

TEAMPRAXIS EDI UPDATE

Frequently Asked Questions as of August 4, 2008

Is the Palmetto GBA transition over?

The transition will not be complete for another few weeks as Palmetto GBA has not yet settled completely into its role as our Medicare vendor. TeamPraxis anticipates minor changes to adapt its applications to Palmetto GBA's dynamic requirements.

What are Palmetto GBA's phone numbers?

As of August 4, 2008, contact numbers for Medicare are:

Call Center Hours are 7am to 5pm PST.

Provider Customer Service
(866) 931-3901

Electronic Data Interchange
(866) 749-4301

I am unable to add Medicare electronic claims to an existing Medicare EMC batch. The error message "For Medicare (Palmetto), only OVERWRITE allowed" appears. What do I do?

Do not overwrite the existing Medicare EMC batch. Press the ESC key and send your existing Medicare EMC batch first. You may create a new Medicare EMC batch only after the existing Medicare EMC batch is sent. You may print out your Medicare claims and set them aside in instances where you are unable to create a Medicare EMC batch because of an existing untransmitted Medicare EMC batch.

What do I do with outstanding Medicare claims with service date prior to August 4, 2008?

Send all Medicare claims to Palmetto GBA.

I do not have a new Medicare EMC password from Palmetto GBA, can I send electronic claims?

You will not be able to send Medicare electronic claims until you receive your new Medicare EMC password from Palmetto GBA. Contact the Electronic Data Interchange Department at (866) 749-4301 to find the status of your application paperwork. If you have not yet filled out any Palmetto GBA paperwork, please do so as soon as possible. Please refer to the TeamPraxis website www.teampraxis.com/help_desk/palmetto_gba for forms and instructions. Select the Medical ABC link dated 07/24/2008 for information regarding Palmetto GBA paperwork.

I'm not able to login into the Medicare EMC dial-up site, what do I do?

Make sure that you type all alpha characters in capital letters.

Example: Login: HI00100 Password: ABCDE1

Also make sure that you are using your new Palmetto GBA password.

I'm unable to process new Medicare electronic remittances, what do I do?

Medicare electronic remittances from Palmetto GBA are coming back in a format that not standard and as such is unfamiliar to Medical ABC. Currently, if you process an electronic remittance from Palmetto GBA in Medical ABC, you will receive the following error message: "The file appears to be corrupt." If you received this error message, DO NOT delete the electronic remittance file. Instead, use the Medicare Remit Easy Print (MREP) program to print out the Medicare EOB(s) and manually post the payments. TeamPraxis is currently working on an application update to deal with the non-standard electronic remittance files.

My Medicare EMC session has been stuck for the last few minutes, what do I do?

If your Medicare EMC session is stuck (no activity for the last three minutes), press the "Cancel" button. If a "Cancel" button is not available, then press the "Exit" button on the top right corner of the Medicare EMC screen. Press Esc to exit from your Medicare EMC dial-up session. You will receive a "Download Error" error message. Run Medicare EMC again.

I get a "Replace HMSAHST.ZIP? Y/N" message at the end of my Medicare EMC dial-up session. What do I do?

A Medical ABC update is underway to eliminate this prompt. In the meantime, press the "Y" key to bypass.

I get a download error at the end of my Medicare dial-up session, what do I do?

This error message has become more frequent with the transition over to Palmetto GBA. Please retry your Medicare EMC dial-up session until this error message no longer occurs. If you receive these errors, please call the TeamPraxis Help Desk to have a technician slow down your dial-up settings to prevent this error message.

I have not received an electronic remittance for my Medicare check. What do I do?

Some electronic remittances may have been lost during the transmission. You should run the Medicare EMC dial-up session and download any remittance files that Palmetto has in queue for your provider. If the electronic remittance is not found there, you must call Palmetto GBA Provider Services at (866) 931-3901 to request that a hard copy EOB be mailed to you.

I sent electronic and paper claims to Noridian prior to August 4, 2008 but have not received any reports for these claims. How do I know that these claims will be processed normally?

Your claim files may have been lost during the transition. You may regenerate and submit the claims again to Palmetto GBA, or wait until the end of August since payment usually comes back about two weeks after electronic claims are submitted. If no payment returns after three weeks, then you should regenerate and resubmit those outstanding claims.

I only send paper claims to Medicare, do I need to fill out paperwork?

You may need to send paperwork. If your provider receives electronic funds transfer from Medicare, then you must fill out the EFT enrollment form for Palmetto GBA. If your provider does not send electronic claims BUT receives electronic remittances from Medicare, then your provider must fill out the Jurisdiction 1 EDI Application Form. In this case, please select the Receive Electronic Remittances option in the "Providers for whom submitter will be transmitting" section. Additional instructions for filling out this form can be found on www.teampraxis.com/help_desk/palmetto_gba website. Select the Medical ABC link dated 07/24/2008.

Where do I send my paper claims?

Part B Primary Claims

J1 MAC – Palmetto GBA
PO Box 1051
Augusta, GA 30903-1051

Part B Medicare Secondary Payer

J1 MAC – Palmetto GBA
PO Box 1687
Augusta, GA 30903-1687

Where can I find the Medical ABC training manual?

It is located on the TeamPraxis website: www.teampraxis.com/help_desk/palmetto_gba

Updates to this document are done periodically as the Palmetto GBA transition is still underway.