RAILROAD MEDICARE PART B
EDI ENROLLMENT PACKET

Attention: Please Read Before Completing Paperwork

Enrollment Submission

We are now accepting completed enrollment paperwork via fax or email.

FAX:	EMAIL:
803-382-2416*	RREDI.ENROLL@PalmettoGBA.com

*Please ensure you enter area code **803** when dialing our fax number.

EDI Application Form

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. You must submit an EDI Application Form when submitting the EDI Enrollment Agreement.

Email Enrollment Monitoring

Your email address will be the primary method of communication with Railroad 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/RR. 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

If you have any question pertaining to electronic billing or the information contained in this package, please contact the Palmetto GBA RRB Provider Contact Center at 888-355-9165, Monday through Friday from 8:00 AM until 5:00 PM EST. When calling, please identify yourself as a Railroad Medicare provider. We look forward to assisting you with any questions you may have.

Thank you for your interest in Electronic Data Interchange!

USING ELECTRONIC DATA INTERCHANGE SERVICES

Palmetto GBA has prepared this packet for Railroad Medicare Part B submitters of electronic claims. It 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 RRB Provider Contact Center at 888-355-9165.

If you are a provider waiting for a Railroad Medicare Provider Number or Provider Transaction Access number (PTAN), please wait before submitting any EDI forms! You must be assigned your Railroad Medicare Provider Number (PTAN) before completing any of the paperwork below. Call the Railroad Medicare Part B Provider Enrollment Department at 888-355-9165 or visit the Provider Enrollment section of our website for more information.

For more information on Palmetto GBA EDI options, please visit the Palmetto GBA website at www.palmettogba.com/RR or email us at RRB.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), choose "EDI System Status." A pop-up window will display the current status of several systems, including GPNet, the EDI front-end. 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 appear below the system affected. 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 RRB Provider Contact Center with system status questions.

Please register on the Palmetto GBA website (www.palmettogba.com/RR) 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 all applicable EDI categories, including the EDI topic located under the Railroad Medicare category. Users of Palmetto GBA-provided PC-ACE Pro32 or Medicare Remittance Easy Print (MREP) software 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. RAILROAD MEDICARE EDI APPLICATION FORM

> **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 Railroad Medicare Part B EDI Application Form for your records.** You must submit a completed EDI Application Form when submitting the EDI Enrollment Agreement.

A Submitter ID number is a unique identifier for electronic submitters. 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/RR 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 Section - 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/clearinghouse must complete this agreement. Please indicate your Railroad Medicare provider or group number and your National Provider Identifier (NPI). Billing services should not complete the EDI Enrollment Agreement unless they are a Railroad Medicare Part B 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.

Software Download Information

> **PLEASE NOTE:** Palmetto GBA software can be downloaded from our website free of charge. For additional software information and download instructions, please visit www.PalmettoGBA.com/EDI and select Railroad Medicare. Software information and files are located under Software & Manuals. If you are unable to download the software from our web site, please call our RRB Provider Contact Center at 888-355-9165 for assistance.

PC-ACE Pro32 Claims Entry Software

Palmetto GBA offers PC-ACE Pro32, a claims-entry software that allows providers to enter their claims.

Medicare Remittance Easy Print (MREP) Software

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 ASC X12 835 Electronic Remittance Advice. Using the HIPAA 835 files, MREP enables providers to view and print ASC X12 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 with, as well as view and print special reports.

Palmetto GBA eServices

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 a Railroad Medicare EDI Enrollment Agreement (included in the packet) that is actively on file with Railroad Medicare. 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.

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).

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. 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 Railroad Medicare Provider Number (PTAN). 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 RRB Provider Contact Center at 888-355-9165 once you have successfully passed testing.

Notice to Billing Services

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. Palmetto GBA EDI Operations will verify claims submission and provider authorization. Please keep a blank copy of these forms in the event that you secure new clients:

1. EDI Enrollment Agreement (required)
2. EDI Application Form

Change of Ownership, Address or Phone Number

When you have a change of ownership, you must notify Palmetto GBA by calling the Palmetto GBA RRB Provider Contact Center at 888-355-9165. If the change of ownership results in different Railroad Medicare provider number(s) or PTAN(s), please inform the EDI Support Team when you call.

You must also notify Palmetto GBA when you have a change of address or phone number. Please provide this information to us on your company letterhead and include your Submitter ID, NPI and Railroad Medicare Provider Number (PTAN), if applicable. Send your notice via fax or email to:

Fax: **803**-382-2416*   Email: RREDI.ENROLL@PalmettoGBA.com

*Please ensure you enter area code *803* when dialing our fax number.

Notice to Clearinghouses and Network Service Vendors

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.