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# CMS Manual System

## Pub. 100-04 Medicare Claims Processing

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Department of Health &  
Human Services (DHHS)  
Centers for Medicare &  
Medicaid Services (CMS)

Transmittal 72

Date: JANUARY 23, 2004

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CHANGE REQUEST 3034

**I. SUMMARY OF CHANGES:** Chapter 1, sections 10.1.6 and 10.1.9.5 are revised to update the address of the Railroad Retirement Board. Information instructing carriers to forward claims to CMS has been deleted from each section as well.

**NEW/REVISED MATERIAL - EFFECTIVE DATE:** February 23, 2004

**\*IMPLEMENTATION DATE:** February 23, 2004

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged.*

**II. CHANGES IN MANUAL INSTRUCTIONS: (R = REVISED, N = NEW, D = DELETED)**

R/N/D	CHAPTER/SECTION/SUBSECTION - TITLE
R	1/10.1.6 - Railroad Retirement Beneficiary Carrier
R	1/10.1.9.5 - Protests Concerning Transfer of Request for Payment to Carrier

**\*III. FUNDING:**

**These instructions shall be implemented within your current operating budget.**

**IV. ATTACHMENTS:**

X	Business Requirements
X	Manual Instruction
	Confidential Requirements
	One-Time Notification
	Recurring Update Notification

**\*Medicare contractors only**

# Attachment - Business Requirements

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**SUBJECT: Update of Address for the Railroad Retirement Board (RRB)**

**I. GENERAL INFORMATION**

- A. Background:** The RRB has notified CMS of a change to its address.
- B. Policy:** N/A
- C. Provider Education:** None.

**II. BUSINESS REQUIREMENTS**

*"Shall" denotes a mandatory requirement*  
*"Should" denotes an optional requirement*

Requirement #	Requirements	Responsibility
3034	The carriers and DMERCs shall update the address for the RRB in their files where necessary.	Carrier & DMERC

**III. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS**

- A. Other Instructions:** N/A

X-Ref Requirement #	Instructions

- B. Design Considerations:** N/A

X-Ref Requirement #	Recommendation for Medicare System Requirements

- C. Interfaces:** N/A
- D. Contractor Financial Reporting /Workload Impact:** N/A
- E. Dependencies:** N/A
- F. Testing Considerations:** N/A

#### IV. SCHEDULE, CONTACTS, AND FUNDING

<b>Effective Date: February 23, 2004</b> <b>Implementation Date: February 23, 2004</b> <b>Pre-Implementation Contact(s): Appropriate Regional Office</b> <b>Post-Implementation Contact(s): Appropriate Regional Office.</b>	<b>These instructions shall be implemented within your current operating budget.</b>
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## 10.1.6 - Railroad Retirement Beneficiary Carrier

*(Rev. 72, 01-23-04)*

### B3-3103

Carrier jurisdiction claims for individuals who are QRRBs, including those who are entitled to both social security and railroad retirement benefits, are handled by the Palmetto Government Benefits Administrators (GBA) LLC, a subsidiary of Blue Cross and Blue Shield of South Carolina, with the following exceptions:

- The services are furnished by a M+C organization which deals directly with CMS on a cost basis;
- The QRRB is enrolled under a buy-in agreement involving a State agency that has entered into an agreement to act as a carrier with respect to such individuals; or;
- The medical services were provided outside the United States, in which case the RRB handles the claim. (See [§10.1.4.6](#) for handling claims for services in Mexico.)

If a claim involves medical services provided both within and outside the United States, Palmetto GBA processes the claim for the medical services provided within the United States. If the claimant raises a question as to why the medical services provided outside the United States were not paid, Palmetto GBA forwards the claim to the RRB at:

Railroad Retirement Board

*Medicare Section*

844 Rush St.

Chicago, IL 60611

Palmetto GBA address for claims and correspondence is:

Palmetto GBA

Railroad Medicare

P. O. Box 10066

Augusta, GA 30999

The Palmetto GBA Railroad Retirement Benefits office is located at:

Palmetto GBA

Railroad Medicare

2743 Perimeter Parkway

Augusta, GA 30909

Carriers should forward claims for services rendered in Canada to:

Railroad Retirement Board

*Medicare Section*

844 Rush Street

Chicago, IL 60611

### **10.1.9.5 - Protests Concerning Transfer of Requests for Payment to Carrier**

*(Rev. 72, 01-23-04)*

If Palmetto GBA receives a protest concerning the transfer of a request for Medicare payment to the carrier, the protest, including pertinent name and claim number(s) information, is forwarded to:

Railroad Retirement Board

*Medicare Section*

844 Rush Street

Chicago, IL 60611