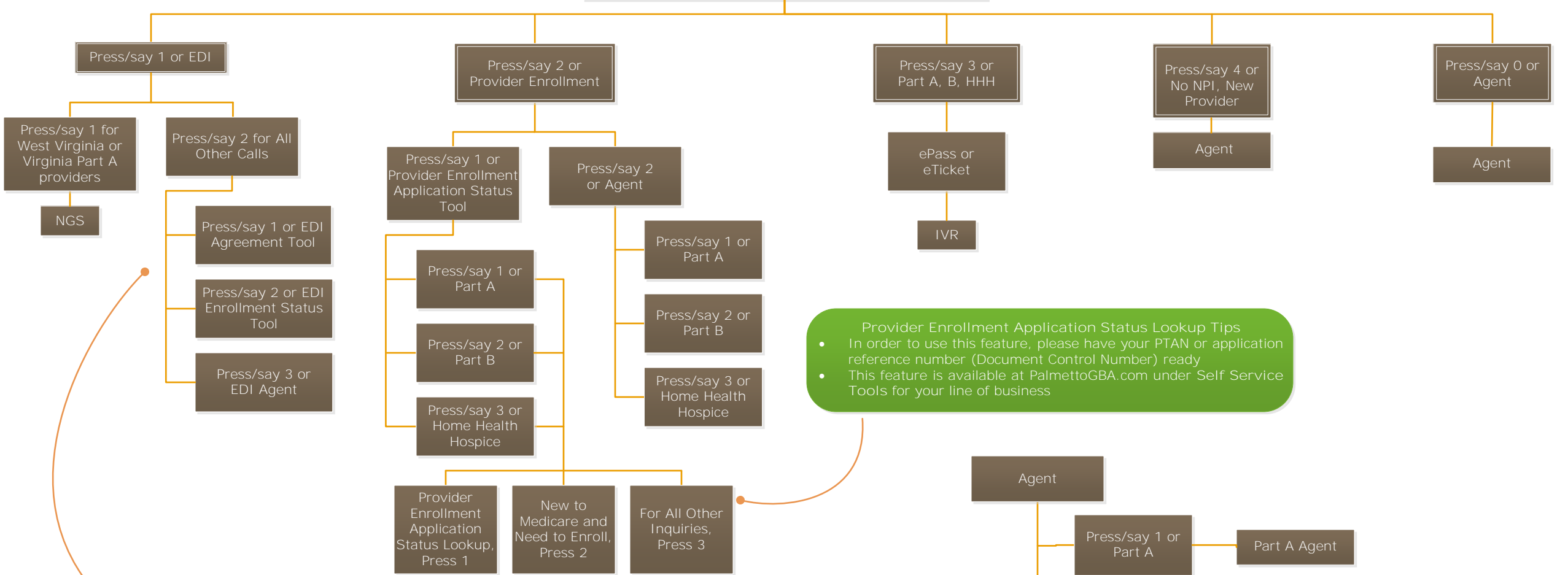


# PALMETTO GBA IVR HHH/PT A CALL FLOWS

JJ 1.877.567.7271 or JM 1.855.696.0705



### EDI Tips

**eServices Password Resets**

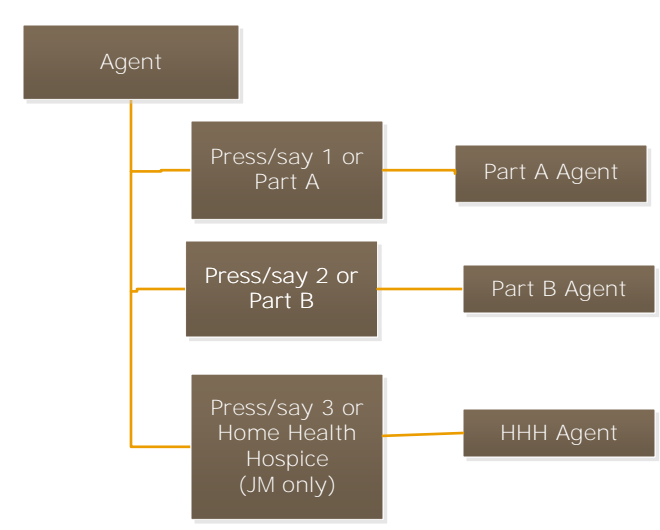
If you cannot reset your password and you are an eServices provider user (you have been granted access by your provider administrator), please disconnect and contact your provider administrator to verify your identity and regain access.

**EDI Application Status**

Providers must first attempt to use the online EDI Request for Enrollment Status form to receive application status. This form is found on the Palmetto GBA website under your line of business, select EDI, then Enrollment. In addition, please allow 20 business days for EDI application processing before calling.

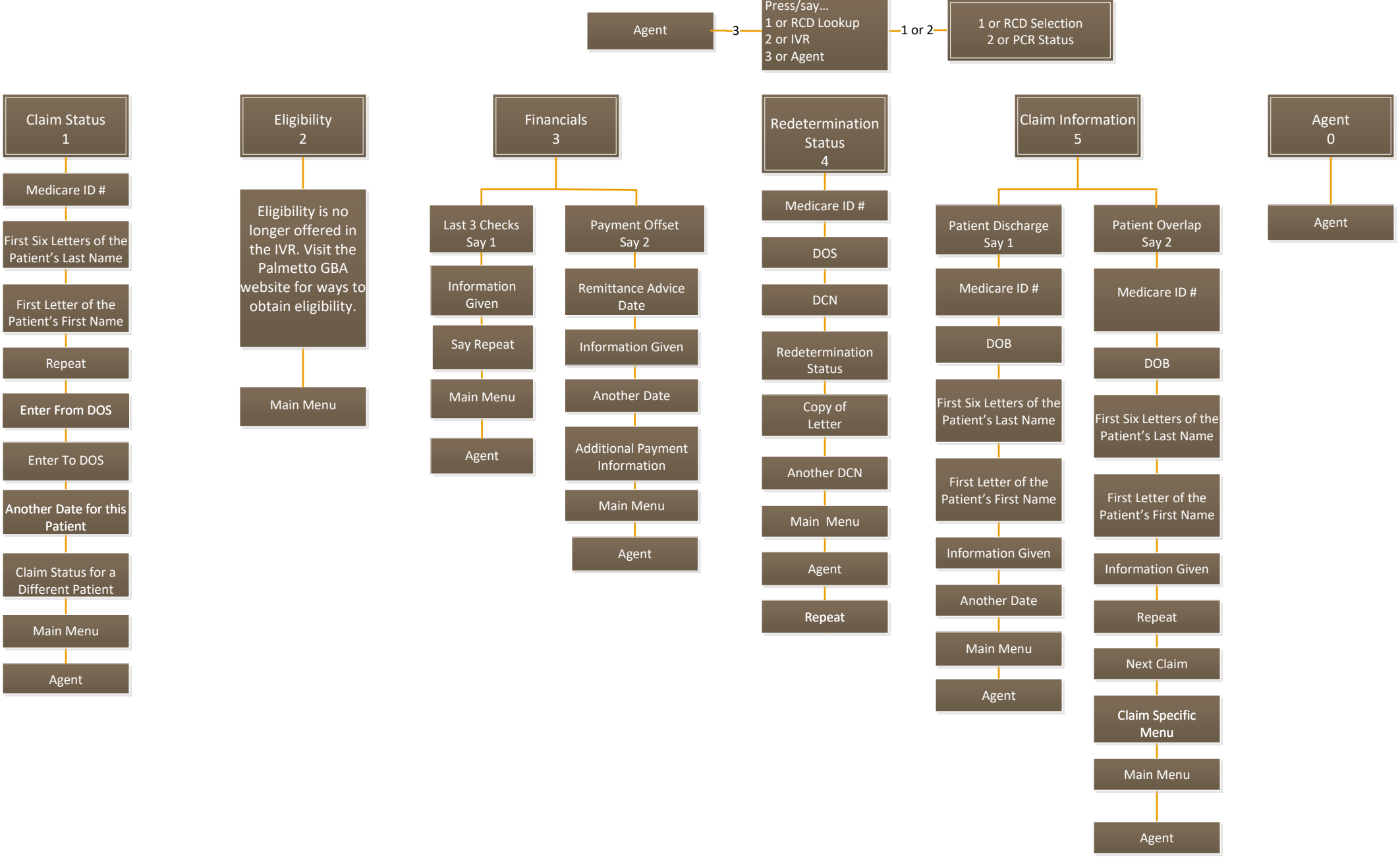
**Remittance Advice Restore**

Providers are encouraged to use the online form for restoration of electronic remittance notices/advices and CPNet Response reports. By using this option, the reports will be restored to your mailbox. You will also receive a request confirmation by e-mail. This form is found on the Palmetto GBA website under your line of business, select EDI, then Enrollment.



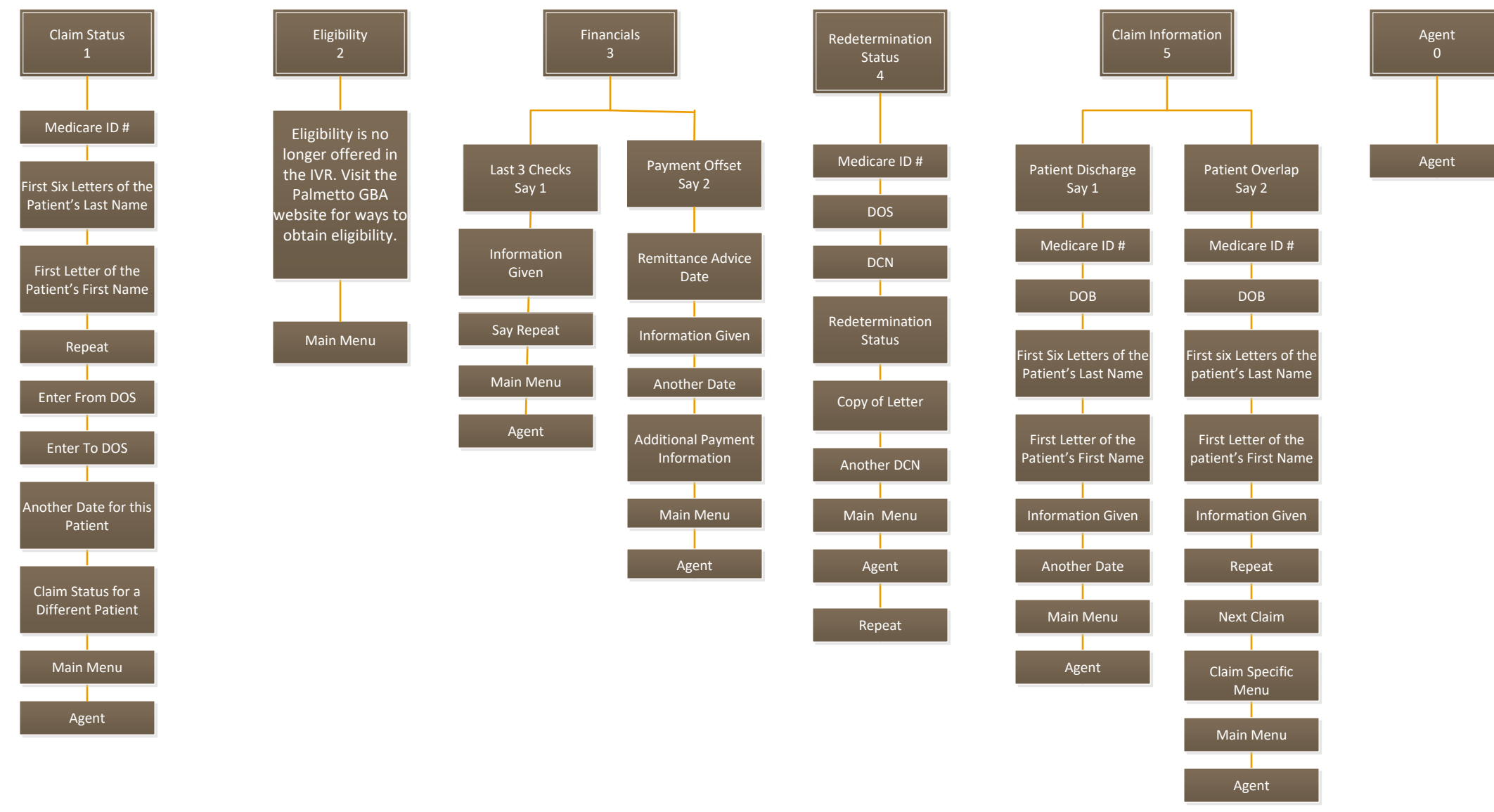
## JM HHH IVR Options After Validation

Validation = NPI, PTAN & Tax ID# or ePass



## JM PT A IVR Options After Validation

Validation = NPI, PTAN & Tax ID# or ePass



## JJ PT A IVR Options After Validation

Validation = NPI, PTAN & Tax ID# or ePass

