



**Palmetto GBA**<sup>SM</sup>  
PARTNERS IN EXCELLENCE<sup>SM</sup>

A/B MAC Jurisdiction 11  
North Carolina, South Carolina,  
Virginia, West Virginia  
Home Health and Hospice

March 31, 2011

Dear Provider:

On September 9, 2010, the Centers for Medicare & Medicaid Services (CMS) announced that Palmetto GBA would begin implementation of the new A/B Medicare Administrative Contract (A/B MAC) for Jurisdiction 11 (J11), which includes North Carolina, South Carolina, Virginia, West Virginia, and Home Health and Hospice services for 16 states.

Palmetto GBA is pleased to be your new contractor for the J11 A/B MAC. We are a subsidiary of BlueCross BlueShield of South Carolina and have administered Medicare health insurance services for CMS since the inception of the program in 1966. We anticipate a smooth implementation and have taken measures to minimize the effect on your day-to-day operations.

The effective date for the implementation of the J11 A/B MAC Part B North Carolina workload is **May 28, 2011**. Palmetto GBA and CMS are working together to ensure that an effective implementation occurs and access to quality service is maintained. This implementation applies to services billed on the CMS-1500 / 837B from North Carolina Part B providers currently billing CIGNA. The full implementation of the J11 A/B MAC will be completed in June 2011.

Our primary goal during this implementation is to ensure that North Carolina Part B providers receive consistent, open and clear information by:

- Fostering partnerships with your trade associations
- Providing Webinars, workshops and other educational resources
- Posting information on our J11 Part B Web site at [www.PalmettoGBA.com/J11B](http://www.PalmettoGBA.com/J11B) and communicating via our J11 Part B listserv
- Providing a toll-free implementation hotline at (888) 791-1938

### **Education for North Carolina Part B Providers**

At your earliest opportunity, we encourage you to view a prerecorded Webinar on our Web site at [www.PalmettoGBA.com/J11B](http://www.PalmettoGBA.com/J11B). The Webinar is located under the Implementation link. From this page select North Carolina and then the Webinar, which will answer most of your implementation questions.

If you feel you need additional information, Palmetto GBA will be hosting a series of face-to-face workshops in North Carolina to familiarize providers with the different areas of operation within the J11 A/B MAC. These workshops will be conducted in two sessions on each date. The first session will be held from 9:00 to 11:00 a.m. and the second session will be held from 1:00 to 3:00 p.m. as follows:

<b>April 11, 2011</b>	<b>April 12, 2011</b>	<b>April 13, 2011</b>
Alamance Regional Medical Center Grand Oaks Building 1240 Huffman Mill Rd. Burlington, NC 27215 (336) 538-7000	Greensboro Marriott Downtown 304 N. Greene St. Greensboro, NC 27401 (336) 379-8000	Charlotte Marriott Executive Park 5700 Westpark Dr. Charlotte, NC 28217 (704) 527-9650
<b>April 14, 2011</b>	<b>May 2, 2011</b>	<b>May 3, 2011</b>
Crowne Plaza Resort Asheville One Resort Dr. Asheville, NC 28806 (828) 254-3211	Wilmington Coastline Conference and Event Center 501 Nutt St. Wilmington, NC 28401 (800) 617-7732	Hilton Greenville 207 SW Greenville Blvd. Greenville, NC 27834 (252) 355-5000
<b>May 4, 2011</b>	<b>May 5, 2011</b>	
Wilson Memorial Hospital Auditorium 1606 Tarboro St. W. Wilson, NC 27893 (252) 399-8040	Embassy Suites Raleigh-Durham/Research Triangle 201 Harrison Oaks Blvd. Cary, NC 27513 (919) 677-1840	

Registration for these workshops will be available on our Web site at [www.PalmettoGBA.com/workshops](http://www.PalmettoGBA.com/workshops). To enroll, you will first need to register on our Web site. Please do not call the hotels to register for a workshop.

- Web address: [www.PalmettoGBA.com/workshops](http://www.PalmettoGBA.com/workshops)
- Select the workshop you are interested in attending
  - Select ‘Create Account’ if you do not already have a username and password
  - Select ‘Login’ to register using your username and password

**EDI Early Boarding**

Early Board with EDI now!! On March 8, 2011, EDI mailed a ‘Welcome to Palmetto GBA’ letter to all submitters and vendors informing them of necessary changes and procedures for enrolling in EDI that would be required during the transition period. We highly encourage all submitters to Early Board with us to ensure that you are able to transmit and receive electronic transactions, and to get accustomed to our GPNet response reports before the transition date of May 28, 2011. It is imperative that forms are

returned to us before **May 13, 2011**. EDI Enrollment Forms received after this date will cause interruption of EDI services.

### **Important Changes for North Carolina Part B Providers**

A new Payer Identification number (11502) is effective May 28, 2011. You should begin to submit claims using the new Payer ID on May 28, 2011.

A new Electronic Funds Transfer (EFT) agreement is required for providers who elect to receive their Medicare payments electronically. The EFT letter and agreement were mailed on December 31, 2010. We encourage you to submit your new EFT agreement form as soon as possible. A new agreement form must be received by **May 13, 2011**, for your payments to continue without any delays. Failure to submit the requested form will require us to hold 100% of your payments until the new agreement form is provided.

All providers currently using any EDI service must complete and return a new Electronic Data Interchange Enrollment Form. This form is available for download from our Web site [www.PalmettoGBA.com/J11B](http://www.PalmettoGBA.com/J11B). Click on 'Implementation,' followed by 'North Carolina.' The form will be listed in the center of the page. The form must be returned to Palmetto GBA EDI by **May 13, 2011**, or EDI services could be interrupted. We are recollecting EDI Enrollments to ensure that we have the most current information about each provider using EDI products and services, as well as each provider's NPI, which was not included in older iterations of the Electronic Data Interchange Enrollment Form.

Palmetto GBA will begin ANSI v5010 testing for North Carolina Part B external users on June 1, 2011. No one will be placed in ANSI v5010 production until successful errata testing is completed. The ANSI v5010 testing procedures will be posted on our Web site. Please monitor our Web site for updates concerning ANSI v5010. If you have any questions, please call the Palmetto GBA Technology Support Center at (866) 749-4301.

In order to ensure a smooth implementation, CIGNA will make claims payment **EARLY** and will communicate their plans to you. Palmetto GBA will issue payments and remittance advices using normal payment cycles. We are hopeful the early payments from CIGNA will ease the implementation process for your practice. Please plan accordingly.

The Provider Contact Center (PCC) Interactive Voice Response (IVR) system and Customer Service Representatives will not be available on Monday, May 30 in observance of the Memorial Day Holiday. To successfully complete the implementation, we will be closed on Tuesday (May 31) and Wednesday (June 1). We will be available on Thursday (June 2) to assist you with your Medicare questions. We appreciate your understanding. At your first opportunity, please visit the J11 Part B Web site at

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[www.palmettogba.com/listserv](http://www.palmettogba.com/listserv) and register to receive e-mail updates to be informed about upcoming events and announcements.

Enclosed is an 'Implementation Guide,' which includes key phone numbers, addresses and EDI information. Call our toll-free Implementation Hotline at (888) 791-1938 if you have any specific questions about the North Carolina J11 Part B implementation.

We are committed to providing excellent service to North Carolina's Medicare providers and their patients. We look forward to working with you for years to come.

Sincerely,



Neal Burkhead  
Vice President / J11 Project Manager

Enclosure