

Important Instructions for Those Providers Responding To Palmetto GBA Part A Medical Review Additional Development Requests

If you receive a Palmetto GBA Part A medical review additional development request (ADR) for one or more claims that you have submitted to Medicare for payment it is important that you comply with the following instructions.

1. Provide the documents listed on the ADR but especially legible signatures (or attestation of signature) and any related orders.
2. Use the Palmetto GBA J1 Part A ADR Response Cover Sheet when mailing or faxing your response to Palmetto GBA. Complete a separate Part A ADR response cover sheet for EACH DCN.
3. Include a copy or the original of the ADR with your documents when responding to Palmetto GBA.
4. If responding to an ADR viewed on line then be sure to include a facsimile of the ADR in your response to Palmetto GBA.
5. Return your documents to the Palmetto GBA medical review mailing address or fax number found in the body of the ADR and on the Palmetto GBA J1 Part A ADR Response Cover Sheet.
6. Return your ADR response(s) to Palmetto GBA within thirty days. The claim will automatically deny by the forty-fifth day if a response has not been received. There is no guarantee that those responses received between thirty and forty-five days, will be processed in time to avoid the denial.
7. If you are mailing or faxing multiple claim ADR responses at one time to Palmetto GBA then be sure to have a separate Palmetto GBA J1 Part A ADR Response Cover Sheet for each ADRed claim, i.e. each DCN, in the package or fax.
8. Once ADR responses are received Palmetto GBA has sixty days to complete the medical review. Do not resubmit ADR responses to Palmetto GBA until at least sixty days have passed. Duplicate ADR responses are not utilized.
9. There is no reason to make an inquiry for the status of the review until sixty days has passed.
10. Do not resubmit replacement/duplicate claims for the ones pending in medical review. The submission of replacement/duplicate claims will result in claim denials, rejects, or recoups and lead to additional scrutiny of the provider from Palmetto GBA and possibly the Payment Safeguard Contractor. When the claim is finalized the claim will have paid, rejected or denied. If the claim rejected then you may resubmit a corrected claim. If it denied then you may submit a redetermination form.