be submitted to Medicare, but are to be retained by the provider.

Providers are obligated to notify Medicare by hardcopy of:

- Any changes in their billing agent or clearinghouse
- The effective date of which the provider will discontinue using a specific billing agent or clearinghouse
- If the provider wants to begin to use additional types of EDI transactions
- Other changes that might impact their use of EDI

Providers are not required to notify Medicare if their existing clearinghouse begins to use alternate software; the clearinghouse is responsible for notification in this instance.

Note: The binding information in an EDI Enrollment Agreement does not expire if the person who signed the form for a provider is no longer employed by the provider.

3. Software Download Information

Please Note: All software listed below can be downloaded from our website free of charge. For additional software information and download instructions, please visit www.PalmettoGBA.com/EDI and select your line of business. **Software information and files are located under Software & Manuals**. If you are unable to download the software from our website, please call our Provider Contact Center at:

Jurisdiction J Part A and Part B: 877-567-7271

Jurisdiction M Part A, Part B and HHH: 855-696-0705

PC-ACE Pro32 Software - Palmetto GBA offers PC-ACE Pro32, a claims-entry software that allows providers to enter their claims. Pro32 does not integrate into office systems such as accounts receivable, inventory or billing. This software is HIPAA compliant and allows for all types of claims to be submitted electronically. This soft-ware is **not** supported when installed on a network. The software must be installed on a stand-alone PC.

PCPrint for Part A Electronic Remittances - PCPrint is a software product designed to operate on Windows based personal computers. The PCPrint translator program allows viewing and printing of ASC X12 835 version 5010A1 remittance data. This software does not support systematic posting of the 835 data. It was developed by the Fiscal Intermediary Standard System (FISS) for the Centers for Medicare & Medicaid Services (CMS).

Medicare Remittance Easy Print (MREP) Software for Part B Electronic Remittances - The Centers for Medicare & Medicaid Services (CMS) has made available the Medicare Remittance Easy Print (MREP) software to enable Medicare providers to view and print an 835 Health Care Claim Payment / Advice (also referred to as Electronic Remittances). Using the HIPAA 835 files, MREP enables providers to view and print 835 in the current Standard Paper Remittance (SPR) format Medicare uses. MREP provides the ability to view, search and print the 835 in a format providers are familiar, as well as view and print special reports.

4. Online Inquiry Services

Online Inquiry Services are two online computer inquiry systems that provide easy and immediate access to claims processing information for Medicare providers, including:

eServices by Palmetto GBA Part A, B & HHH	Direct Data Entry (DDE) Part A & HHH
Check Eligibility	Electronic Claims Submission
Claims Status	Claim Status
Remittances Online	Submitter/Provider File Inquiry
Financial Information	Correcting RTPs (Return to Provider)

4.A. Palmetto GBA eServices for Part A, B & HHH

Palmetto GBA is pleased to offer eServices by Palmetto GBA, a **free Internet-based, provider self-service portal**. Our goal is to give the provider secure and fast access to their Medicare information seamlessly via our website through the eServices application. The eServices application provides information access over the Web for the following online services:

- Eligibility
- Claims Status
- Remittances Online
- Financial Information (payment floor and last three checks paid)

eServices will generally be available 24 hours a day, seven days week. Please visit the eServices webpage at www.PalmettoGBA.com/eServices for function availability and registration information. To be eligible to participate in eServices, you must have a completed an EDI Enrollment Agreement (included in the packet) that is actively on file with Palmetto GBA. An enrollment agreement processed by EDI will not automatically enroll a provider in eServices. eServices registration information is available online at www.PalmettoGBA.com/eServices. Only one Provider Administrator per EDI Enrollment Agreement related to a PTAN/NPI combination performs the registration.

Note: Palmetto GBA has the right to terminate any user's eServices access if suspicious or improper activity is suspected or determined.

4.B. Direct Data Entry (DDE) for Part A & HHH

Palmetto GBA makes Part A & HHH claim entry available directly into the claims processing system via on-line Direct Data Entry (DDE). Access is available to DDE through many of Palmetto GBA approved Network Service Vendors (NSVs). See the *Connectivity Options* section for more information on NSVs.

Providers use DDE for claim submission by signing on to Palmetto GBA's claims processing system and entering claims on-line, similarly to the way data entry operators enter paper claims submitted to Palmetto GBA. DDE is also available to all providers who use other methods of electronic claim submission but wish to check status of claims, beneficiary eligibility and correct claims on-line through the DDE system. The DDE User's Manual is available for download from the Palmetto GBA website under EDI Software & Manuals.

Each user must have an individual DDE number. You must include an individual's name with each user ID requested. *For security reason, you cannot share your DDE ID Number, nor can the ID be transferred to another person. If that individual leaves your company or no longer needs access, please contact EDI to delete the ID.* One DDE or ID can access multiple provider numbers.

5. Connectivity Options

To assist submitters in finding a Network Service Vendor (NSV) best suited to their needs, contact information for approved NSVs who have successfully tested with Palmetto GBA is posted on our website (under EDI Enrollment).

6. Testing

Submitter testing is required to ensure that the flow of data from the submitter to Palmetto GBA works properly. Testing also ensures the data submitted is valid and formatted correctly. New submitters are required to test prior to sending their first production dataset. New submitters are also required to have completed the Palmetto GBA enrollment process prior to testing.

Begin testing once you have software and a Submitter ID number. You must submit a minimum of 25 claims that are representative of your practice (they do not have to be "real" or current claims) and you must score 95% or better to get certified for "live" claims production. You should submit test claim files using your Medicare provider number. Do not notify Palmetto GBA before you test – just start!

Response reports are available within 24 hours of transmission. Submitters should retrieve their reports, correct any errors, and re-submit the claims until a single file of at least 25 claims is 95% error free. You must contact the Palmetto GBA Provider Contact Center once you have successfully passed testing.

7. Change of Ownership, Address or Phone Number

When you have a change of ownership, address or phone number, you must notify Palmetto GBA. If the change of ownership results in different provider number(s), please inform the Provider Contact Center when you call:

Jurisdiction J Part A and Part B: 877-567-7271

Jurisdiction M Part A, Part B and HHH: 855-696-0705

8. Notice to Billing Services, Clearinghouses and Vendors

If you will be submitting claims for more than one provider and you do not have a financial relationship with those providers (other than a billing relationship), you will be classified as a billing service. Each provider must complete an EDI Enrollment Agreement and the Provider Authorization Form. Palmetto GBA EDI Operations will verify provider authorization.

Clearinghouses and Network Service Vendors (NSVs) must use their own EDI Submitter ID /Receiver ID Number and password to submit and receive EDI transactions on behalf of providers. You may not use a number or password that has been assigned to a provider. If you currently use or have knowledge of an EDI Submitter ID or Receiver ID number and password issued to a provider by Palmetto GBA, you must disclose that information to the EDI Operations Department.

Clearinghouses and NSVs can submit or receive EDI Medicare transactions for providers who have filed an EDI Enrollment Agreement and EDI forms which authorizes the Clearinghouse or NSV to conduct specified transactions on their behalf. A Clearinghouse or NSV will be in violation of CMS and HIPAA privacy and security requirements for the following actions:

- Attempting to conduct EDI transactions for a provider that has not authorized it to perform such actions on their behalf
- Conducts an authorized transaction for a provider who did not request the specific transaction (such as submission of a request for eligibility data when that request was not originated by the provider identified as the source of the request)

Violators may be subject to penalties established by HIPAA and could lose all access rights to Medicare contractor systems nationally.

Clearinghouses and NSVs who do not translate non-HIPAA transactions or prepare claims are not permitted to read the content of data transmitted between a provider and Medicare, beyond accessing basic fields needed to determine inbound or outbound routing.