

Palmetto GBA New Website FAQ

Palmetto GBA is giving our website a facelift. And now we're ready to answer your questions.

Question: Why are you changing your website?

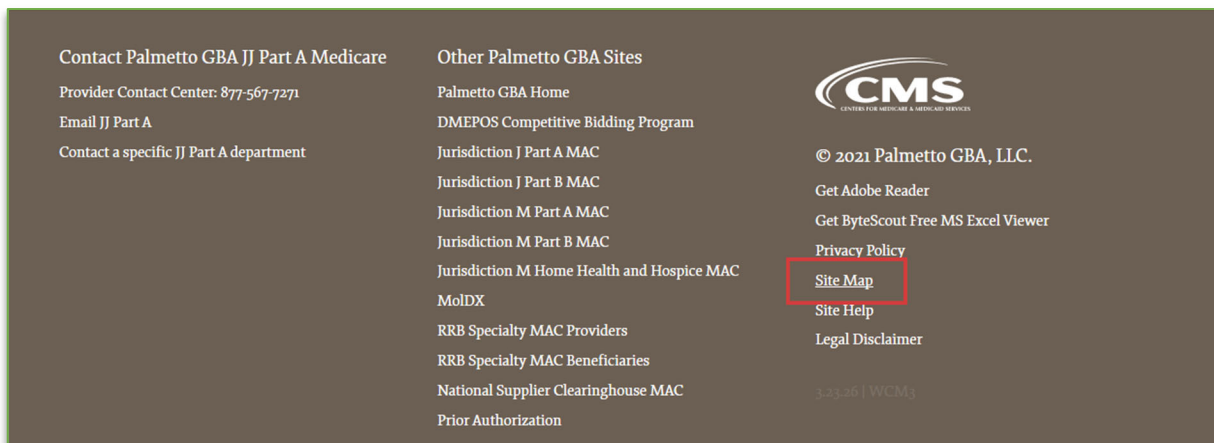
Answer: Our commitment to Medicare providers requires us to make important and timely information readily available, and our primary tool for accomplishing this objective is our website. As technology continued to evolve, we responded to provider feedback to make changes to the look and the layout of the website to make information easier to find.

Question: Now that I have gotten good navigating your website, you say you're changing it. How long will it take me to find my way around again? Will the homepage even look the same?

Answer: The content of the website is not changing — the articles, tips, Q&A, FAQ and training modules will still be there. The way information is presented will look different, more modern. There are more graphical images to draw the user's eye to important and frequently accessed parts of the site. New sidebar navigation will offer shortcuts to popular pages. The site sections you are familiar with, like News, Topics, Tools, and Forms are still there. The homepage and other areas of the website will still look similar but will feature enhancements that make navigating the website far easier.

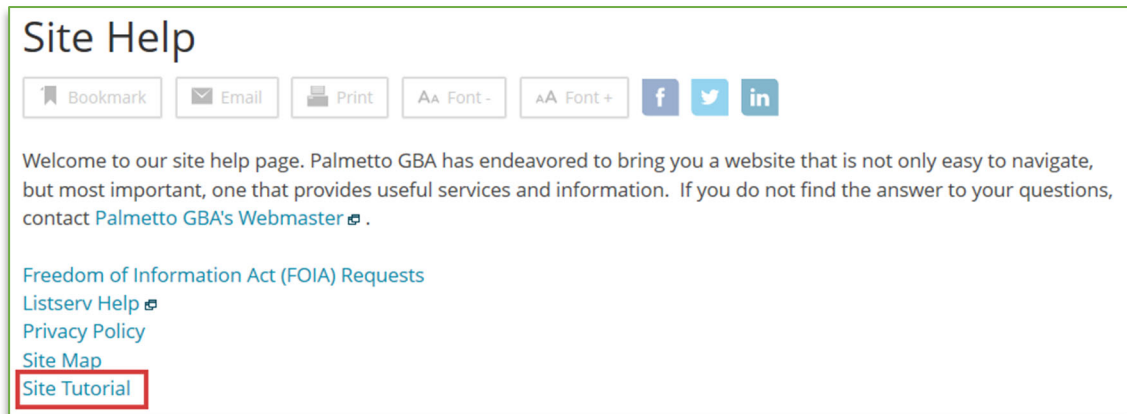
Question: I can't find my way around the website or locate what I need. Where is the site map?

Answer: You can locate the site map by navigating to the bottom of the page and selecting **Site**



Map on the right side of the page.

If this does not help, try locating the Site Tutorial. You can locate this by selecting **Site Help** below **Site Map**.



From here, select **Site Tutorial**.

Question: Why have you changed your website’s navigation and reorganized the topic sections?

Answer: As part of the upgrade process we chose to reorganize our website’s content in order to make the information that you need easier to find. Our “Topics” menu has been simplified to have fewer, more customer-focused options. We have also added additional navigation on the left side of the page, featuring many topics to help you quickly access the information, tools and forms that you need.

Question: The “Forms/Tools” option should be two different options. It makes no sense to click on “Forms/Tools” (on the top tool bar) and then click again to separate them out.

Answer: We heard you. We are separating **Forms** and **Tools** as two separate dropdown menus to make locating what you need simpler.

Question: What happened to the Event Registration Portal?

Answer: The Event Registration Portal is obsolete technology and has been removed. It will soon be replaced with a new app that is seamlessly incorporated into the new website. While it will serve the same basic function as the Event Registration Portal, it will provide a higher level of integration and interaction within our events calendar and registration portal platforms.

For now, you can find articles announcing education events under the **Education** tab.

Question: Is the eServices portal changing?

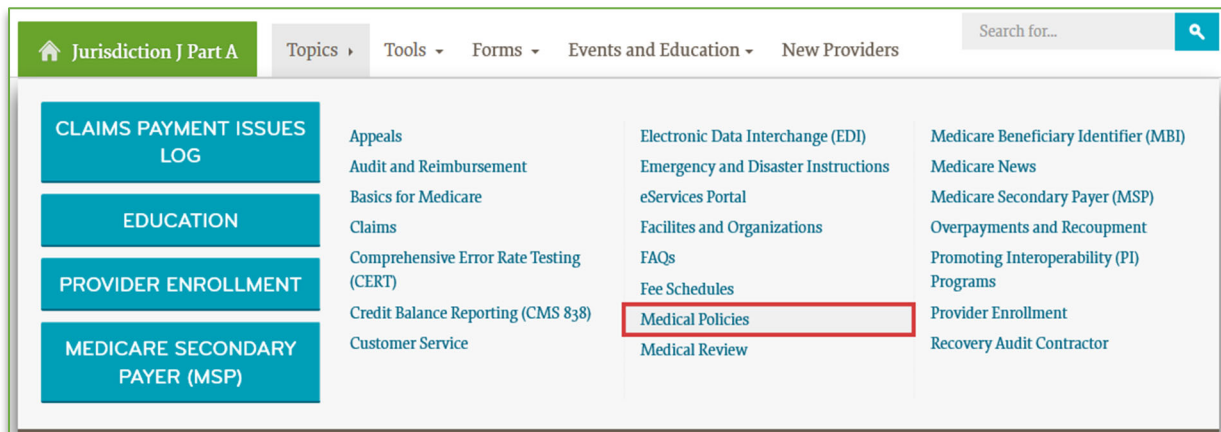
Answer: No, nothing about our eServices portal will be changing.

Question: I am a new Medicare provider with no experience on your website. Is it going to be easy for me to get the information I need?

Answer: Yes. Our new site features an enhanced search, making critical articles easy to find. And we also have a “New to Medicare” feature for new providers that simplifies the enrollment process and makes becoming a Medicare provider easy for all. “New to Medicare” takes you through each step in the process until you become a Medicare expert.

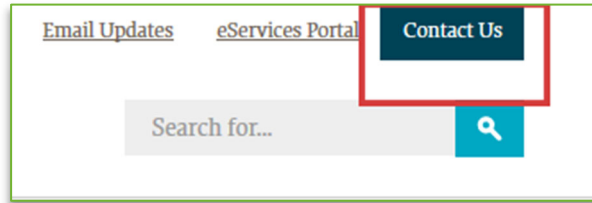
Question: Where can I find the Local Coverage Determinations (LCDs) and Medicare coverage articles list?

Answer: The “LCDs and Related Articles” document is now retitled “LCDs, NCDs, Coverage Articles” and is an article located under “Medical Policies” within the **Topics** section. You will see the LCDs and Related Articles for both JM and JJ; however, **Railroad Medicare does not have any LCDs.**



Question: If I would like to share feedback on the new website, how can I do that?

Answer: Access the blue **Contact Us** icon in the right corner and complete the short survey (Palmetto GBA Provider Experience).

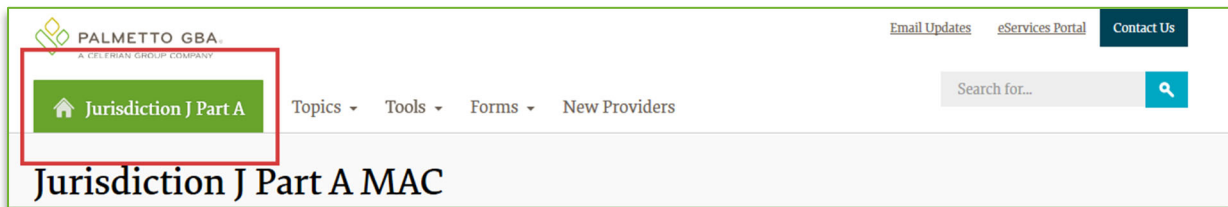


Question: How do I contact someone for assistance?

Answer: To reach out to someone, you can access the **Contact Us** icon shown above. You can then navigate to the appropriate department and be taken to that area's contact information.

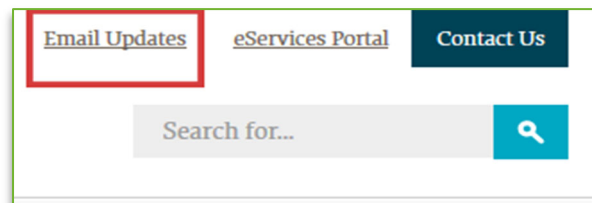
Question: How do I get back to my jurisdiction's homepage after I have navigated to other pages or articles?

Answer: You simply click on the green **Jurisdiction** box towards the top-left corner and you will go back to your homepage.



Question: Will you continue to send out a daily ListServ?

Answer: Yes, we will, only now we are calling our daily messages "Email Updates." If you have not yet taken advantage of this informative feature, now is the time to sign up.



Question: Will I be able to change my “Email Updates” settings?

Answer: On the upper right-hand corner of the screen, select **Email Updates**. Then select the

Subscribe to Email Updates

If you are already subscribed to our listservs and wish to edit the listservs you are subscribed to then please visit our [Change Email Updates Category](#) page.

Subscribing to our email updates is quick, easy and free!

Enter your email address below and select the topics you are interested in receiving updates about . We won't share your email address with anyone, and usually only send one email per day.

“Change Email Updates Category” link.

Click on a department to be taken to that area's contact information:

- [Appeals & Redeterminations](#)
- [Checks for Overpayments](#)
- [Contact Center for Providers](#)
- [Cost Report Filing](#)
- [Credit Balance Reporting](#)
- [Customer Service Center \(Beneficiary\)](#)
- [Electronic Data Interchange \(EDI\)](#)
- [eServices](#)
- [Financial Correspondence](#)
- [Freedom of Information Act \(FOIA\) Coordinator](#)
- [Medical Affairs](#)
- [Medical Review](#)
- [Medicare Secondary Payer \(MSP\)](#)
- [Provider Audit](#)
- [Provider Enrollment](#)
- [Provider Outreach and Education \(POE\)](#)
- [Provider Reimbursement](#)
- [Zone Program Integrity Contractor \(ZPIC\)](#)