



Implementation Guide: North Carolina Part B

What SHOULD I do to Get Ready?

- **Electronic Funds Transfer (EFT) agreement:** Submit your new EFT agreement form (must be received by **May 13, 2011**) to receive electronic Medicare payments without delay.
- **EDI Early Boarding:** Enroll with EDI now and begin submitting your electronic claims. Go to our Web site at www.PalmettoGBA.com/J11B and select the Implementation link on the left hand side and then select North Carolina link.
- **Webinars:** Please view the prerecorded Webinars for answers to most of your implementation questions. Go to our Web site at www.PalmettoGBA.com/J11B and select the Implementation link on the left hand side and then select North Carolina link..
- **Workshops:** Still have questions or prefer face-to-face meetings? Please register to attend a workshop at www.PalmettoGBA.com/workshops.
- **Online Provider Services:** Sign up after June 2 for secure and fast access to your Medicare information (view beneficiary eligibility, claims status, online remittances and financial information) through our Online Provider Services System. Register at www.PalmettoGBA.com/ops. (You may register for OPS if you have an EDI enrollment agreement on file with Palmetto GBA and you have received a Medicare payment from Palmetto GBA.)
- **Listserv sign-up:** Register to receive e-mail updates so that you are informed about upcoming events and announcements at our Web site, www.PalmettoGBA.com/listserv.
- **Cash Flow:** CIGNA will be paying claims early, so make sure you're aware of the impact to your practice. Your first few payments from Palmetto GBA will be smaller payments due to the earlier payments made by CIGNA.

What WILL Change?

EDI CONTRACTOR/PAYER ID and EDI SUPPORT CONTACT INFORMATION

Effective May 28, 2011, at 12:01 a.m. ET, the Contractor/Payer ID will change to **11502**. Details associated with the Contractor/Payer ID change are addressed in the table below.

State/LOB	Old Contractor Payer ID	New Contractor Payer ID	Interchange Qualifier Must Equal
North Carolina Part B	05535 or C05535	11502	27 in ISA05 & ISA07

The new Contractor/Payer ID must be included in the following fields: Segment ISA08, Segment GS03, Loop 1000B, Segment NM109, and Loop 2010BB, Segment NM109. The ANSI format locations for the new Contractor/Payer ID are depicted in the table below.

LOOP	SEGMENT
(none)	ISA08
(none)	GS03
1000B	NM109
2010BB	NM109

We have acquired a list of all current Trading Partner\Submitter IDs, providers associated with those Trading Partner/Submitter IDs and EDI Enrollment confirmations from your current contractor. You will use your current Trading Partner/Submitter ID and a randomly generated initial password assigned by Palmetto GBA to access GPNet and submit your claims to Palmetto GBA. Trading Partner/Submitter ID should not to be confused with your current Stratus Mailbox ID. You will receive your password upon completion of Jurisdiction 11 Online EDI Application Form, which is downloadable from our Web site, www.PalmettoGBA.com/J11B. Click on ‘Implementation,’ followed by ‘North Carolina.’ The form will be listed in the center of the page.

The Submitter ID must be included in the following fields: Segment ISA06, Segment GS02 and Loop 1000A Segment NM109. The ANSI format locations for the Submitter IDs are depicted in the table below:

LOOP	SEGMENT
	ISA06
	GS02
1000A	NM109

Please note that the contact number for the Palmetto GBA Technology Support Center is (866) 749-4301.

The mailing address for Palmetto GBA EDI Operations, which will be used after implementation, is:

Palmetto GBA
 J11 EDI Operations, AG-420
 P.O. Box 100145
 Columbia, SC 29202-3145

ELECTRONIC DATA INTERCHANGE (EDI)

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. Forms received after this date will cause interruption of EDI services.

ELECTRONIC FUNDS TRANSFER (EFT)

A new Electronic Funds Transfer (EFT) agreement is required for providers who elect to receive 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 delay. Failure to submit the requested form by the designated date will require us to hold 100% of your payments until the new agreement form is received.

Please submit the new EFT (CMS 588) form with your current banking information and confirmation of account information on bank letterhead or a voided check to the following address:

Palmetto GBA Finance
J11 EFT, AG-260
P.O. Box 100277
Columbia, SC 29202-3277

PROVIDER CONTACT CENTER (PCC)

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.

Beginning June 2, 2011, if you have a question that cannot be handled through the IVR, please call the Customer Service Representative (CSR)-only telephone number at (866) 830-3043. Our PCC hours of operation will be 8:00 a.m. – 4:30 p.m. ET Monday through Friday.

ONLINE PROVIDER SERVICES (OPS)

Palmetto GBA offers online secure and fast access to view beneficiary eligibility, claims status, online remittances and financial information. Sign up after June 2 for 'Online Provider Services' by registering at www.PalmettoGBA.com/ops. (You may register for OPS if you have an EDI enrollment agreement on file with Palmetto GBA and you have received a Medicare payment from Palmetto GBA.)

LOCAL COVERAGE DETERMINATIONS (LCDs)

Effective May 28, 2011, some changes will take effect for LCDs:

- There will be 68 new LCDs with an effective date of May 28, 2011 for J11 Part B - NC LCDs (11502)
- 7 existing LCDs will remain, with no coverage changes at this time
- 28 LCDs were consolidated from Virginia (TrailBlazer), with no coverage changes at this time

- 32 LCDs were consolidated from South Carolina (Palmetto GBA Title 18), with no coverage changes at this time
- Palmetto GBA (South Carolina – Title 18) retired 66 previously active LCDs in their entirety
- The policies accepted and retired are available at the end of this guide

LCDs contain specific information regarding the ‘reasonableness and necessity’ of various services and will be available through the Palmetto GBA Web site (www.PalmettoGBA.com/J11B/LCD) or directly through the CMS Medicare Coverage Database (www.cms.gov/mcd/overview.asp). In the absence of an LCD, a service may be considered for coverage if there is a benefit category establishing coverage, the service is not statutorily excluded, and it meets the definition of “reasonable and medically necessary” as set forth under Federal Law in Section 1862(a)(1)(A) of the Social Security Act (please note that different provisions of the Social Security Act apply to some services, such as preventive services).

REDETERMINATIONS – FIRST LEVEL OF APPEAL

Palmetto GBA will handle the first level of appeal requests and they should be sent to the address listed below.

Palmetto GBA – J11 MAC
 Mail Code AG-655
 P.O. Box 100190
 Columbia, SC 29202

Inquiries related to all Redeterminations will be handled by the Provider Contact Center at (866) 830-3043.

Encountering Unexpected Problems?

If you have any implementation related questions, you may call the **Toll-free Implementation Hotline at (888) 791-1938** for assistance with your implementation specific questions. The Hotline is available daily from 8:00 a.m. until 4:30 p.m. ET.

Need Contact Information?

We hope you will use this handy reference guide that will help you navigate the claims and reimbursement process. Please keep in mind that our Web site always has the most current information.

Department Specific Contact Numbers: Effective May 28, 2011	
Interactive Voice Response (IVR) System Call the IVR for claim status, to order copies of the Standard Provider Remittance (SPR), eligibility inquiries, etc. The IVR User Guide is located on our Web site.	(888) 414-8592
Provider Contact Center (PCC)	CSR: (866) 830-3043

Department Specific Contact Numbers: Effective May 28, 2011

Call the PCC for issues related to claims, billing, provider education and other provider issues.	
Telephone Corrections Call this line to request the reopening of a submitted claim. Note: Some restrictions apply.	(877) 872-5556
Provider Outreach & Education Please contact the Outreach team to request a workshop or meeting.	(888) 414-8592 and select Option 8
Provider Enrollment Assistance with Provider Enrollment, including completion of the CMS-855 applications.	(866) 830-3043
Electronic Data Interchange (EDI) Technical assistance with electronic billing, Electronic Remittance Advice (ERA) and other EDI issues.	(866) 749-4301

Department Specific Mailing Addresses: Effective May 28, 2011

All Paper Claims (including Medicare Secondary Payer claims)	Palmetto GBA – J11 MAC Mail Code: AG-600 P.O. Box 100190 Columbia, SC 29202-3190
General Inquiries <ul style="list-style-type: none"> • General coverage and Medicare-related questions • Crossover questions • Questions regarding claim filing requirements • Explanation of denial reasons • IVR resources • Medicare Secondary Payer (MSP) resources • Modifier guidelines • Medical record documentation questions 	Palmetto GBA – J11 MAC Medicare Part B Mail Code: GM-215 P.O. Box 100238 Columbia, SC 29202-3238
Redeterminations (first-level appeals)	Palmetto GBA – J11 MAC Mail Code AG-655 P.O. Box 100190 Columbia, SC 29202
MSP Correspondence <ul style="list-style-type: none"> • Duplicate Primary Payment (DPP) Correspondence • Receipt of two primary payments 	Palmetto GBA – J11 MAC KA-100 P.O. Box 100238 Columbia, SC 29202-3238

Department Specific Mailing Addresses: Effective May 28, 2011

<p>Provider Enrollment</p> <ul style="list-style-type: none"> • Enrollment (credentialing) questions • Request CMS-855 B, I or R forms • Change address, add a location, add a new member to a provider group • Independent Diagnostic Testing Facility (IDTF) enrollment • Electronic Funds Transfer (EFT) CMS 588 form • Medicare Participating Physician or Supplier Agreement (PAR) CMS 460 form • How to obtain a National Provider Identifier (NPI) • Participation corrections 	<p>Palmetto GBA – J11 MAC Part B Provider Enrollment Mail Code: AG-310 P.O. Box 100190 Columbia, SC 29202-3190</p>
<p>Claims Responses to our requests for information ('automated development requests')</p>	<p>Palmetto GBA – J11 MAC Mail Code: AG-600 P.O. Box 100190 Columbia, SC 29202-3190</p>
<p>Medical Records Requests Responses to our requests for medical records</p>	<p>Palmetto GBA Mail Code: AG-230 P.O. Box 100190 Columbia, SC 29202-3190</p>
<p>Financial Correspondence With/without checks</p>	<p>Palmetto GBA Finance Mail Code: AG-340 P. O. Box. 100240 Columbia, SC 29202-3240</p>
<p>Electronic Data Interchange (EDI)</p> <ul style="list-style-type: none"> • EDI enrollment and other EDI-related issues • Administrative Simplification and Compliance Act (ASCA) • Electronic Remittance Advice (ERA) • Medicare Remit Easy Print (MREP) • PC-Ace Pro 32 (Billing Software) • EDI Tests 	<p>Palmetto GBA J11 EDI Operations Mail Code: AG-420 P.O. Box 100145 Columbia, SC 29202-3145</p>
<p>Report Suspected Fraud</p>	<p>Palmetto GBA – J11 MAC Medicare Part B Mail Code: GM-215 P.O. Box 100238 Columbia, SC 29202-3238</p>

LCD GUIDE

Approved LCDs: Effective May 28, 2011	LCD Origination
3D Interpretation and Reporting of Imaging Studies	TrailBlazer
Allergy Skin Testing	TrailBlazer
Assays for Vitamins and Metabolic Function	TrailBlazer
Barium Swallow Studies, Modified	TrailBlazer
Bexxar® (Tositumomab and Iodine131-Tositumomab)	CIGNA
Blepharoplasty	Palmetto GBA
Brain Natriuretic Peptide (BNP) Level	Palmetto GBA
Cardiac Computed Tomography Angiography (CCTA)	Palmetto GBA
Cardiac Output Monitoring by Electrical Bioimpedance	TrailBlazer
Cardiac Radionuclide Imaging	Palmetto GBA
Cataract Extraction (including Complex Cataract Surgery)	TrailBlazer
Chemodenervation	Palmetto GBA
Chemotherapy & Biologicals	Palmetto GBA
Circulating Tumor Cell Marker Assays	Palmetto GBA
Computerized Axial Tomography, Thorax	TrailBlazer
Corneal Pachymetry	Palmetto GBA
Cosmetic and Reconstructive Surgery	TrailBlazer
C-Reactive Protein Testing	Palmetto GBA
Debridement of Ulcers & Wounds	Palmetto GBA
Diagnostic Cardiac Catheterization	Palmetto GBA
Diagnostic Mammography	TrailBlazer
Extracorporeal Shock Wave Therapy for Musculoskeletal Problems	CIGNA

Approved LCDs: Effective May 28, 2011	LCD Origination
Flow Cytometry	Palmetto GBA
Hyaluronate Polymers	TrailBlazer
Hyperbaric Oxygen Therapy	TrailBlazer
Imaging of the Head, Neck and Brain: MRI and CT	TrailBlazer
Imaging of the Spine: MRI and CT	TrailBlazer
Implantable Infusion Pump	TrailBlazer
In Vitro Chemosensitivity & Chemoresistance Assays	Palmetto GBA
Infectious Disease Molecular Diagnostic Testing	TrailBlazer
Intraoperative Neurophysiological Monitoring	TrailBlazer
K-RAS Testing Required before Epidermal Growth Factor Receptor Antibody Use in Colorectal Cancer	CIGNA
Magnetic Resonance Angiography (MRA)	CIGNA
Mohs' Micrographic Surgery	TrailBlazer
MRI of a Joint	TrailBlazer
Nerve Conduction Studies, Electromyography	Palmetto GBA
Non Coronary Vascular Stents	Palmetto GBA
Noncovered Category III CPT Codes	Palmetto GBA
Noninvasive Vascular Testing (NIVT)	Palmetto GBA
Octreotide Acetate for Injectable Suspension (Sandostatin Lar Depot)	Palmetto GBA
Ocular Photography and Ophthalmoscopy	Palmetto GBA
Oral Maxillofacial Prosthesis	TrailBlazer
Outpatient Co-Management of Surgical Procedures	Palmetto GBA
Paravertebral Facet Joint Block	Palmetto GBA
Percutaneous Transluminal Angioplasty	Palmetto GBA

Approved LCDs: Effective May 28, 2011	LCD Origination
Photodynamic Therapy with Verteporfin (Visudyne®)	TrailBlazer
Polysomnography	Palmetto GBA
Posterior Tibial Nerve Stimulation	Palmetto GBA
Pulmonary Stress Testing	TrailBlazer
Removal of Benign and Malignant Skin Lesions	TrailBlazer
Respiratory Therapy and Oximetry Services	TrailBlazer
Resynchronization Therapy for Congestive Heart Failure (Bi-Ventricular Pacing)	CIGNA
Special Electroencephalography	TrailBlazer
Spinal Cord Stimulation (Dorsal Column Stimulation)	TrailBlazer
Stress Echocardiography	CIGNA
Transesophageal Echocardiography	Palmetto GBA
Transthoracic Echocardiography	Palmetto GBA
Trigger Point, Tendon Sheath Injections	Palmetto GBA
T-Wave Alternans	Palmetto GBA
Vagus Nerve Stimulation	TrailBlazer
Varicose Veins of the Lower Extremities	Palmetto GBA
Vascular Access for Hemodialysis	TrailBlazer
Vertebral Fracture Assessment	TrailBlazer
Vertebroplasty/Vertebral Augmentation	Palmetto GBA
Virtual Colonoscopy (CT Colonography)	Palmetto GBA
White Cell Colony Stimulating Factors	Palmetto GBA
Wireless Capsule Endoscopy	Palmetto GBA
Yag Capsulotomy	CIGNA

The policies below were **retired**. Please note the listing does not include the name of the originator as many policies from Palmetto GBA, TrailBlazer and/or CIGNA had the same/similar title.

- Bariatric Surgical Management of Morbid Obesity
- Bioengineered Skin Substitutes– S-161B-R1
- Bone Mass Measurement
- Botulinum Toxin Type A
- Cardiac Catheterization
- Cardiac Event Detection Monitoring
- Cardiac Rehabilitation
- Cardiovascular Nuclear Medicine
- Cardiovascular Stress Testing
- Chelation Therapy
- Chiropractic Services
- Colony Stimulating Factors
- Complex Decongestive Physiotherapy for Lymphedema
- Computed Tomographic Arteriography of the Chest
- Continuous Glucose Monitoring
- Cryosurgical and Radiofrequency Ablation of Hepatic Tumors
- Drugs and Biologicals-Chemotherapeutic Drugs
- Drugs and Biologicals-Non-Chemotherapeutic
- Echocardiography
- Electrocardiography
- Electrodiagnostic Studies
- Erythropoiesis Stimulating Agents - Non-Dialysis
- Facet Joint Injections
- Flow Cytometry
- Frequency for Laboratory Tests
- Fundus Photography
- Gastrointestinal Tract Diagnostic Evaluation
- General and Extended Ophthalmologic Services
- Holter Monitoring
- Immunizations - I-80B-R11
- Intensity Modulated Radiation Therapy
- Interventional Cardiology
- Intravenous Immune Globulin
- Lacrimal Punctum Closure
- Leucovorin and Levoleucovorin Calcium I
- Luteinizing Hormone-Releasing Hormone Analogues
- Monitored Anesthesia Care (MAC)