



You'll find these questions and more located on the Palmetto GBA Website at: www.palmettogba.com/j1



You may also download the checklist from our news section by visiting us at: www.sccma.org

J1 Transition – Some Frequently Asked Questions

Q. Does Palmetto GBA only accept paper claims printed from a laser printer?

A. No. Palmetto GBA has determined that providers will be able to submit claims printed from a dot matrix printer, however, laser printers are recommended.

Q. What will happen to my claim if submitted with the patient's incorrect date of birth?

A. Palmetto GBA does not edit for the date of birth. Claims submitted to Palmetto GBA should have all correct patient information. However, if a claim does contain an incorrect date of birth, the claim will not be rejected or denied.

Q. Currently, information submitted to NHIC in CMS 1500 claim form Item 10D is rejected/denied by NHIC. How will this be handled once claims are submitted to Palmetto GBA?

A. Item 10D of the CMS 1500 claim form is used exclusively for Medi-Cal information. If the patient is entitled to Medi-Cal, enter the patient's Medi-Cal number preceded by MCD. This information or lack of this information will not affect payment determination by Palmetto GBA.

Q. Regarding claims that were originally submitted to the previous carrier (NHIC) that will have to be refiled, will we resubmit the claims to NHIC or to Palmetto GBA to reprocess?

A. Effective with the final cutover date of September 2, ALL claims will be processed by Palmetto GBA regardless of dates of service.

Q. We currently have permission to submit our claims on paper. Do we need to request permission to submit paper claims to Palmetto GBA?

A. There is no need to request special permission from Palmetto to file paper claims, as long as your facility meets CMS's definition of a small provider. (Those with fewer than 10 full-time employees.)

Provider Resource Checklist for a Successful Transition

1. J1 MAC Implementation Website – <http://www.palmettogba.com/j1>. This is your best resource for provider updates and news concerning J1 implementation.
2. J1 MAC Implementation Timeline – Review the Timeline at : [http://www.palmettogba.com/Palmetto/J1.nsf/files/ImplementationTimeline.pdf/\\$File/ImplementationTimeline.pdf](http://www.palmettogba.com/Palmetto/J1.nsf/files/ImplementationTimeline.pdf/$File/ImplementationTimeline.pdf) for important dates involving the implementation.
3. J1 MAC E-Mail Updates – Register to receive the J1 MAC Implementation Updates at: <http://www.palmettogba.com/palmetto/j1.nsf/Person?OpenForm?open&cat>.
4. J1 MAC Frequently Asked Questions – Visit this page: <http://www.palmettogba.com/Palmetto/J1.nsf/docsCat/Frequently%20Asked%20Questions?opendocument?open&cat> to review answers to the most common questions.
5. J1 MAC E-Mail Address – If you can't find the answer to your question on the FAQs page, submit it for consideration by e-mailing j1mac@palmettogba.com.
6. J1 MAC Events – Review "Events" at <http://www.palmettogba.com/j1> to check the schedule for all upcoming training seminars, Web casts, and teleconferences.
7. J1 MAC Local Coverage Determinations (LCDs) - <http://www.palmettogba.com/Palmetto/J1.nsf/docsCat/J1%20LCD%20Consolidation%20Process?opendocument?open&cat>.
8. J1 MAC EDI - <http://palmettogba.com/Palmetto/J1.nsf/docsCat/EDI?opendocument?open&cat>.
9. J1 MAC EFT – <http://palmettogba.com/Palmetto/j1.nsf/docsCat/J1%7EEFT%7EElectronic%20Funds%20Transfer?open&cat=J1%7EEFT%7EElectronic%20Funds%20Transfer?open&cat>.
10. J1 MAC Toll-Free Announcement Line – 888/318-7246