

Palmetto GBA is aware of the critical nature of the Coronavirus pandemic and acknowledges the important role we must play as the situation evolves. As we all adapt to the circumstances caused by the COVID-19 outbreak, ensuring the continuum of care for patients and enabling employees to safely perform the essential functions of their jobs is a top priority.

We deployed our continuity of operations plan late last week and continue to take steps to ensure the safety and well-being of our associates. Our service quality is, of course, a high priority as this situation evolves. We are committed to continue the regular processing of claims and issuing of payments and to continue providing you with the same level of support and service you are accustomed to receiving from Palmetto GBA.

Medicare directives that affect beneficiaries and providers are likely to evolve, and these changes are expected to provide greater access to healthcare while limiting the risk of exposure. Visit [our website](#) for the most current and up-to-date information.

Providers are also encouraged to monitor our [Twitter](#), [Facebook](#) and [LinkedIn](#) channels as we will post all emergent information through those platforms. Watch for or search hashtag #PalmettoGBACOVID19.

We continue our commitment to the safety of the patients and communities that we serve together and are working diligently to minimize any disruptions you may experience.

Link to

Article: <https://www.palmettogba.com/palmetto/providers.nsf/DocsCat/Providers~JM%20Part%20A~Articles~Emergency%20and%20Disaster%20Instructions~BMTP3T5651?open>

Thank you and stay safe.

Best regards,

MaKisha

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