



PALMETTO GBA<sup>®</sup>  
MyRRMed

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# User Manual

*August 2020*

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## Revision History

Date	Description
09/29/2017	Initial Release
10/23/2017	Updated with screenshots
08/20/2020	Revised lockout scenarios table. Updated Claim Status and MSN Lookup functions with expanded search options and screen shots. Updated Authorized Representatives function with add/edit/delete options and added screen shots. Updated account confirmation/profile recertification section and added screen shots. Updated minimum operating system requirements and supported browsers.
08/27/2020	Added Self Unlock feature

## Glossary and Acronyms

Acronym	Description
<b>CMS</b>	Centers for Medicare & Medicaid Services
<b>MBI</b>	Medicare Beneficiary Identifier
<b>MSN</b>	Medicare Summary Notice
<b>MFA</b>	Multi-Factor Authentication
<b>MyRRMed</b>	The MyRRMed portal. This portal is available through the Palmetto GBA Railroad Medicare Beneficiaries website.
<b>RRB</b>	Railroad Retirement Board

## 1.0 General Information

### 1.1 What is MyRRMed?

MyRRMed is a free, secure internet portal that provides a fast way for Railroad Medicare beneficiaries to access their Medicare Part B information. Through this system you can access status information on your Part B claims that were processed by Palmetto GBA Railroad Medicare, the historical Medicare Summary Notices (MSNs) for those claims, and a listing of individuals you have authorized to have access to your private healthcare information. You can also submit a request to add an authorized representative or to edit or remove an existing authorized representative.

You can register for a MyRRMed account if you are a Railroad Medicare beneficiary actively entitled to Railroad Medicare benefits.

The MyRRMed home page is: [www.PalmettoGBA.com/MyRRMed](http://www.PalmettoGBA.com/MyRRMed).  
([https://myrrmed.palmettogba.com/ecx\\_rrbPortal/](https://myrrmed.palmettogba.com/ecx_rrbPortal/))

### 1.2 Contacting Technical Support

Please use this manual to answer your questions and troubleshoot problems. If you need additional support with registering, logging in, or using any of the MyRRMed portal functions, please contact the Railroad Medicare Beneficiary Contact Center at 800-833-4455. Representatives are available Monday – Friday from 8:30 a.m. to 7 p.m. Eastern Time (ET).

Be prepared to provide the following information when you call:

- First and last name
- Medicare Number
- Email address and telephone number
- MyRRMed user ID (if one has been assigned)
- Browser type/version (e.g., Internet Explorer 10)
- Function you are calling about
- If calling about an error message, include the specific error message text received

### 1.3 MyRRMed Availability and Maintenance Times

MyRRMed will generally be available 24 hours a day, seven days a week. However, access to MyRRMed does not guarantee that all functions will be available.

Refer to the table below for times when each function is available.

Function	Available Times – Monday through
Claims Data	8 a.m. – 7 p.m. ET
Medicare Summary Notices	8 a.m. – 7 p.m. ET

If scheduled MyRRMed maintenance is required, it will be performed during the times:

- Monday – Friday: 6 a.m. – 8 a.m. ET
- Saturday – Sunday: You may be able to log in to MyRRMed; however, access to individual functions may not be available
- Sunday: 5 p.m. – 8 a.m. Monday ET

Our goal is to avoid any service interruptions during normal operating hours. However, unscheduled maintenance may be necessary in order to immediately address systems security threats or performance issues.

## 1.4 MyRRMed Lockout and Logout Scenarios

The table below discusses some of the most common reasons users get locked out/logged out of MyRRMed.

Action	Lockout/Logout Details
Registrant enters registration information incorrectly three times.	If an error is encountered during the registration process, e.g., incorrect entitlement date entered, the account will be locked for 3 hours.  The user may attempt to re-register after the 3-hour time period has expired.
Registrant tries to register a fourth time before the 3-hour registration lockout has expired. Or, Registrant tries to incorrectly register and goes through the 3-hour registration lockout three times.	The user's registration record is locked indefinitely.  User must call the Beneficiary Contact Center and verify their identity.
User attempts to enter the Access Code from their Welcome Letter incorrectly eight times on the Access Pending screen.	The user will be locked out of the application and remain locked until the user calls the Beneficiary Contact Center to verify their identity and have their ID unlocked.
User attempts to log into MyRRMed using an incorrect password and/or MFA verification code three times within 120 mins (2 hours).	The user will be locked out of the application and remain locked until the user successfully completes the self-unlock process or calls the Beneficiary Contact Center to verify their identity and have their account unlocked.
User attempts to reset password and enters incorrect answers to the security questions three times.	The user will be locked out of the application and remain locked until the user until the user successfully completes the self-unlock process or calls the Beneficiary Contact Center to verify their identity and have their account unlocked.
User has not logged into their account within the past 30 days.	If a user does not log into MyRRMed at least once every 30 days, their account is closed. To regain access to MyRRMed, the user must re-register.
User does not successfully complete account confirmation at least once every 100 days.	If a user does not complete account confirmation, their account is closed. To regain access to MyRRMed, the user must re-register.
Registered user is locked out of their account because of improper logout.  NOTE: Users must log out of the MyRRMed portal by clicking on the "Logout" button in the right-hand corner of the top green tool bar.	This lockout is temporary. The user must wait for the 15-minute lockout period to expire before attempting to log in again. We are unable to unlock IDs that are in the 15-minute lockout period.  If the user attempts to log in again during the 15-minute lockout period, they will receive the message "You are already logged in to the system."

## 1.5 MyRRMed Minimum System Requirements

To optimize usability of MyRRMed, we recommend that users verify that their system meets the following requirements:

### **Operating System:**

- Windows 10
- Mac OS X 10.x

### **Supported Internet Browsers\*:**

- Internet Explorer: Version 11.x
- Microsoft Edge
- Mozilla Firefox: Version 69.x
- Google Chrome: Version 80.x

\*We recommend always using the most current browser version that is available.

**Recommended Screen Resolution:** 1024 x 768

### **Additional Requirements:**

- Adobe Acrobat Reader Version X or Adobe Acrobat Pro Version X
- JavaScript enabled
- Compatibility view disabled
- Pop-up blocker disabled
- Use TLS 1.2 or higher selected in browser settings. This option is typically located on the Advanced tab under **Internet Options** in your browser

**Please note:** Although MyRRMed may still be accessible without meeting all of these requirements, only the options above are supported. If your system does not meet these requirements, it negatively affects the functionality and layout of MyRRMed.

## 2.0 Registration

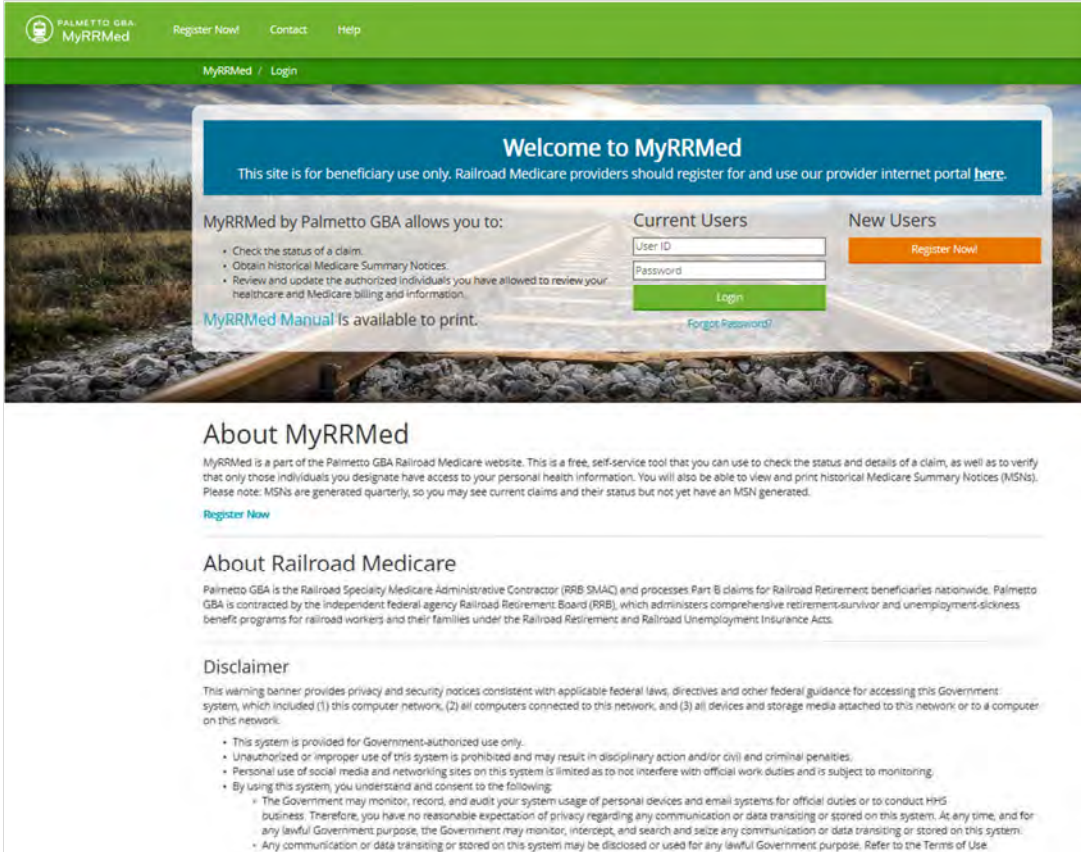
### 2.1 How to Register for MyRRMed

You can participate in MyRRMed if you are a Railroad Medicare beneficiary actively entitled to Railroad Medicare benefits.

It's easy to register. You can find a link to MyRRMed on the homepage of our beneficiary website at [www.PalmettoGBA.com/RR/Me](http://www.PalmettoGBA.com/RR/Me). You can also get to the MyRRMed portal directly at [www.PalmettoGBA.com/MyRRMed](http://www.PalmettoGBA.com/MyRRMed) or [https://myrrmed.palmettogba.com/ecx\\_rrbPortal/](https://myrrmed.palmettogba.com/ecx_rrbPortal/).



**Figure 1: MyRRMed Introduction Screen**



**Welcome to MyRRMed**  
This site is for beneficiary use only. Railroad Medicare providers should register for and use our provider internet portal [here](#).

MyRRMed by Palmetto GBA allows you to:

- Check the status of a claim.
- Obtain historical Medicare Summary Notices.
- Review and update the authorized individuals you have allowed to review your healthcare and Medicare billing and information.

MyRRMed Manual is available to print.

**Current Users**

User ID

Password

Login

[Forgot Password?](#)

**New Users**

Register Now

**About MyRRMed**

MyRRMed is a part of the Palmetto GBA Railroad Medicare website. This is a free, self-service tool that you can use to check the status and details of a claim, as well as to verify that only those individuals you designate have access to your personal health information. You will also be able to view and print historical Medicare Summary Notices (MSNs). Please note: MSNs are generated quarterly, so you may see current claims and their status but not yet have an MSN generated.

[Register Now](#)

**About Railroad Medicare**

Palmetto GBA is the Railroad Specialty Medicare Administrative Contractor (RSMAC) and processes Part B claims for Railroad Retirement beneficiaries nationwide. Palmetto GBA is contracted by the independent federal agency Railroad Retirement Board (RRB), which administers comprehensive retirement, survivor and unemployment/sickness benefit programs for railroad workers and their families under the Railroad Retirement and Railroad Unemployment Insurance Acts.

**Disclaimer**

This warning banner provides privacy and security notices consistent with applicable federal laws, directives and other federal guidance for accessing this Government system, which included (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.


- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage of personal devices and email systems for official duties or to conduct HRG business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose. Refer to the Terms of Use.

To register as a New User, choose the orange Register Now button.

You must enter the information listed here to register:

- Medicare Number (enter capital letters, no dashes or spaces)
- Last Name
- First name
- Date of Birth
- Effective Date for Railroad Medicare Part B Benefits (this can be found on your Railroad Medicare card)
- Email address
- Phone number
- Extension (if applicable)

**Figure 2: MyRRMed Sign-Up Screen**



**Sign Up for MyRRMed!**  
Please enter information exactly as seen on your Medicare card.

Fields marked with an asterisk \* are required.

Medicare Number : \*  ⓘ

Last Name : \*

First Name : \*

Date of Birth : \*

Effective Date for Part B : \*


\* By checking this box, you certify that the information listed above is true and complete to the best of your knowledge.

\* By checking this box, you agree to the rules and regulations regarding the use of this site. Please view the [Terms Of Use](#) here. You must accept the agreements to continue with registration.

You must agree to the Terms of Use to register. If you have entered registration information in an incorrect format, MyRRMed will display an error message in red at the top of the screen. Carefully read that error message and enter the information again.

Once this is complete, you will be asked to verify your address, as shown in Figure 3.

**Figure 3: Address Verification Screen**



**Address Verification**

Please verify that the address below is current. We will send you a Welcome letter with an **Access Code** regarding your registration to the MyRRMed portal to this address. You will need to enter the **Access Code** the next time you log into the system to gain access to your account. Your welcome letter should arrive within 7-10 business days, via the US Mail, after you complete the registration process.

**Address:**

123 MAIN ST  
YOUR TOWN, SC 00000-0000

If the address listed here is not correct, please select the Cancel button to end the registration process. You can update your address by calling our Beneficiary Contact Center at [800-833-4455](tel:800-833-4455). You may also contact the Railroad Retirement Board (RRB) via phone at [1-877-772-5772](tel:1-877-772-5772). Please wait to register until your address update is completed. This may take 7-14 days from the date you made the request.

If the address shown is correct, choose Continue. If the address shown is not correct, contact the Beneficiary Contact Center to update your address.

After completing address verification, you will be assigned a User ID that will appear at the top of the User ID and Password screen.

## 2.2 Choosing Your Security Questions

Once you have successfully entered your registration information, you will be prompted to select six security questions. These security questions and answers will be used to verify your identity in the event that you have forgotten your password. You have several questions from which to choose. Simply select the desired question from each dropdown menu and type your answer in the corresponding box below. Enter your answers carefully. You must answer these questions exactly as they were entered initially. You can verify or change your security questions and answers through your **My Profile** tab once you are logged in.

**Figure 4: Security Questions**

### User ID and Password

---

User ID: 1pv4582

Validation Question 1: \*

Validation Answer 1: \*

Validation Question 2: \*

Validation Answer 2: \*

Validation Question 3: \*

Validation Answer 3: \*

Validation Question 4: \*

Validation Answer 4: \*

Validation Question 5: \*

Validation Answer 5: \*

Validation Question 6: \*

Validation Answer 6: \*

Enter New Password: \*

Re-enter New Password: \*

## 2.3 Selecting a Password

You will automatically be assigned a user ID in a format defined by CMS. You will be allowed to choose your own password. Create a password that meets the requirements listed below and then enter and re-enter your password in fields below the security questions.

Password Requirements:

- Your password is case sensitive
- Must be at least eight characters long, but not more than 20
- Must contain an uppercase letter
- Must contain a lowercase letter
- Must have at least one of these special characters (@, #, or \$)
- Must contain numbers (0–9) and letters (A–Z, a–z)
- Must start with a letter
- No leading portion of first or last names may occur
- Must contain at least six changed characters from the previous password
- Must be changed every 60 days
- Cannot contain spaces
- Cannot use same password as the previous 12 passwords

More secure passwords are those which are based on pass phrases and/or non-dictionary words (including nonsense words), combined with obscure character substitutions.

Use the following guidelines to protect your password and your information:

- Don't use something easily identifiable such as your birthday, child's birthday, phone number or street address
- Don't use letters or numbers that are near each other on the keyboard (e.g., hjkl) or appear in a logical sequence (e.g., 123456 or abcdefg)
- Don't share your password with anyone else
- Don't leave your password written down in any place where someone could find it
- If you must write down your passwords, keep them in a secure, locked place
- If your browser supports password storage, you may want to disable this feature for security purposes
- Don't leave MyRRMed accessible on your computer when you are away from the computer
- Log off and close your browser each and every time you exit the system

After completing your security questions and choosing your password, enter your email address and phone number. You have the option to add your mobile number to your profile if your mobile carrier is listed in the dropdown box choices. Adding your mobile number will allow you to receive Multi-Factor Authentication codes by text.

Once this is completed, you will be directed to the Access Pending screen which explains the next steps. The Access Pending screen contains your User ID and has an option to print the page for future logins.

**Figure 5: Registration Access Pending Screen**

MyRRMed / Access Pending

## Your MyRRMed Access is Pending

**Welcome MyRRMed User 1pv4682**

- Your account information has been successfully registered.
- Please check your inbox for an email labeled "MyRRMed Profile Verification" and use the link in the email to verify your profile.
- A Welcome letter with an Access Code will be sent to you via US Mail from Palmetto GBA Railroad Medicare within 7-10 business days of your registration date of 02/27/2020
- After receiving the letter, you will need to enter the Access Code upon your next log in to gain full access to your account.**

Print this page containing your User ID for the future logins

Print    Close

What will my Welcome letter look like?

[View Here](#)

## 2.4 Verifying Your Account Registration

After successfully entering your registration information, you must verify your account. An email will be sent to the email address you entered in your registration information. The email will be sent from ops.no.reply@palmettogba.com with the subject "MyRRMed Profile Verification."

You must access the email and click on the verification link to verify your account. When you click on the link, you will be returned to the MyRRMed login screen where you will see the message "Your account information has been successfully verified. Please return to MyRRMed after receiving your Welcome letter to login."

**Figure 6: Sample Profile Verification email**

**From:** ops.no.reply@palmettogba.com  
**Sent:**  
**To:**  
**Subject:** MyRRMed Profile Verification

Please verify your MyRRMed profile by clicking this link:

[https://uat.onlineproviderservices.com/ecx\\_rrbPortal/verifyProfile?hash=knoLCQJBDMoG6bqAfYTDByY4Fj3m8zLN&userId=1pv8582](https://uat.onlineproviderservices.com/ecx_rrbPortal/verifyProfile?hash=knoLCQJBDMoG6bqAfYTDByY4Fj3m8zLN&userId=1pv8582)

If you receive your emails in the plain text format, you will need to copy the URL above and paste it into the address bar of your browser window.

In the event that you are directed to a page asking for a validation code, please copy and paste the following information into the corresponding fields to verify your profile:

Verification Code: knoLCQJBDMoG6bqAfYTDByY4Fj3m8zLN User ID: 1pv8582

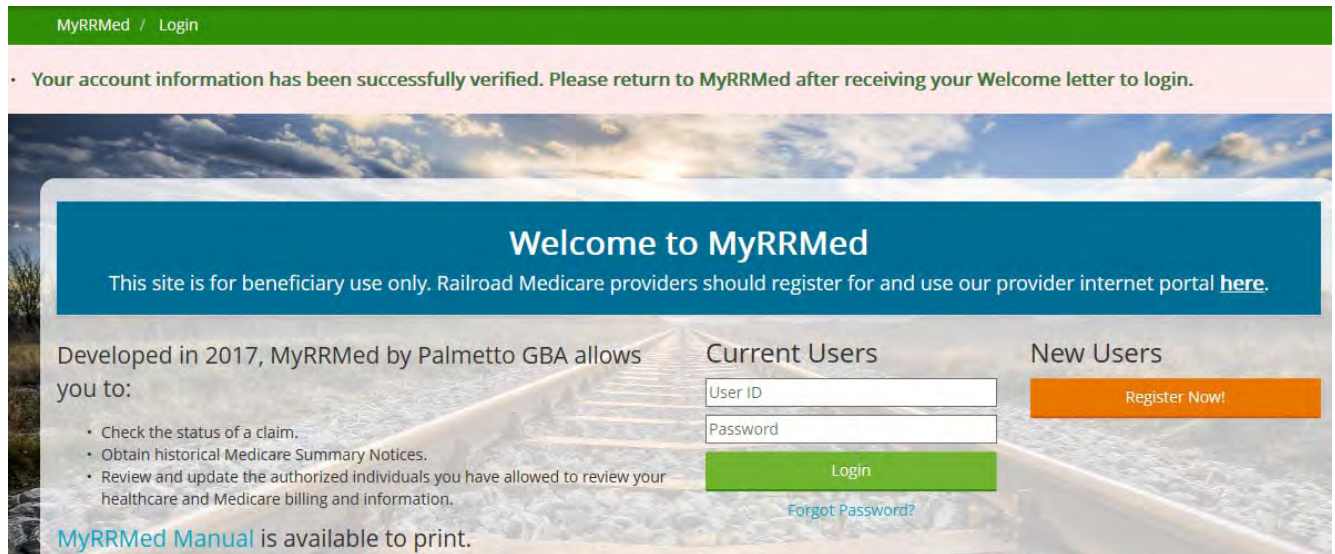
Thank you for accessing MyRRMed.

Disclaimer

The information contained in the communication (including any attachments) that you received is confidential and may be protected from disclosure or discovery by the attorney/client privilege, work product privilege or other legal privilege. If you received the communication in error please notify the sender immediately and delete the original message and any copies thereof from your computer system. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of the communication or any of its contents, is strictly prohibited. If you have any question regarding the communication or this notice, please contact the individual identified in the communication.



**Figure 7: Account Has Been Verified Message**



If you do not click on the validation link in the email and you try to log in, you will see your profile screen where you can update or correct your email address and submit. If your email address is correct, you may click on the link at the bottom of the screen to request a new email. Please make sure your email address is correct on your profile before calling the Beneficiary Contact Center for assistance.

If you are sure your email address is correct, but you do not receive your email, your email security settings may need to be updated to allow incoming emails from Palmetto GBA. The email address you will be receiving the validation email from is: ops.no.reply@palmettogba.com

If you experience password errors during the above process, please use the **Forgot Password?** link on the login page to reset your password. Password reset instructions are included in section 3.3 of this guide.

## 3.0 Login

### 3.1 How to Log into MyRRMed

Once you have completed the registration process and received a MyRRMed user ID, you may access our MyRRMed introduction screen and enter your user ID and password.

If you have forgotten your user ID, you must contact the Beneficiary Contact Center.

Enter your password exactly as it was entered when you chose it. If you do not remember your password, you can click on the **Forgot Password?** link under the current users box of the MyRRMed log in screen to access the Password Reset screen. See section 3.3 How to Reset Your Password.

### 3.2 Multi-Factor Authentication (MFA)

To enhance the security of Medicare data, CMS requires the use of multi-factor authentication (MFA) to complete the login process in MyRRMed. After successfully entering your user ID and password, you will be directed to the Multi-Factor Authentication screen. On this screen, you will be prompted to choose how you want to receive your MFA code: by email message or by text. The text option will

appear on this screen if you completed the mobile phone field on the User ID and Password screen when registering or later added it on the MyProfile tab. All users will have the option to receive their code via email by default.


**Figure 8: Multi-Factor Authentication Screen – How do you want to be verified?**

MyRRMed / MultiFactorAuthentication

## Welcome to MyRRMed


Multi-Factor Authentication is enabled for your account. To verify your identity we're going to send you a verification code to enter.

### How do you want to be verified?



\*\*\*-\*\*\*-5824

Text Me



g\*\*\*\*\*n@palmettogba.com

Email Me

After you have made your selection, you will be sent either an email message or a text with an eight-digit verification code. Enter the code in the field provided on the Multi-Factor Authentication page.

**Figure 9: Sample Multi-Factor Authentication Email**

**From:** ops.no.reply@palmettogba.com  
**Sent:**  
**To:**  
**Subject:** MyRRMed Verification Code - UAT

Dear JOHN DOE:

We recently received a request for a Multi-Factor Authentication (MFA) verification code for your MyRRMed account. If you did not make this request, please contact Railroad Medicare at 800-833-4455 for assistance immediately.

If you did make this request, please enter the numeric verification code provided below on the "How do you want to be verified" page.

**Your verification code is: 21484970**

- \* Your verification code can be used repeatedly up to 12 hours from the generation time of the MFA email.
- \* If you are reusing your verification code, enter the code in the box on the "How do you want to be verified" page.

Please use the "Didn't get the code" link on the "How do you want to be verified" page if:

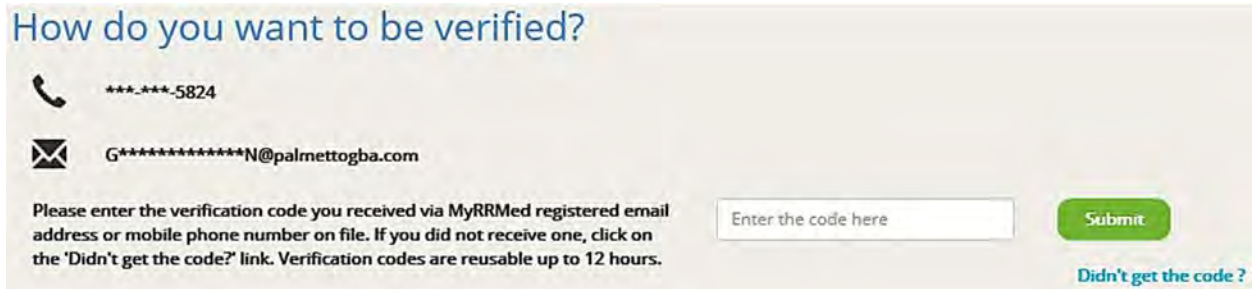
- \* Your MFA verification code has expired or is no longer valid; a new one will be sent via email or text.
- \* You have misplaced your verification code email or text; a duplicate email or text will be sent.

Thank you for accessing MyRRMed.

**Disclaimer**

The information contained in the communication (including any attachments) that you received is confidential and may be protected from disclosure or discovery by the attorney/client privilege, work product privilege or other legal privilege. If you received the communication in error please notify the sender immediately and delete the original message and any copies thereof from your computer system. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of the communication or any of its contents, is strictly prohibited. If you have any question regarding the communication or this notice, please contact the individual identified in the communication.

**Figure 9: Multi-Factor Authentication Screen – Enter your MFA code**



Your verification code can be used repeatedly up to 12 hours from the generation time of the MFA email. If you are reusing your verification code, enter the code in the box on the "How do you want to be verified" page.

Use the "Didn't get the code" link on the "How do you want to be verified" page if your MFA verification code has expired or is no longer valid, or if you have misplaced your verification code email or text. A new email or text will be sent.

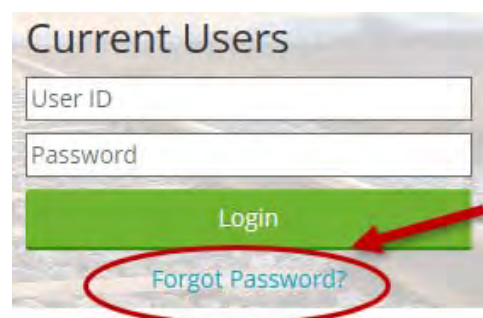
If you did not enter your mobile phone number information when you registered and want the option to receive your MFA verification code via text message (standard messaging rates may apply), you can add it after logging into the portal. Open the **My Profile** tab, complete the mobile phone number field and choose your carrier from the dropdown list. The text message feature is only available for the carriers listed in the dropdown menu. If you do not see your mobile carrier listed, you will only be able to receive your MFA code via email.

After entering your information, click the Submit button to save your changes. You will be directed back to the Welcome to MyRRMed login screen where you will see the message: "Your account information has been successfully updated. Please go to your email account and click the link in the email to verify your profile. Once you verify your profile you may login." Follow those steps to complete the update.

### 3.3 How to Reset Your Password

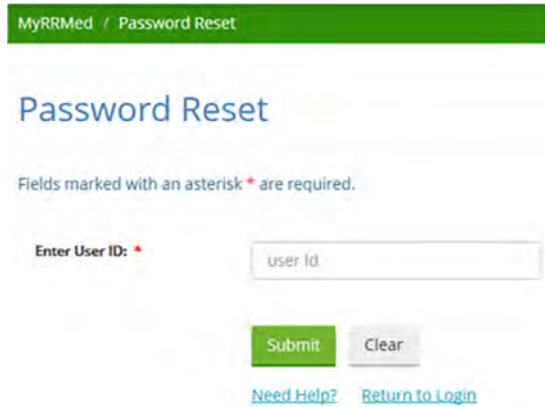
If you do not remember your password, you can click on the **Forgot Password?** link under the current users box of the MyRRMed login screen to access the Password Reset screen.

**Figure 10: Forgot Password Link**





**Figure 11: Password Reset Screen**



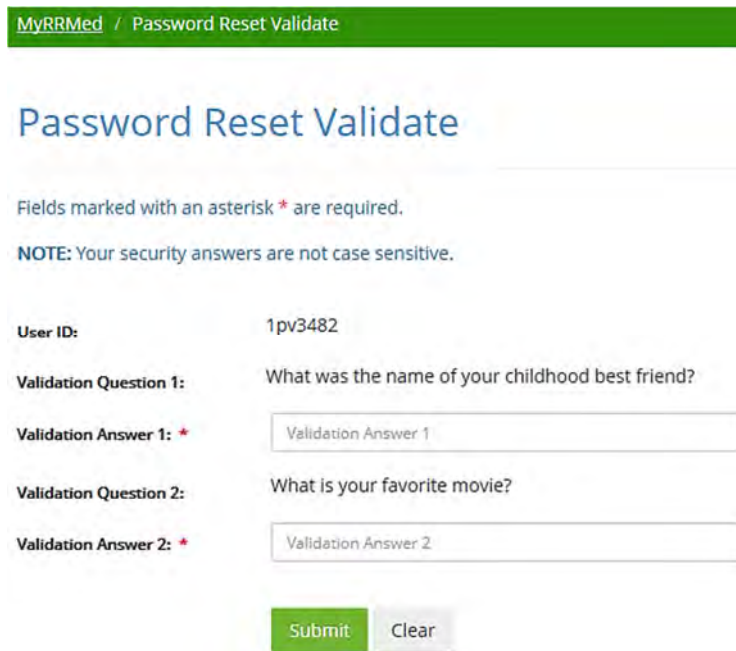
On the Password Reset screen, enter your User ID and click **Submit**. You will be presented with two of the six security questions you created when the account was registered. You must answer both security questions correctly to reset your password. If you want to change or verify your security questions and answers, you can view and update the questions and answers on your My Profile tab once you are logged in.

Enter your answers and click **Submit**.

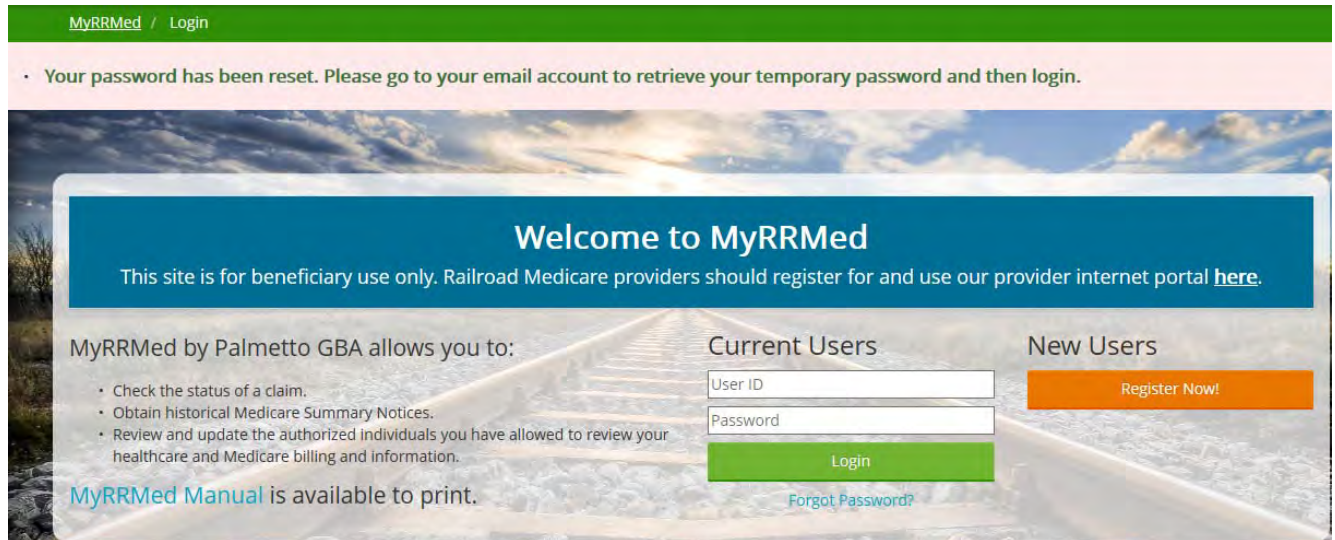
If your answers match the security question answers you entered when registering the account, you will be returned to log in screen and will see the message “Your password has been reset. Please go to your email account to retrieve your temporary password and then login.”

If you are unable to successfully answer the security questions, your account will be locked.

**Figure 12: Password Reset Validate Screen**

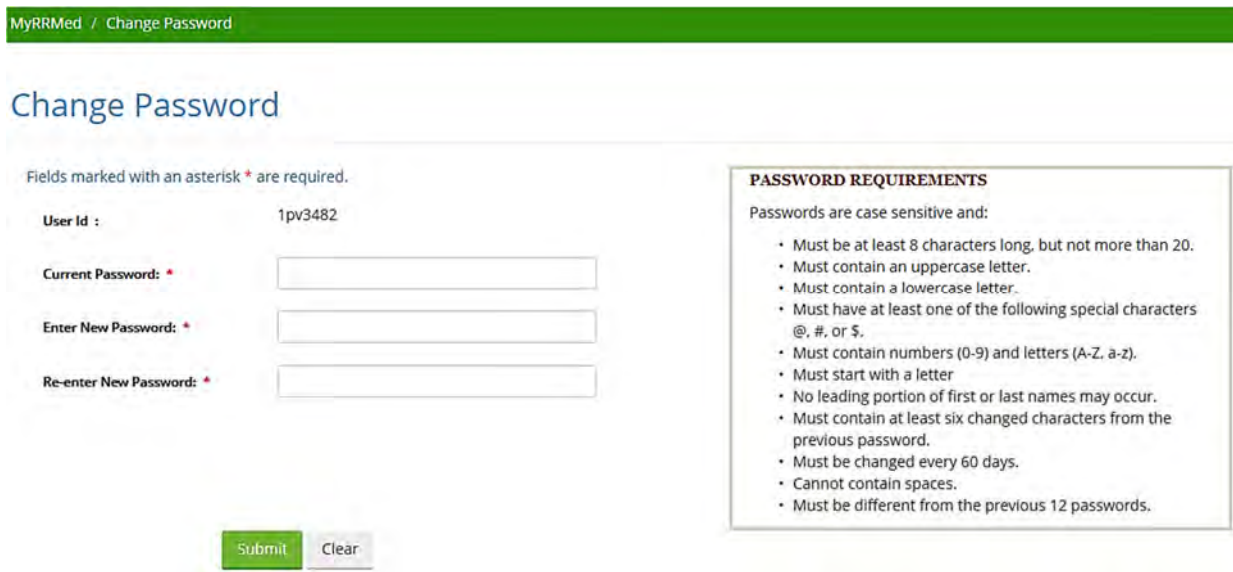


**Figure 13: Password Has Been Reset Message**



Retrieve the MyRRMed Password Reset email and log in with your User ID and the temporary password from the email. After you complete the MultiFactor Authentication step, you will be directed to the Change Password screen. In the Current Password field, enter the temporary password you received in the MyRRMed Password Reset email. Create and enter a new password. Then re-enter the new password and click **Submit** to complete the password reset process.

**Figure 14: Change Password Screen**



The screenshot shows the "Change Password" screen. At the top, a green navigation bar contains "MyRRMed / Change Password". The main heading is "Change Password". Below the heading, a note states "Fields marked with an asterisk \* are required." The form includes the following fields: "User Id:" with the value "1pv3482"; "Current Password: \*" with an empty input field; "Enter New Password: \*" with an empty input field; and "Re-enter New Password: \*" with an empty input field. At the bottom of the form are "Submit" and "Clear" buttons. To the right of the form is a box titled "PASSWORD REQUIREMENTS" which lists the following rules: "Passwords are case sensitive and:"

- Must be at least 8 characters long, but not more than 20.
- Must contain an uppercase letter.
- Must contain a lowercase letter.
- Must have at least one of the following special characters @, #, or \$.
- Must contain numbers (0-9) and letters (A-Z, a-z).
- Must start with a letter
- No leading portion of first or last names may occur.
- Must contain at least six changed characters from the previous password.
- Must be changed every 60 days.
- Cannot contain spaces.
- Must be different from the previous 12 passwords.

**Please note** you cannot change your password more than one time for every 24-hour period.

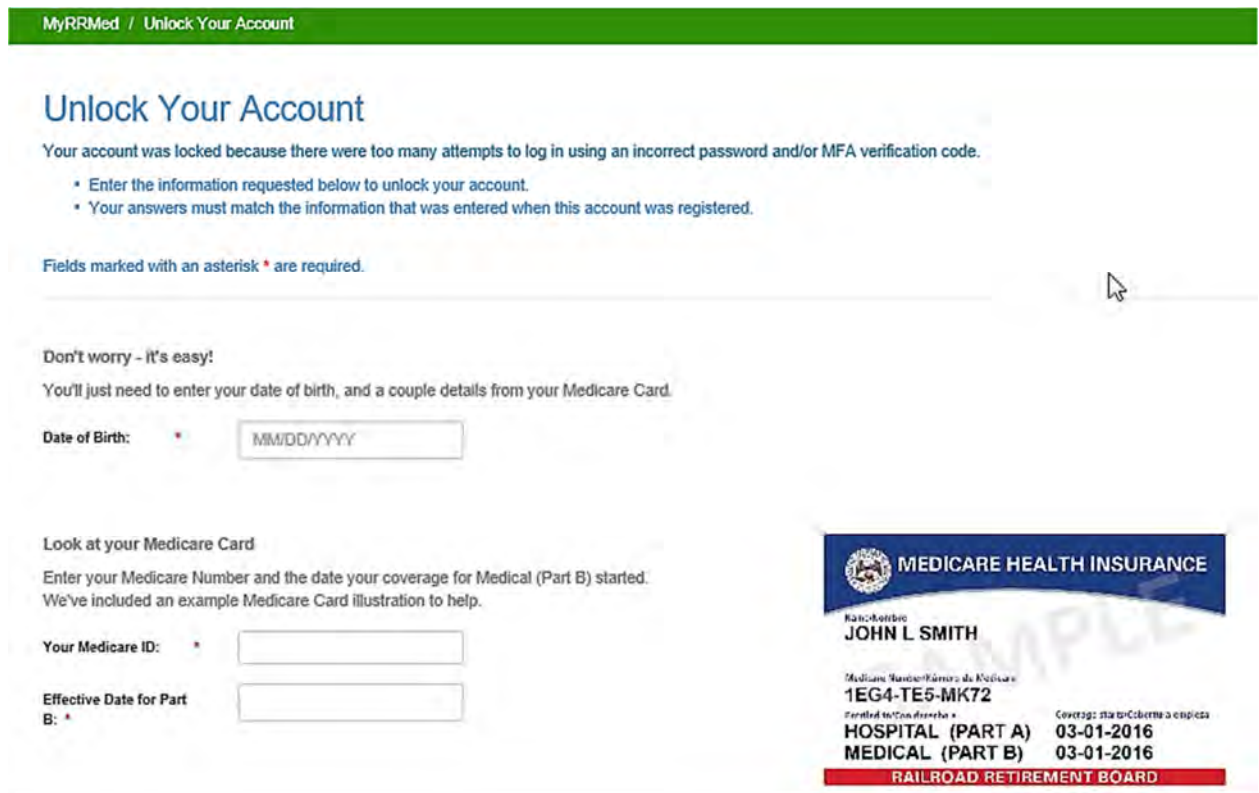
### 3.4 Unlocking Your Account

Your account will be locked after three unsuccessful login attempts and/or three unsuccessful attempts to enter an MFA code. Your account will also be locked after three unsuccessful attempts to complete the password reset process. Your account will remain locked until you either successfully complete the self-unlock option or you contact the Beneficiary Contact Center to verify your identity and have your account unlocked.

You will be presented with the opportunity to unlock your account by entering three authentication elements that you entered when you registered the account. If the information you enter matches the information on the account, your account will be unlocked and your password will be reset. You will receive an email with a temporary password. Click on the link in the email to return to the portal. Log into your account and follow the steps to choose a new password.

If the information you enter on the Unlock Your Account screen does not match the information on the account, your account will remain locked. You will need to call the Beneficiary Contact Center to verify your identity and have your account unlocked.

**Figure 15: Unlock Your Account Screen**



MyRRMed / Unlock Your Account

## Unlock Your Account

Your account was locked because there were too many attempts to log in using an incorrect password and/or MFA verification code.

- Enter the information requested below to unlock your account.
- Your answers must match the information that was entered when this account was registered.

Fields marked with an asterisk \* are required.

Don't worry - it's easy!  
You'll just need to enter your date of birth, and a couple details from your Medicare Card.

Date of Birth: \*

Look at your Medicare Card  
Enter your Medicare Number and the date your coverage for Medical (Part B) started. We've included an example Medicare Card illustration to help.

Your Medicare ID: \*

Effective Date for Part B: \*

**MEDICARE HEALTH INSURANCE**

Beneficiary  
**JOHN L. SMITH**

Medicare Number/Numero de Medicare  
**1EG4-TE5-MK72**

Covered by/Condições de  
**HOSPITAL (PART A) 03-01-2016**

Coverage: Start/Começa a cobrir  
**MEDICAL (PART B) 03-01-2016**

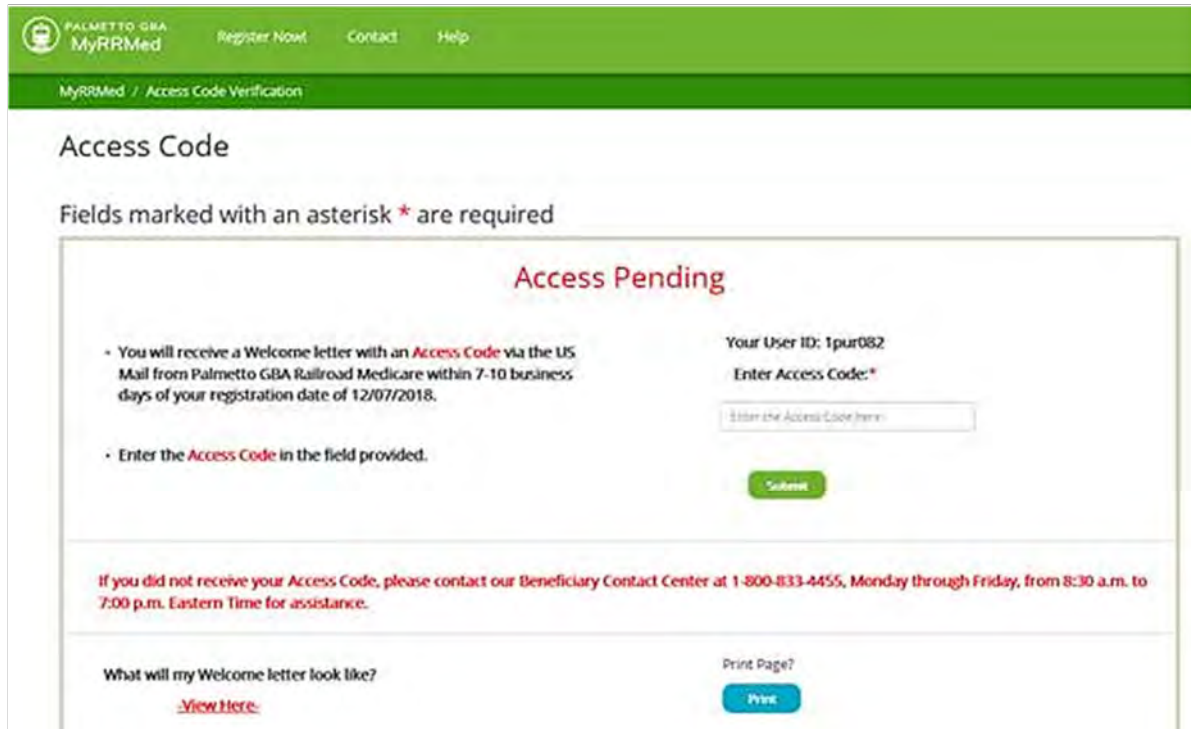
**RAILROAD RETIREMENT BOARD**

## 4.0 Access Code

When you register for an MyRRMed account, you will be assigned an access code. The access code will be mailed to you in a welcome letter through the U.S. Postal Service to your address on record with Medicare. You will be prompted to enter the access code the first time you log into MyRRMed in order to gain access to your account. This feature prevents unauthorized individuals from gaining access to your private information.

When you received the welcome letter, return to the portal and login with your user ID and password and complete the multi-factor authentication steps. You will then be directed to the Access Pending screen. Enter the Access Code from the letter and hit the Submit button to complete the task. You can then discard the letter as the access code will not be used again.

**Figure 16: Access Code – Access Pending Screen**



PALMETTO GBA  
MyRRMed Register Now! Contact Help

MyRRMed / Access Code Verification

### Access Code

Fields marked with an asterisk \* are required

#### Access Pending

- You will receive a Welcome letter with an **Access Code** via the US Mail from Palmetto GBA Railroad Medicare within 7-10 business days of your registration date of 12/07/2018.
- Enter the **Access Code** in the field provided.

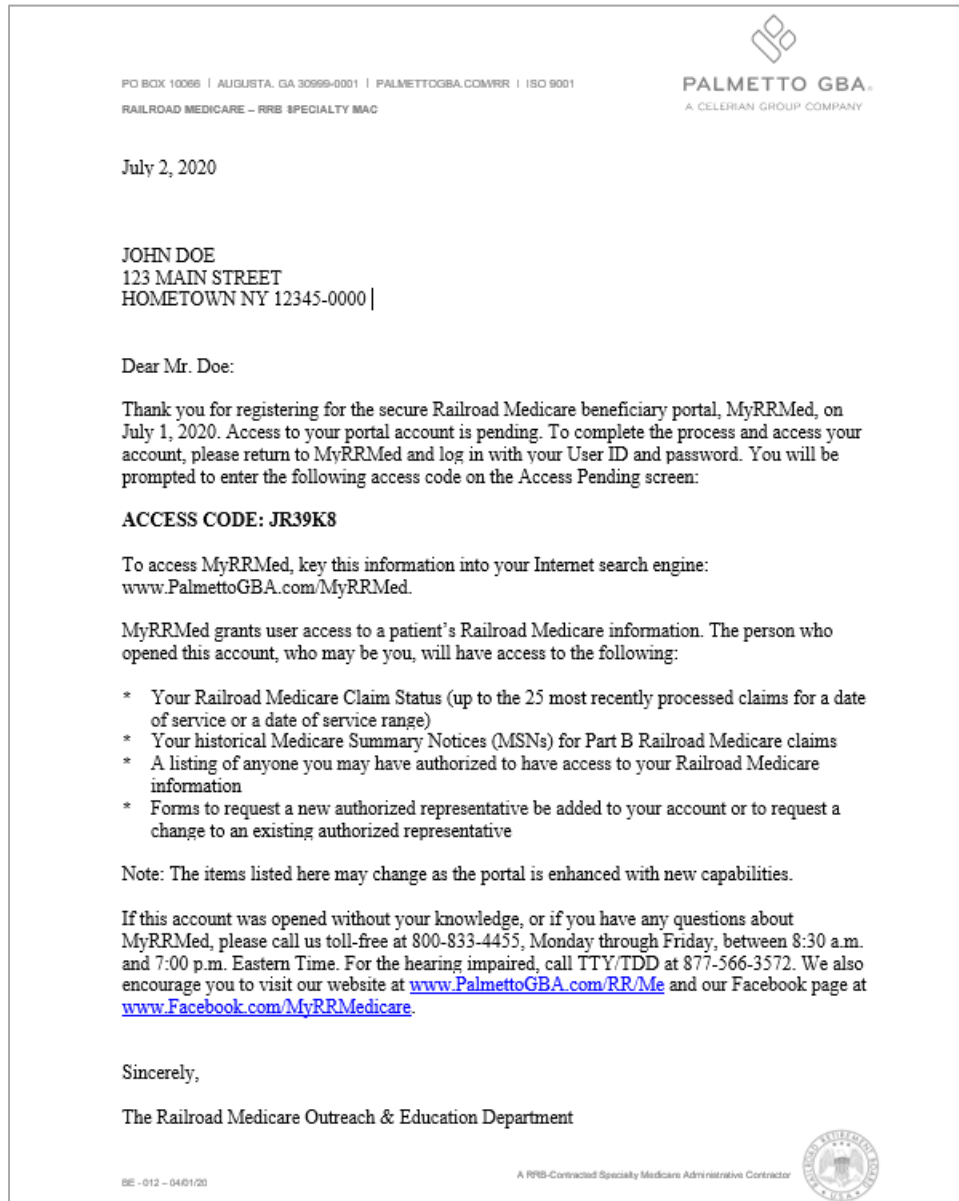
Your User ID: 1pur082  
Enter Access Code:\*

If you did not receive your Access Code, please contact our Beneficiary Contact Center at 1-800-833-4455, Monday through Friday, from 8:30 a.m. to 7:00 p.m. Eastern Time for assistance.

What will my Welcome letter look like?  
[View Here](#)

Print Page?

**Figure 17: Sample Welcome Letter**





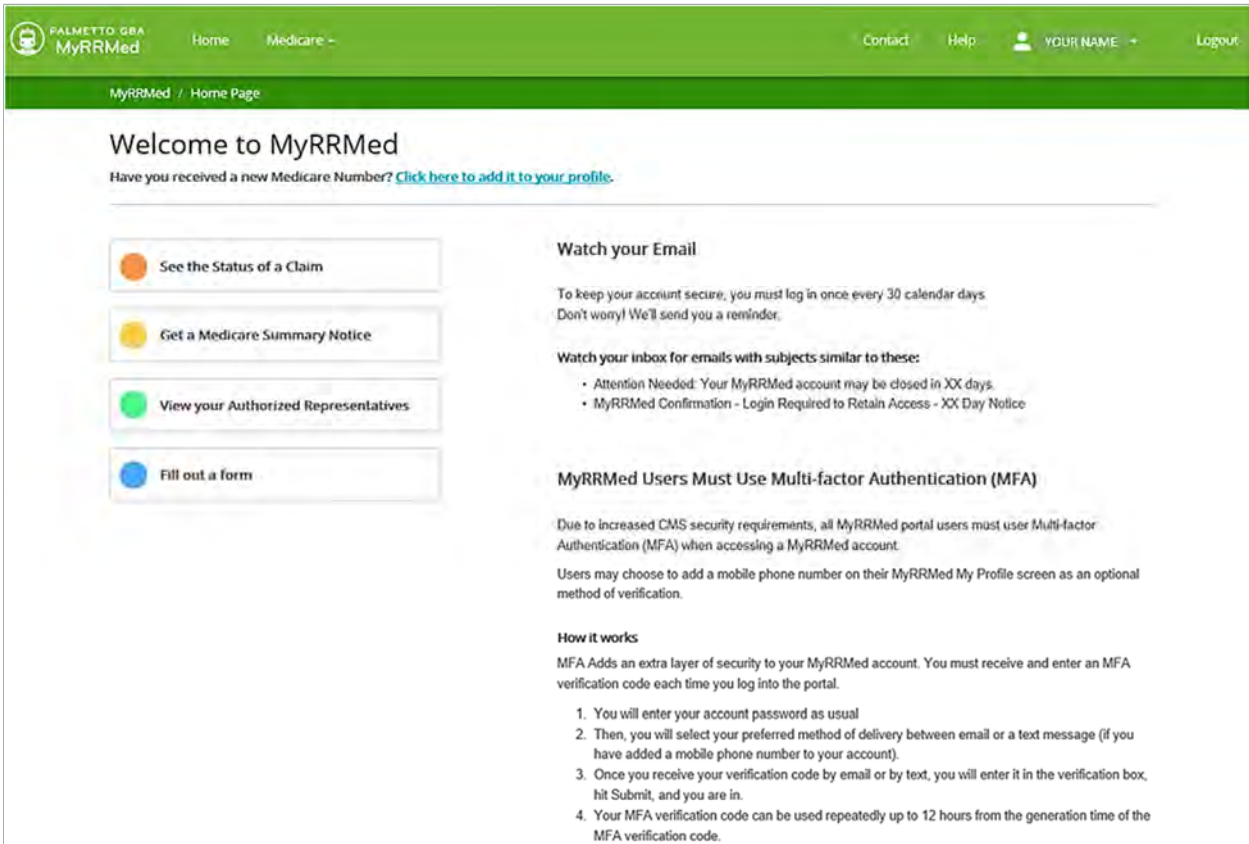
## 5.0 MyRRMed Features

After you log into your account, you can access the various MyRRMed functions from the MyRRMed home page.

From the top green tool bar, you can click on the Contact link to find the phone number, address and email address of the Railroad Medicare Beneficiary Contact Center. You can use the Help link to access the MyRRMed User Manual. Click on your name to find links to the My Profile page and the Password Reset page.

Use the four quicklinks on the left-hand side of the page to access the Claim Status Lookup, Medicare Summary Notice Lookup, View Authorized Representatives and Forms pages.

**Figure 18: MyRRMed Home Page**



The screenshot shows the MyRRMed Home Page interface. At the top is a green navigation bar with the Palmetto GBA MyRRMed logo on the left, and links for Home, Medicare, Contact, Help, and a user profile dropdown (YOUR NAME) with a Logout link on the right. Below the navigation bar is a breadcrumb trail: MyRRMed / Home Page.

The main content area is titled "Welcome to MyRRMed" and includes a link: "Have you received a new Medicare Number? [Click here to add it to your profile.](#)".

On the left side, there are four quicklink buttons:

- See the Status of a Claim
- Get a Medicare Summary Notice
- View your Authorized Representatives
- Fill out a form

On the right side, there are three informational sections:

- Watch your Email**: A reminder to log in every 30 days and a list of email subjects to watch for: "Attention Needed: Your MyRRMed account may be closed in XX days" and "MyRRMed Confirmation - Login Required to Retain Access - XX Day Notice".
- MyRRMed Users Must Use Multi-factor Authentication (MFA)**: A notice about increased CMS security requirements and a list of steps on how MFA works.

## 6.0 Claims Status

### 6.1 How to Perform a Claim Status Inquiry

Once you have successfully logged into your MyRRMed account, select the **See the Status of a Claim** tab. The Claim Status Lookup screen will appear.

To access claim status information, you can choose to search for a claim by a single date of service or by a date range. The date range option is currently limited to 30 days.

Figure 19: Claim Status Lookup Screen

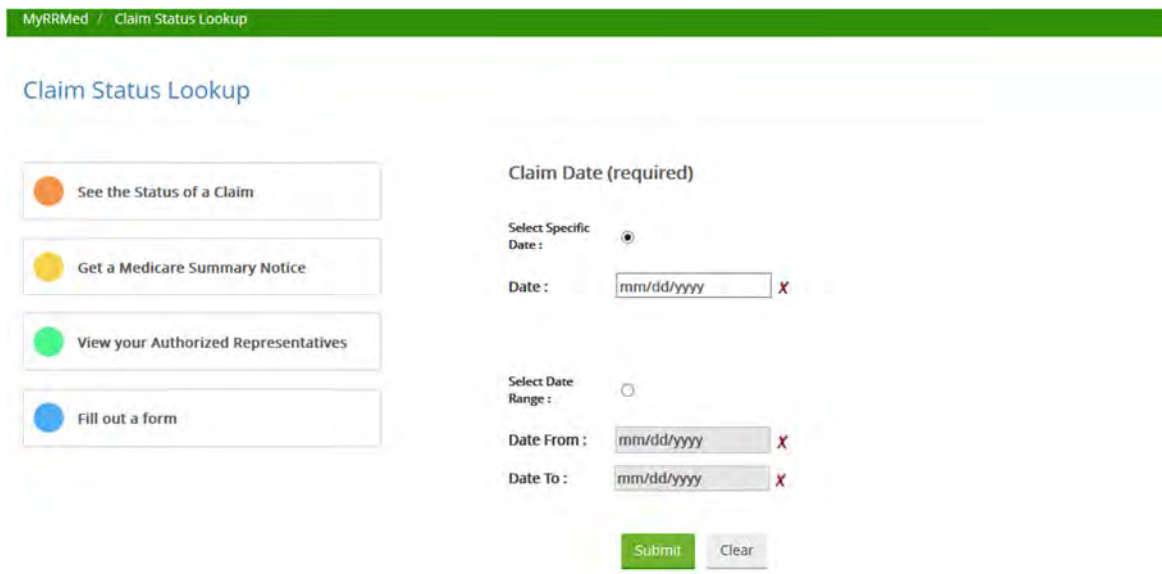
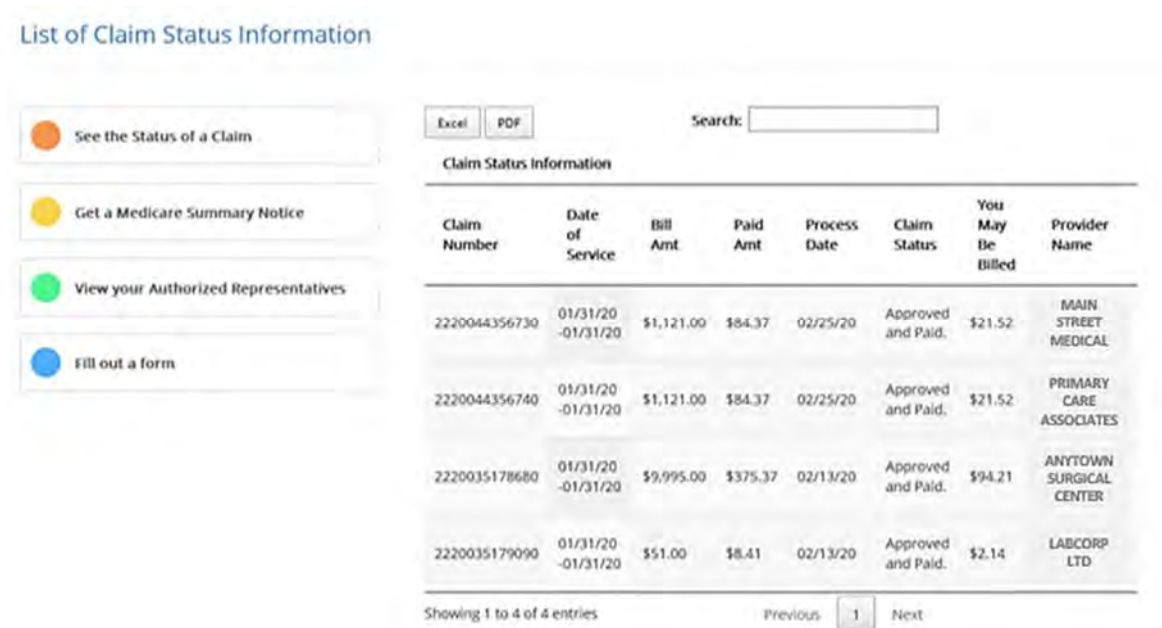


Figure 20: Claim Status Results Screen



Claim Number	Date of Service	Bill Amt	Paid Amt	Process Date	Claim Status	You May Be Billed	Provider Name
2220044356730	01/31/20 -01/31/20	\$1,121.00	\$84.37	02/25/20	Approved and Paid.	\$21.52	MAIN STREET MEDICAL
2220044356740	01/31/20 -01/31/20	\$1,121.00	\$84.37	02/25/20	Approved and Paid.	\$21.52	PRIMARY CARE ASSOCIATES
2220035178680	01/31/20 -01/31/20	\$9,995.00	\$375.37	02/13/20	Approved and Paid.	\$94.21	ANYTOWN SURGICAL CENTER
2220035179090	01/31/20 -01/31/20	\$51.00	\$8.41	02/13/20	Approved and Paid.	\$2.14	LABCORP LTD

## 7.0 Medicare Summary Notice Lookup

### 7.1 How to Perform a Medicare Summary Notice (MSN) Lookup

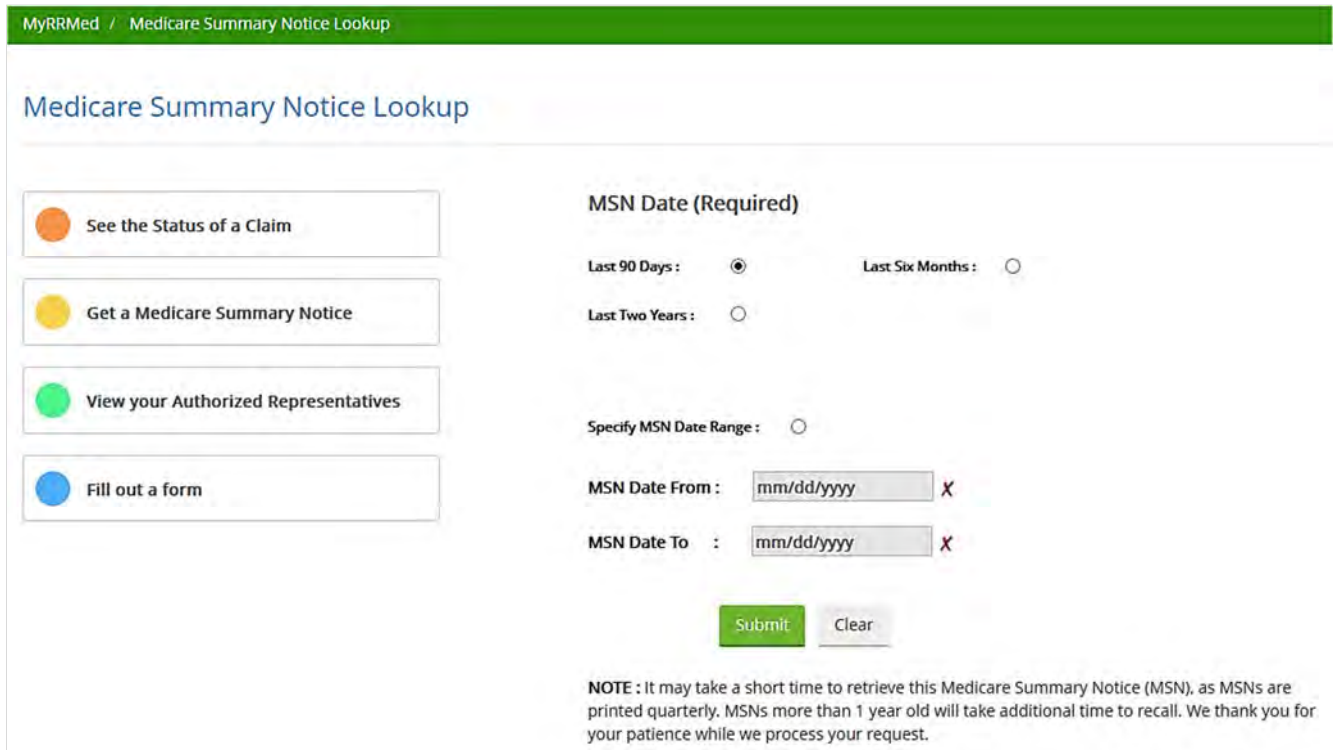
Once you have successfully logged into your MyRRMed account, select the **Get a Medicare Summary Notice** tab. The **MSN Lookup** screen will appear.

To access MSNs, you can choose to view MSNs for the last 90 days, the last six months or the last two years by choosing the corresponding radial button. You can also choose to search for a specific MSN date range.

**NOTES:**

- The MSN date is not the same as the date of service. MSNs are generated quarterly. If you do not know the MSN date and cannot locate the MSN using the date range option, try the last 90 days, last six months or last two years options, if appropriate.
- MyRRMed gives you access to historical MSNs that were created for Part B claims processed by Palmetto GBA Railroad Medicare. If you are looking for an MSN for a Part A claim, a Part B facility charge claim or a Durable Medical equipment claim, please contact 1-800-MEDICARE (1-800-633-4427) or use the MyMedicare.gov portal.
- If you have a MyMedicare.gov account and have chosen to receive your MSNs electronically (eMSNs), you will not be able to see in MyRRMed any MSNs that were created after you elected to receive eMSNs. You can access the Railroad Medicare MSNs in your MyMedicare.gov account, or you can call our Beneficiary Contact Center to request an MSN for an individual claim.

Figure 21: MSN Lookup Screen



MyRRMed / Medicare Summary Notice Lookup

### Medicare Summary Notice Lookup

See the Status of a Claim

Get a Medicare Summary Notice

View your Authorized Representatives

Fill out a form

**MSN Date (Required)**

Last 90 Days :       Last Six Months :

Last Two Years :

Specify MSN Date Range :

MSN Date From :  X

MSN Date To :  X











**NOTE :** It may take a short time to retrieve this Medicare Summary Notice (MSN), as MSNs are printed quarterly. MSNs more than 1 year old will take additional time to recall. We thank you for your patience while we process your request.



**Figure 22: MSN Results Screen**

Show  entries Search:

**Lookup Results**

MSN Date	PDF
JULY 30, 2020	
JULY 1, 2020	
MARCH 12, 2020	
JANUARY 25, 2020	
JANUARY 8, 2020	
JANUARY 2, 2020	
DECEMBER 2, 2019	
NOVEMBER 22, 2019	
OCTOBER 21, 2019	
OCTOBER 9, 2019	

Showing 1 to 10 of 18 entries Previous  2 Next

## 7.2 Viewing and Printing an MSN

You may sort the list of MSNs in your lookup results by clicking on the MSN Date column header. To open and view an MSN, click on the Portable Document Format (PDF) link in the MSN list. The option to save as a PDF file will display at the bottom of the screen. You may be prompted to Save, Save As, or Save and Open depending on the internet browser you are using.

Once your MSN is displayed, click on the print icon in the menu of your Acrobat Reader to print the document. If you do not have Acrobat Reader software, you can [download](#) it at no cost. You must use Acrobat Reader X or Acrobat Pro X to successfully print MSNs in MyRRMed.

## 8.0 Authorized Representatives

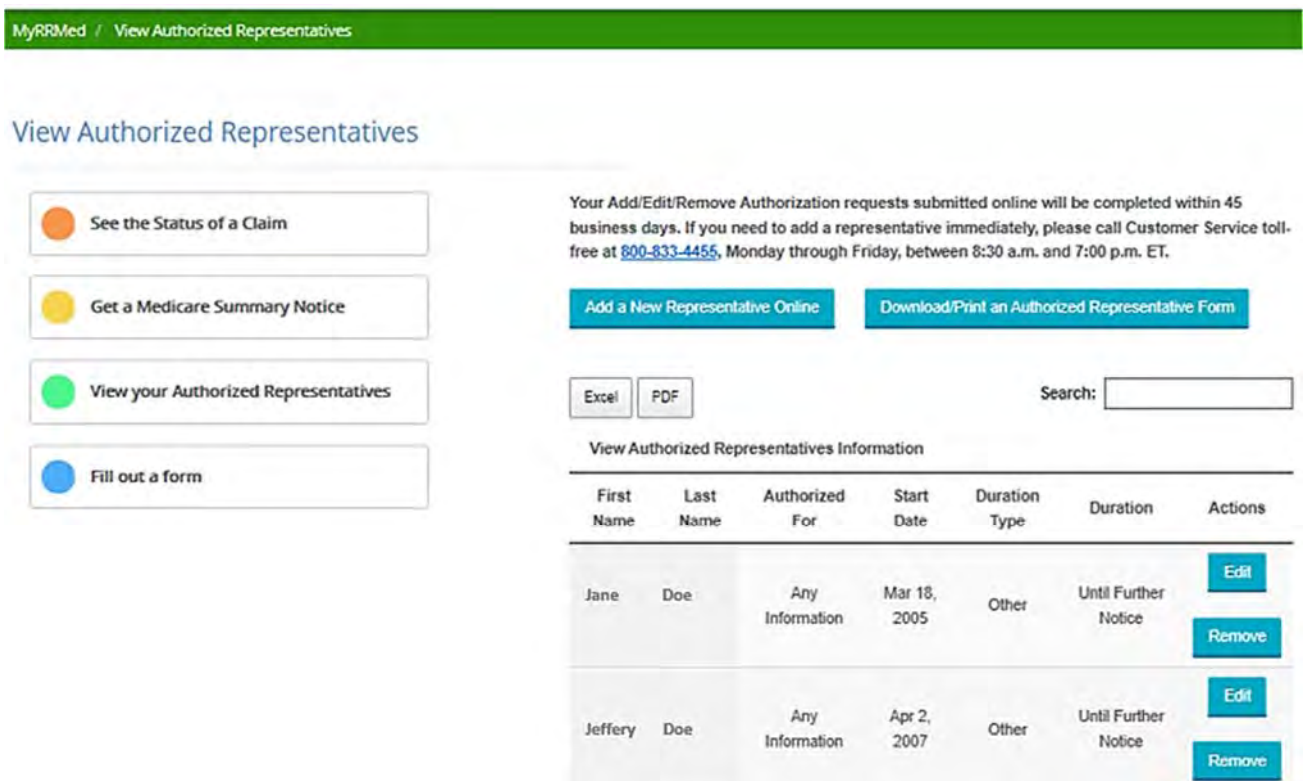
### 8.1 How to View and Manage Your Authorized Representatives

The MyRRMed Authorized Representative feature allows you to view and manage a list of individuals that you have given access to your private healthcare information, if any. Individuals may have been granted access by you completing and sending us a Beneficiary Authorization form or by you giving long-term verbal authorization for the individual on a call to our Beneficiary Contact Center. You may also have sent us a letter containing the necessary information to grant access to an individual.

You can submit a request to add a new representative by choosing the Add a New Representative Online button and completing the online form. You can submit a request to delete or edit a listed authorized representative by choosing the Edit or Remove button.

Requests submitted online will be completed within 45 business days and you will be sent a letter confirming the addition, deletion or edit you requested.

**Figure 23: View Authorized Representatives Screen**



MyRRMed / View Authorized Representatives

### View Authorized Representatives

[See the Status of a Claim](#)
  
[Get a Medicare Summary Notice](#)
  
[View your Authorized Representatives](#)
  
[Fill out a form](#)

Your Add/Edit/Remove Authorization requests submitted online will be completed within 45 business days. If you need to add a representative immediately, please call Customer Service toll-free at [800-833-4455](tel:800-833-4455), Monday through Friday, between 8:30 a.m. and 7:00 p.m. ET.

[Add a New Representative Online](#)
  
[Download/Print an Authorized Representative Form](#)

[Excel](#)
  
[PDF](#)

Search:

#### View Authorized Representatives Information

First Name	Last Name	Authorized For	Start Date	Duration Type	Duration	Actions
Jane	Doe	Any Information	Mar 18, 2005	Other	Until Further Notice	<a href="#">Edit</a> <a href="#">Remove</a>
Jeffery	Doe	Any Information	Apr 2, 2007	Other	Until Further Notice	<a href="#">Edit</a> <a href="#">Remove</a>

You also have the option to download and print the Railroad Medicare Beneficiary Authorization Form, which is used to add authorized individuals to your information. Simply complete the form and return it to the address below.

PALMETTO GBA Railroad Medicare  
P.O. Box 10066  
Augusta, GA 30999-0001

You may also fax the form to (803) 264-9844.

## 9.0 Profile Recertification

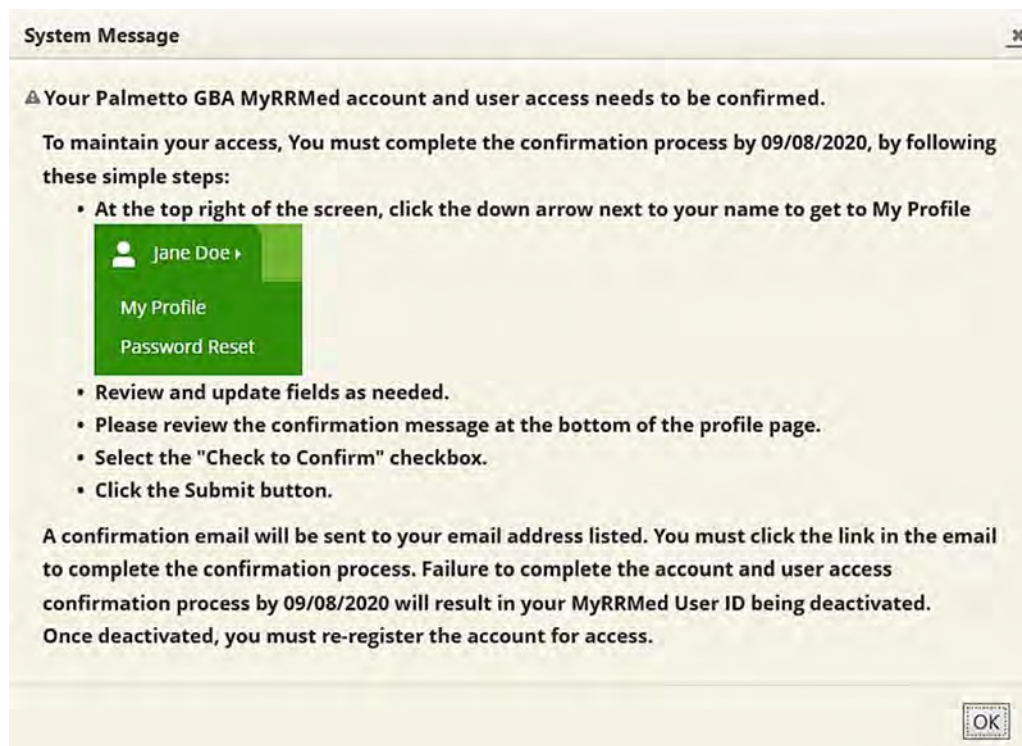
### 9.1 How to Complete Profile Recertification

Palmetto GBA and CMS are dedicated to ensuring that access to Medicare data is secure. This includes regularly validating the user's email address listed on their profile and the user's need for the account access. To complete this profile recertification, you will need to confirm that you are the registered user and that you still need access to the information in MyRRMed. This occurs account confirmation occurs every 100 days.

The process starts when you receive an email approximately 20 days before the confirmation is due. If you do not take action, you will receive a second email 10 days before the confirmation is due. If you do not complete the recertification confirmation process, your account will be closed, and you will have to register again.

The emails are sent from ops.no.reply@palmettogba.com with the subject "MyRRMed Confirmation - Login Required to Retain Access - 20 Day Notice" and "MyRRMed Confirmation - Login Required to Retain Access - 10 Day Notice." Each email contains a link to the MyRRMed portal. Click the link and log in into the portal. After logging into your account, you will see the message below that explains the steps of accessing the MyProfile screen and completing account confirmation.

**Figure 24: Account Confirmation/Profile Recertification Needed Message**



**Figure 25: My Profile Page Link**

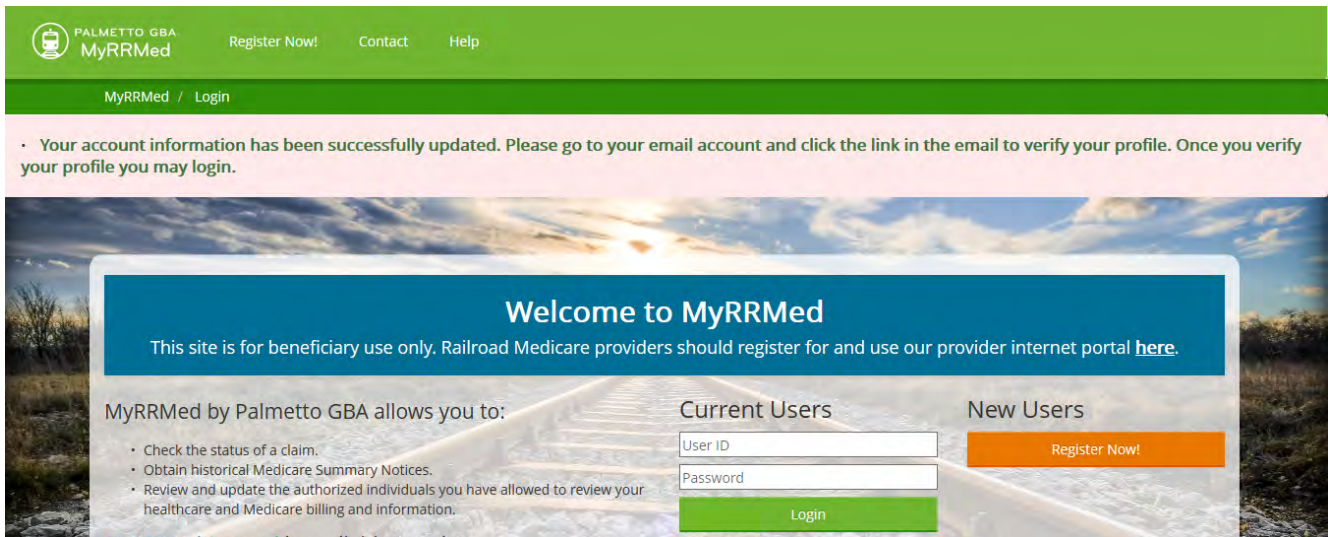


**Figure 26: Account Confirmation Message on My Profile Page**

Account Confirmation

\*  By checking this box, I am recertifying that I am the registered user on this account and wish to continue accessing my data via this portal. I am also verifying that the information in my profile is accurate. **There are Federal penalties for accessing this account if you are not the registered user.**

**Figure 27: Account Confirmation Was Successful Message**



The screenshot shows the MyRRMed website interface. At the top, there is a green navigation bar with the Palmetto GBA MyRRMed logo, "Register Now!", "Contact", and "Help" links. Below this is a dark green bar with "MyRRMed / Login". A pink message box contains the text: "Your account information has been successfully updated. Please go to your email account and click the link in the email to verify your profile. Once you verify your profile you may login." Below the message is a large white box with a blue header that says "Welcome to MyRRMed" and a sub-header: "This site is for beneficiary use only. Railroad Medicare providers should register for and use our provider internet portal [here](#)." The main content area is divided into two sections: "MyRRMed by Palmetto GBA allows you to:" with a list of services (check claim status, obtain historical Medicare Summary Notices, review and update authorized individuals), and "Current Users" with input fields for "User ID" and "Password" and a green "Login" button. To the right, under "New Users", there is an orange "Register Now!" button.

You will receive an email from ops.no.reply@palmettogba.com with subject "MyRRMed Profile Verification." Click on the link in the email to complete your profile verification.

If you try log into your account before completing your profile verification, you will be directed to your "My Profile" page where you will see the following message at the top of the page: "Your account information has been successfully updated. Please go to your email account and click the link in the email to verify your profile. Once you verify your profile you may login."

If you cannot locate the "MyRRMed Profile Verification" email you were sent, scroll down to the bottom of the My Profile page and click on the "Request New Verification Email" button. A new email will be sent to the email address on your account.