



Riverside County Medical Association

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 Riverside CA 92506
 (951) 686-3342 Fax (951) 686-1692

CMA's Center for Economic Services has seen a tremendous upswing in phone calls since Palmetto GBA took over as the Medicare fiscal intermediary in California on September 2nd. The majority of these calls are questions regarding phone numbers, fax numbers and addresses for Palmetto. Below is the list of Palmetto contact information that will be very helpful. Palmetto's post-transition website can be found here:

<http://www.palmettogba.com/palmetto/providers.nsf/DocsCatHome/Jurisdiction%201%20Part%20B>

For additional assistance, call CMA Reimbursement Assistance Hotline: 888-401-5911



Important Medicare Addresses and Telephone Numbers for Segment 3 Part B Providers in the state of California

| Contractor | Workload | Operational Date |
|------------|-------------------|------------------|
| Noridian | HI, NV Part B | 8/4/08 |
| NGS | CA, HI, NV Part A | 8/20/08 |
| NHIC | CA Part B | 9/2/08 |

| Department | Effective Date | Telephone Number | Hours of Operation |
|----------------------------------|----------------|------------------|--------------------------------|
| IVR | 9/2/08 | 866-931-3903 | 24 x 7 |
| Customer Service Representatives | | 866-931-3901 | 7:00 am – 5:00 pm Pacific Time |
| TTY | | 866-931-3902 | 7:00 am – 5:00 pm Pacific Time |

***Note:** Palmetto GBA has a separate toll-free telephone number for reopenings. The number is listed below. The hours of operation are 7:00 am – 3:00 pm Pacific Time.

| Department | Effective Date | Address | FAX Number | Telephone Number |
|---|-----------------------|---|-----------------------------|--------------------------|
| Claims | 8/27/08 | J1 MAC – Palmetto GBA PO Box 1051 Augusta, GA 30903-1051 | N/A | N/A |
| Electronic Data Interchange (EDI) | 8/27/08 | J1 MAC – Palmetto GBA PO Box 100145 Columbia, SC 29202-3145 | 803-870-8035 | 866-749-4301 |
| Electronic Funds Transfer (EFT) | 9/2/08 | EFT.Admin@palmettogba.com | None | 866-749-4301 |
| Finance | 9/2/08 | J1 MAC – Palmetto GBA PO Box 1416 Augusta, GA 30903-1416 | 803-462-3916 | N/A |
| General Correspondence | 9/2/08 | J1 MAC – Palmetto GBA PO Box 1091 Augusta, GA 30903-1091 | 803-462-3912 | N/A |
| Medical Review – (ADR Responses) | 9/2/08 | J1 MAC – Palmetto GBA PO Box 1476 Augusta, GA 30903-1476 | 803-462-3929 | N/A |
| Medicare Secondary Payer | 8/27/08 | J1 MAC – Palmetto GBA PO Box 1687 Augusta, GA 30903-1687 | 803-462-3922 | No direct telephone line |
| Provider Enrollment | 9/2/08 | J1 MAC – Palmetto GBA PO Box 1667 Augusta, GA 30903-1667 | Not applicable at this time | No direct telephone line |
| Provider Outreach and Education | 9/2/08 | Palmetto GBA – J1 MAC PO Box 2166 Augusta, GA 30903-2166 | 803-462-3923 | No direct telephone line |
| Redeterminations | 8/11/08 | Palmetto GBA – J1 MAC PO Box 1252 Augusta, GA 30903-1252 | 803-462-3914 | No direct telephone line |
| Reopenings – Telephone | 9/2/08 | See address below for written reopenings | Not applicable at this time | 866-669-5543 |
| Reopenings – Written | 8/11/08 | Palmetto GBA – J1 MAC PO Box 1252 Augusta, GA 30903-1252 | Not applicable at this time | No direct telephone line |
| Street Address for FedEx, DHL, and UPS | 9/2/08 | Palmetto GBA – J1 MAC 2743 Perimeter Parkway Building 200, 2nd Floor Augusta, GA 30909 | None | No direct telephone line |
| Urgent Overpayment Correspondence – Address to Mail Checks | 9/2/08 | Palmetto GBA – J1 MAC PO Box 1416 Augusta, GA 30903-1416 | 803-462-3916 | No direct telephone line |