



The Tele Comm Times

1-800-689-8100 - www.telecommcomputersystems.com

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Palmetto Updates

The intent of the Palmetto Edition of The Tele Comm Times is to pass on useful information that has retrieved from Palmetto GBA website. Please be patient when attempting to connect to Palmetto GBA website, it has been our experience that the site may take some time to come up.

- **Possible Delays in Redetermination Requests Submitted to NHIC prior to August 8, 2008**
Numerous Redetermination requests submitted to NHIC prior to August 8, 2008, and which were transitioned to Palmetto GBA, were not immediately available for processing. As a result, the Palmetto GBA redetermination team was not able to begin working these appeals until the end of September of 2008. This resulted in a backlog of redetermination requests. Palmetto GBA is working diligently to complete the transitioned redetermination requests by early December of 2008. No action is required. Please do not re-submit requests that were originally submitted to NHIC. You may continue to check on the status of your request by calling our Provider Contact Center .
- **Temporary Procedures To Facilitate Remittance Status Change Requests from J1 Part B Providers**
It appears that during the transition to Palmetto GBA many providers, at one time, enrolled for electronic remittances, but decided not to take advantage of this service and continued to rely on the hardcopy remits, which they continued to receive from their outgoing contractor. They did not experience problems with their remittance status with Palmetto GBA until 45 days after the newly set remit counter elapsed and their hardcopy remits were correctly deactivated. If you have been affected by this scenario, please fax a request for remittance status change on company/provider letterhead to (803) 935-0008, along with your e-mail address. Your remittance status will be changed to hardcopy. **This fax number is only for addressing the remittance status issue.** For more information about the published article, please visit Palmetto website, under Providers / Jurisdiction 1 Part A / EDI / General.
- Are you eligible for Advanced Payments to Providers of Part B Services? Visit Palmetto website and see if you meet the requirements. Article is located Providers / Jurisdiction 1 Part B / Articles / General
- Palmetto GBA has been forwarding the MCS Batch Control Listing (BCL) report during early boarding from the outgoing Part B contractors. GPNNet, their EDI front-end, generates a similar response report that includes the acceptance or rejection status of claim files. Since the information on the BCL report is duplicated in the GPNNet Response Report, Palmetto GBA will no longer forward BCL reports after cutover verification has been completed.
- If you are having problems with rejections that were not occurring when you were billing NHIC Medicare, you may want to check the "Alerts" area on the Palmetto website. It has information on how to perform certain billing operations with Palmetto.
- If your Palmetto reports have suddenly become unreadable, this could be caused by a change in report format that Palmetto has been randomly making in some clients mailboxes. To correct this problem, Palmetto must be notified by e-mail that you want them to set the reports back to their original format. Call us if you need assistance with this problem.
- With Palmetto telephone on hold wait times routinely exceeding two hours, consider sending an email to Palmetto, rather than sitting on hold. The EDI Department email address is medicare.edi@palmettogba.com

November Alerts

Possible Delays in Redetermination Requests Submitted to NHIC prior to August 8, 2008	11/19/2008
2009 Medicare Contractor Annual Update of the ICD-9-CM	11/18/2008
Botulinum Toxin Types A and B LCD - Update	11/17/2008
Treatment of Ulcers & Symptomatic Hyperkeratoses LCD	11/17/2008
Chiropractic Service LCD Update	11/11/2008
Initial Nursing Facility Care Codes Submitted by Podiatrists	11/11/2008
Monitored Anesthesia Care LCD Update	11/11/2008
Monitored Anesthesia Care LCD Update	11/11/2008
Gonadotropin-Releasing Hormone Analogs LCD	11/10/2008
Administration Codes for Flu, Pneumonia and Hepatitis B Injections	11/07/2008
Billing Requirements For Provider Information	11/07/2008
Non-Covered Services	11/07/2008
Routine Footcare LCD Update	11/07/2008
Anesthesia Claims Paid Incorrectly Due to Conversion of Minutes to Units	11/03/2008
Bariatric Surgery LCD	11/03/2008

For more information about the listed "Alerts" visit Palmetto GBA website at www.palmettogba.com - [Providers](#) / [Jurisdiction 1 Part B](#) / [Resources](#)