PALMETTO GBA®

MyRRMed

User Manual

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Contents

Table of Figures **4**
Glossary and Acronyms **5**
1.0 General Information **6**
1.1 What is MyRRMed? 6
1.2 Contacting Technical Support 6
1.3 MyRRMed Availability and Maintenance Times 6
1.4 MyRRMed Lockout and Logout Scenarios 7
1.5 MyRRMed Minimum System Requirements 8
2.0 Registration **8**
2.1 How to Register for MyRRMed 8
2.2 Your User ID and Option to Choose a Username 11
2.3 Choosing Your Security Questions 12
2.4 Selecting a Password 13
2.5 Verifying Your Account Registration 14
3.0 Login **15**
3.1 How to Log in to MyRRMed 15
3.2 Multi-Factor Authentication (MFA) 16
3.3 How to Reset Your Password 17
3.4 Unlocking Your Account 20
4.0 Access Code **21**
5.0 MyRRMed Features **22**
6.0 Claims Status **23**
6.1 How to Perform a Claim Status Inquiry 23
7.0 Medicare Summary Notice Lookup **24**
7.1 How to Perform a Medicare Summary Notice (MSN) Lookup 24
7.2 Viewing and Printing an MSN 26
8.0 Authorized Representatives **26**
8.1 How to View and Manage Your Authorized Representatives 26
9.0 Submit a Form **27**
9.1 How to Submit a General Inquiry Online Form 27
10.0 Keeping Your Account Active **27**
10.1 Log in Requirements 27
10.2 How to Reactivate Your Account 28

11.0 Account Confirmation 28
11.1 How to Complete Account Confirmation 28
Revision History 31

Table of Figures

Figure 1: MyRRMed Introduction Screen 9
Figure 2: MyRRMed Sign-Up Screen 10
Figure 3: Address Verification Screen 11
Figure 4: User ID/Username and Password Screen 11
Figure 5: Username Creation Fields 12
Figure 6: Security Questions 12
Figure 7: Registration Access Pending Screen 14
Figure 8: Account Has Been Verified Message 15
Figure 9: Multi-Factor Authentication Screen – How do you want to be verified? 16
Figure 10: Multi-Factor Authentication Screen – Enter your MFA code 17
Figure 11: Forgot Password Link 18
Figure 12: Password Reset Screen 18
Figure 13: Password Reset Validate Screen 19
Figure 14: Password Has Been Reset Message 19
Figure 15: Change Password Screen 20
Figure 16: Unlock Your Account Screen. 21
Figure 17: Access Code – Access Pending Screen 22
Figure 18: MyRRMed Home Screen — MyRRMed Features 22
Figure 19: Claim Status Lookup 23
Figure 20: Claim Status Results Screen 24
Figure 21: MSN Lookup Screen 25
Figure 22: MSN Results Screen 25
Figure 23: View Authorized Representatives Screen 26
Figure 24: General Inquiry Form Reason for Request List 27
Figure 25: Reactivate Your Account Screen 28
Figure 26: Account Confirmation/Profile Recertification Message 29
Figure 27: My Profile Page Link 29
Figure 28: My Profile Page Account Confirmation Message 30
Figure 29: Account Confirmation Was Successful Message 30

Glossary and Acronyms

Acronym	Description
CMS	Centers for Medicare & Medicaid Services
MBI	Medicare Beneficiary Identifier
MSN	Medicare Summary Notice
MFA	Multi-Factor Authentication
MyRRMed	The MyRRMed portal. This portal is available through the Palmetto GBA Railroad Medicare Beneficiaries website.
RRB	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 submit a request to add an authorized representative or to edit or remove an existing authorized representative. You can also submit an online General Inquiry form to the Railroad Medicare Customer Service Center.

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.
(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
- Date of birth
- Email address and telephone number
- MyRRMed user ID (if one has been assigned)
- Browser type/version (e.g., Chrome)
- Function you are calling about

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 Friday
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 logged out or locked 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 attempts to use the self-unlock process and enters incorrect information three times.	The user will remain locked out of their account and must call 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 deactivated. The account will be closed after 100 days of inactivity. To regain access to MyRRMed, the user must complete the self-reactivate process during the 70-day reactivation period (31st-100th day of inactivity).
User attempts to complete the self-reactivate process and enters incorrect information three times.	The account will remain inactive. The user must call the Beneficiary Contact Center to verify their identity. The self-reactivate process will be unlocked to allow the user to attempt the process again.

User has not successfully completed account reactivation within 100 days of inactivity.	If a user does not successfully complete the account reactivation process within the 70-day reactivation period (days 31–100 of inactivity), their portal account is closed. To regain access the user will need to register a new account and will be assigned a new User ID.
User does not successfully complete account confirmation at least once every 250 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 Systems:
- Windows 10
- Mac OS X 11.x

Supported Internet Browsers*:
- Microsoft Edge: Version 88.x
- Google Chrome: Version 98.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 DC or Adobe Acrobat Pro Version DC
- 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.

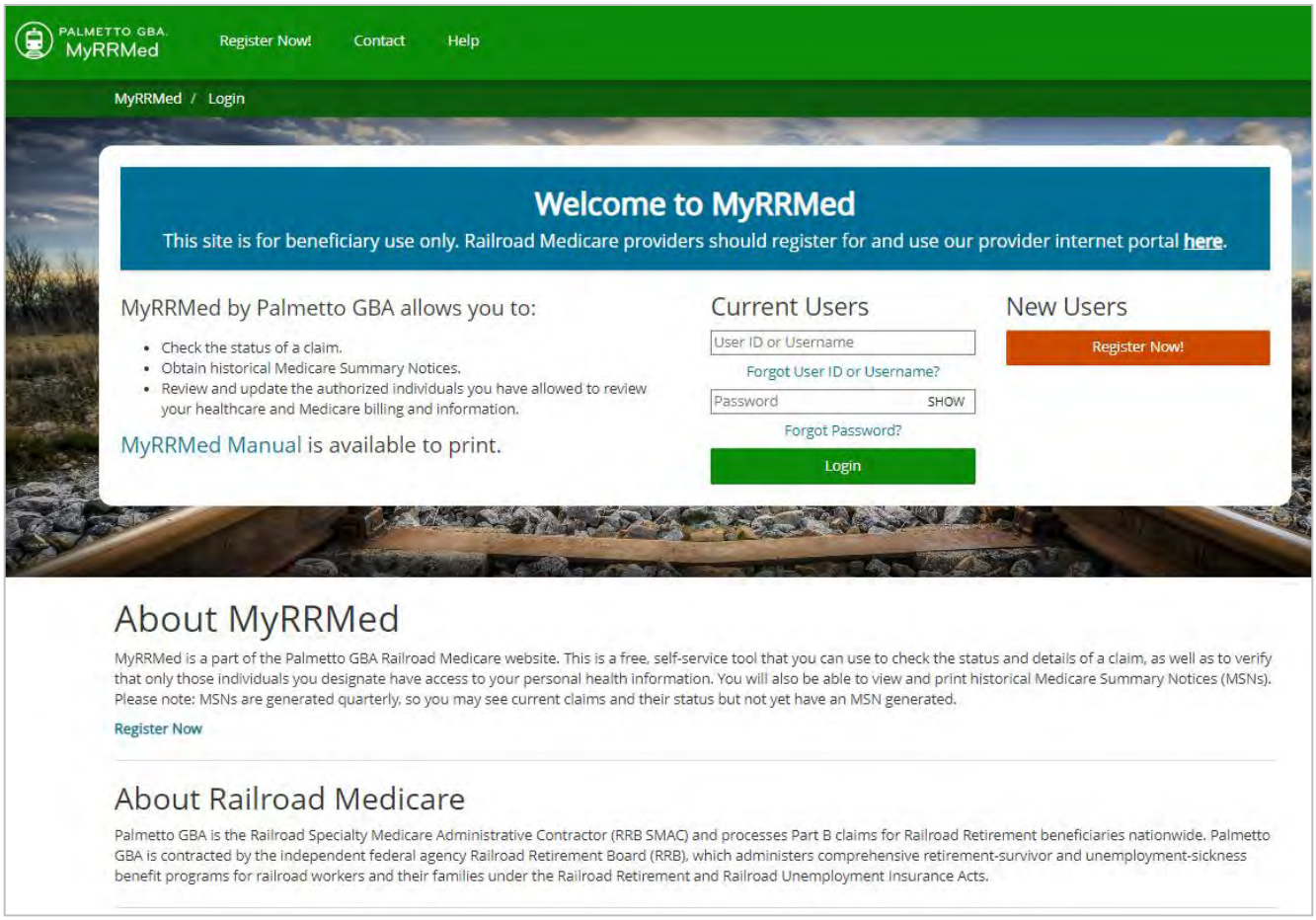
2.0 Registration

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. You can also get to the MyRRMed portal directly at www.PalmettoGBA.com/MyRRMed or https://myrrmed.palmettogba.com/ecx_rrbPortal/.

Figure 1: MyRRMed Introduction Screen

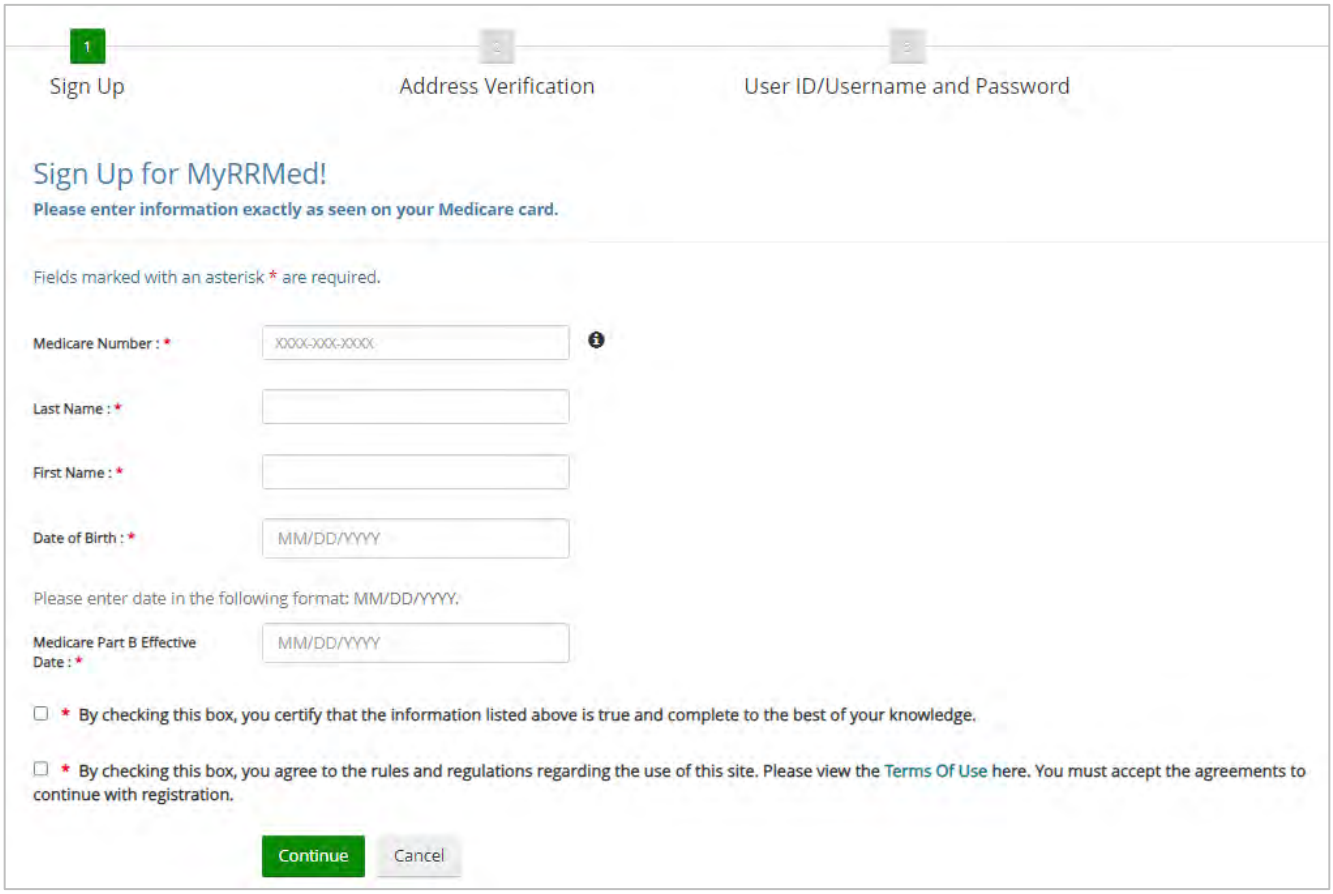


To register as a New User, choose the orange Register Now button.

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 Part B benefits (this can be found on your Railroad Medicare card)
- Email address
- Phone number

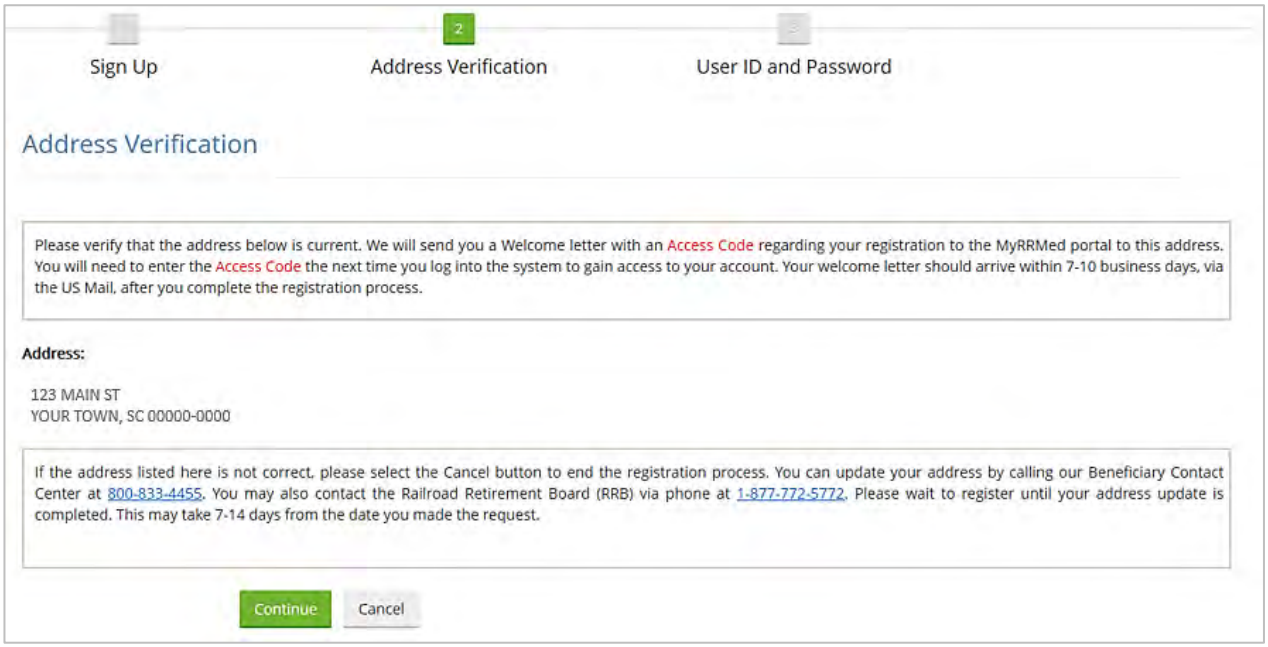
Figure 2: MyRRMed Sign-Up Screen



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

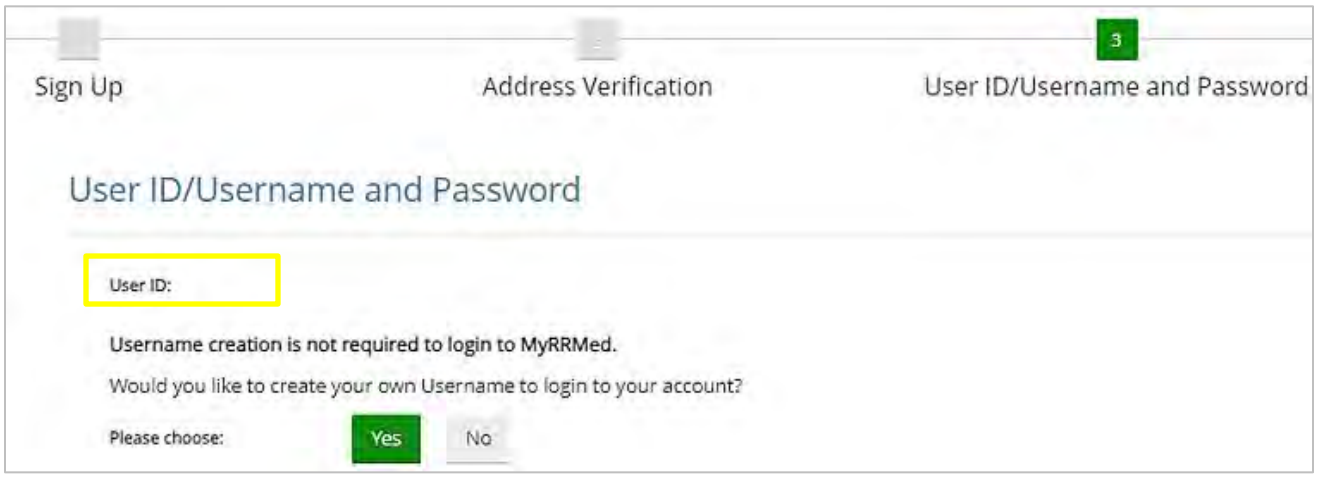


If the address shown is correct, choose Continue and you will be directed to the next screen to complete registration. If the address shown is not correct, contact the Beneficiary Contact Center to update your address.

2.2 Your User ID and Option to Choose a Username

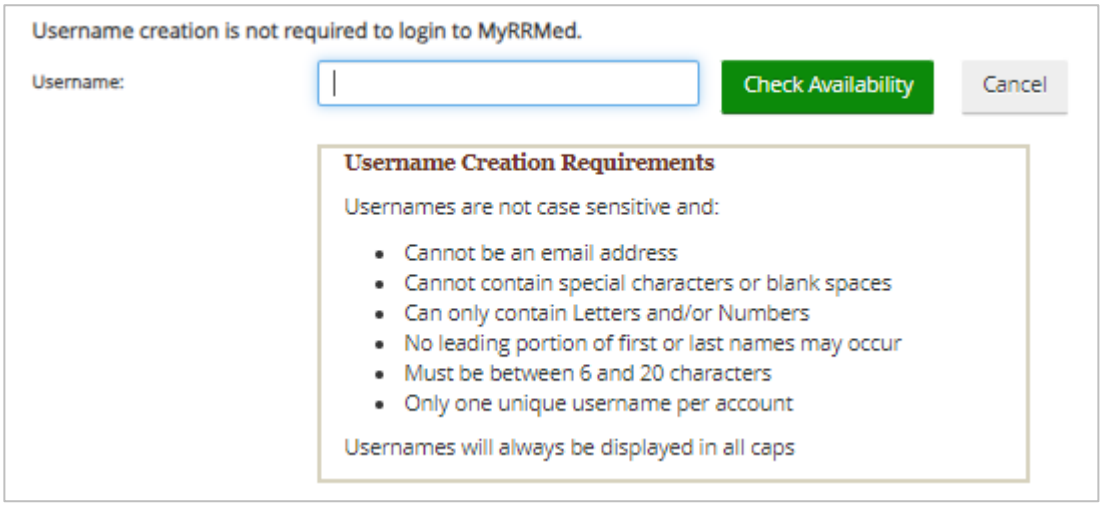
After completing address verification, you will automatically be assigned a user ID in a format defined by Palmetto GBA. The User ID that will appear at the top of the User ID/Username and Password screen. You can also create a Username of your choice. Creating a Username is optional.

Figure 4: User ID/Username and Password Screen



To create a Username, choose Yes and enter a Username that meets the requirements listed on the screen. Then click the green **Check Availability** button to see if your choice is available.

Figure 5: Username Creation Fields



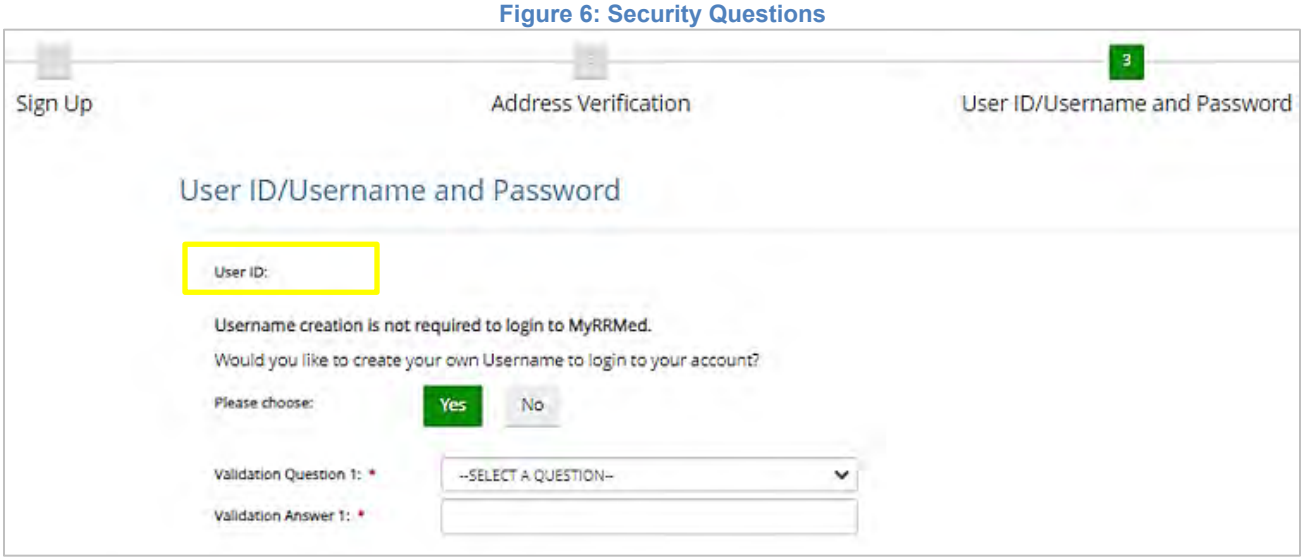
If the Username you created is available, we will display the following message, "Username is available! Click the **Submit** button at the bottom of this page to save this change." If the Username is not available, we will display the following message, "Username created already exists, please create another Username."

If you choose not to create a Username when you initially register your account, you can create one later on your **My Profile** page. Please do not add or change a Username when you are directed to your **My Profile** screen to complete Account Confirmation.

2.3 Choosing Your Security Questions

You will be prompted to select and answer **six** security questions. These security questions and answers will be used to verify your identity in the event that you forget your password. You can choose from several questions. Simply select the desired question from each dropdown menu and type your answer in the corresponding box. Enter your answers carefully. If you forget your password, you must answer these questions with the exact answer you entered during registration. Answers to your security questions are case sensitive and include spaces.

Figure 6: Security Questions



You can verify or change your security questions and answers through your **My Profile** tab once you are logged in.

2.4 Selecting a Password

You will be allowed to choose your own password. Create a password that meets the requirements listed on the User ID and Password screen and then enter and re-enter your password in fields below the security questions.

Password Requirements:

Passwords are case sensitive and:

- Must be at least 8 characters long
- Must contain at least one uppercase letter
- Must contain at least one lowercase letter
- Must contain at least one number
- Must contain at least one special character: @#$!%&)(*-.:;<=>?^_`~}{|/\][,+'"
- Must start with a letter
- Must be changed every 60 days
- May contain spaces in the middle of a password. Spaces are not allowed in the first or last character space
- Cannot contain leading portion of the first or last name
- Cannot use the 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 (for example, *hjkl*) or appear in a logical sequence (such as, *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

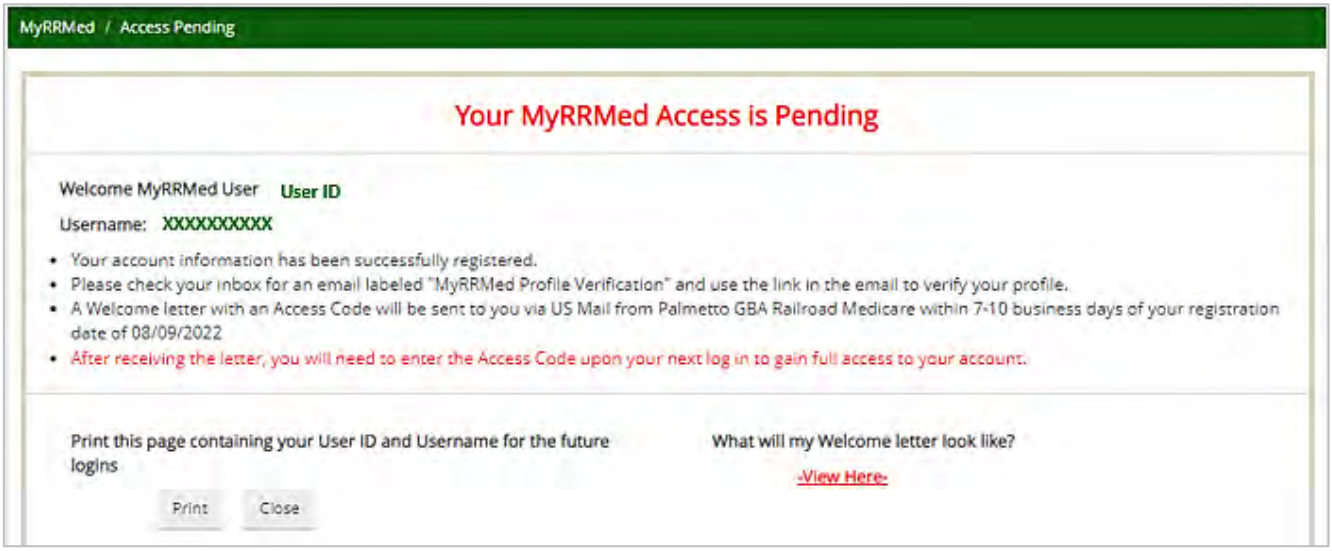
After completing your security questions and choosing your password, enter your email address and phone number.

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.

You have the option to set up Google Authenticator for your MyRRMed account. Adding Google Authenticator will allow to use the Google Authenticator app to receive Multi-Factor Authentication codes on your Apple or Android device. Select Authenticator Setup and follow the instructions for installing Google Authenticator for iPhone or Android.

Once you have completed and submitted this page, you will be directed to the **Access Pending** screen which explains the next steps. The **Access Pending** screen contains your User ID and Username (if you created one) and has an option to print the page for future logins.

Figure 7: Registration Access Pending Screen



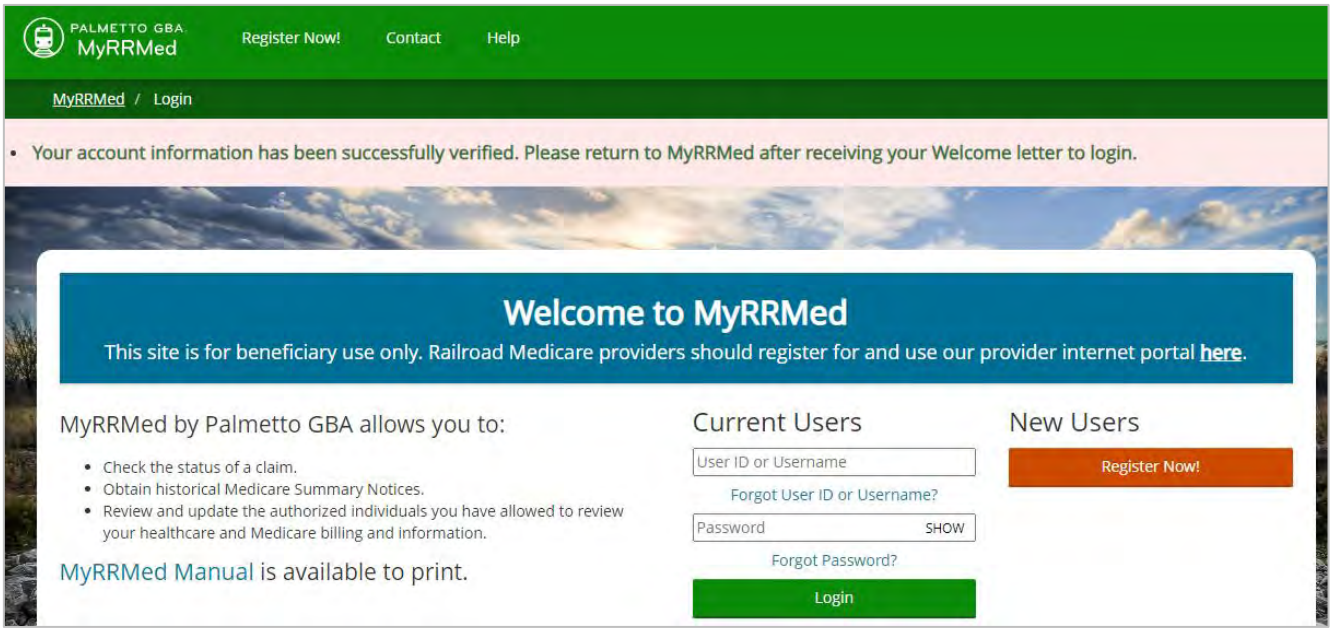
A Welcome letter with an Access Code will be mailed to you from Palmetto GBA Railroad Medicare. See section 4.0 Access Code of this guide for the steps you will take to enter the access code from your Welcome letter.

2.5 Verifying Your Account Registration

After successfully entering your registration information, you must verify your account. Once you submit your registration, we will send an email 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 8: Account Has Been Verified Message



When you log into your new account, if you have not already completed profile verification by clicking on the link in the MyRRMed Profile Verification email, you will be directed to your **My Profile** screen. Please verify if your email address on your profile is correct. If your email address is incorrect, you will need to correct it and then click **Submit** at the bottom of the screen to save your change and receive a new profile verification email. If your email address is correct, you may click on the link at the bottom of the screen to request a new profile verification 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 in to MyRRMed

Once you have completed the registration process, you may log into MyRRMed from www.PalmettoGBA.com/MyRRMed or https://myrrmed.palmettogba.com/ecx_rrbPortal/. To log in enter your user ID or Username (if you created one) and password.

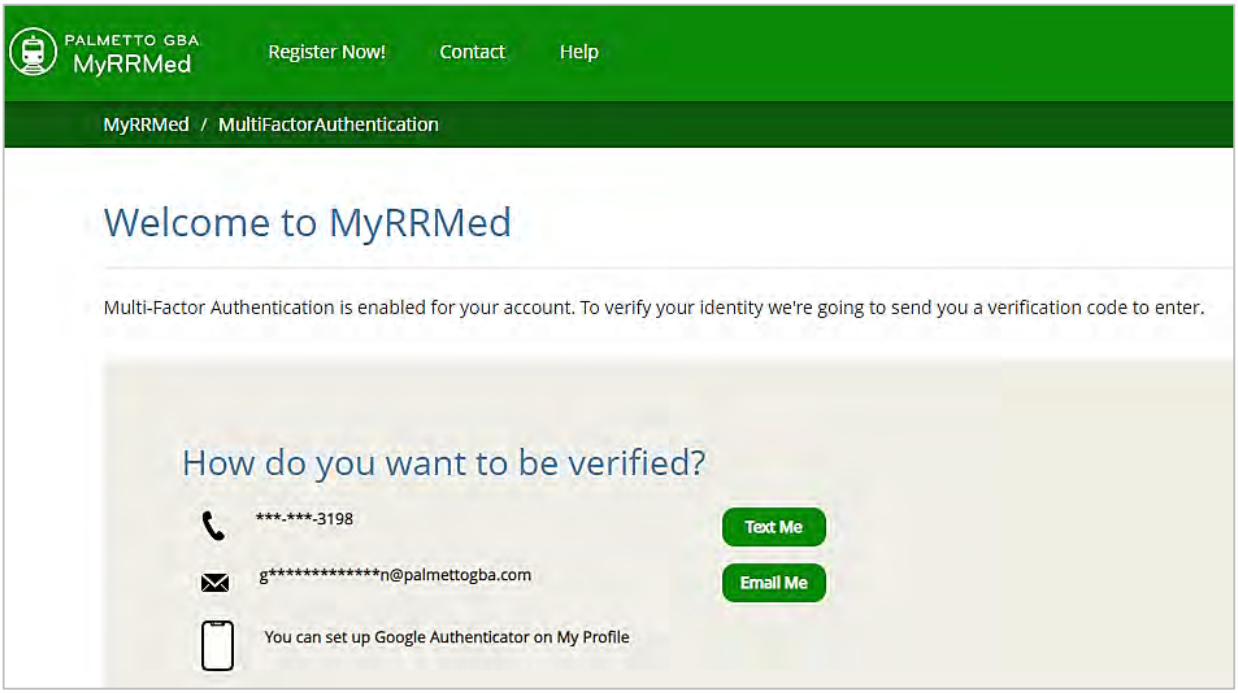
If you have forgotten your User ID or Username, you may use the **Forgot User ID or Username** option or contact the Beneficiary Contact Center for assistance.

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. All users will have the option to receive their code via email by default. 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 **My Profile** tab. The Google Authenticator option will appear on this screen if you completed Authenticator Setup on the User ID and Password screen when registering or later completed the setup on the **My Profile** tab.

Figure 9: Multi-Factor Authentication Screen – How do you want to be verified?

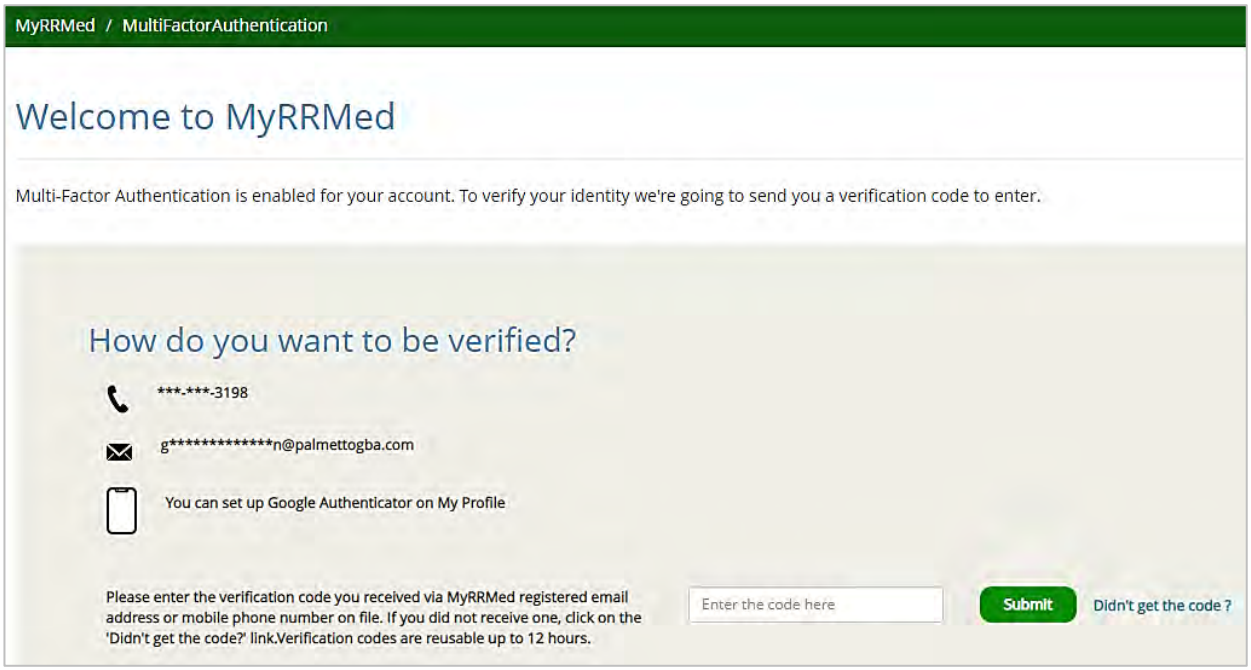


After you have made your selection, you will be sent either an email message or a text with an eight-digit verification code. If you chose Use Your Google Authenticator app, retrieve the authentication code from your device. Enter the MFA code in the field provided on **the Multi-Factor Authentication / How Do You Want to be Verified** screen.

Some MFA emails may take 15 or more minutes to arrive. If possible, please use the text or Google Authenticator options to receive your MFA codes.

MFA emails are sent from ops.no.reply@palmettogba.com with the subject “MyRRMed Verification Code.”

Figure 10: Multi-Factor Authentication Screen – Enter your MFA code



A verification code received by email or text can be used repeatedly up to 12 hours from the generation time of the MFA email or text. If you are reusing your verification code, enter the code in the box on the How do you want to be verified? page. Google Authenticator verification codes refresh every 30 seconds on the app. Use the newest code from your app each time you log in.

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 did not complete Authenticator Setup when you registered and want the option to receive your MFA verification code via the Google Authenticator app, you complete setup after logging into the portal. Open the My Profile tab and complete the Authenticator Setup using the online instructions for an Android or Apple device.

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.

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

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 log in screen to access the **Password Reset** screen.

Figure 11: Forgot Password Link

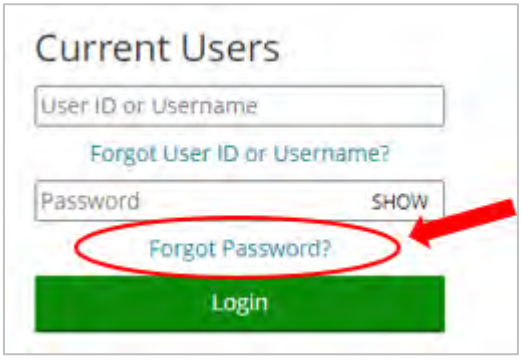
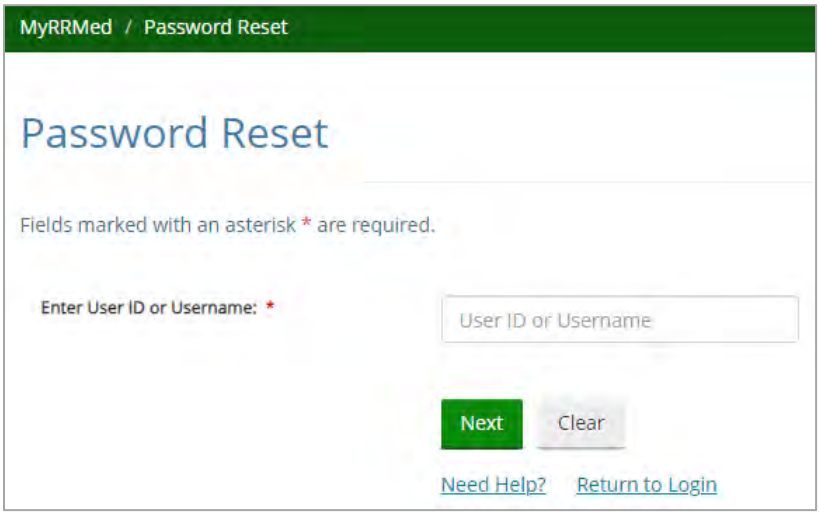


Figure 12: Password Reset Screen



On the **Password Reset** screen, enter your User ID and click **Next**. You will be taken back to the log in screen and will receive an email from ops.no.reply@palmettogba.com titled "MyRRMed Forgot Password Alert." The email will contain a secure link to the **Password Reset Validate** screen. On that screen, you will be presented with two of the security questions you created when the account was registered. You must answer the 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 the 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." You will receive an email from ops.no.reply@palmettogba.com titled "MyRRMed Password Reset." The email will contain a temporary password and a secure link to the MyRRMed portal.

If your answers do not match the security questions, you will receive an email from ops.no.reply@palmettogba.com titled "MyRRMed Account Validation Error." You can use the secure link in the email to attempt to answer two security questions again.

Figure 13: Password Reset Validate Screen

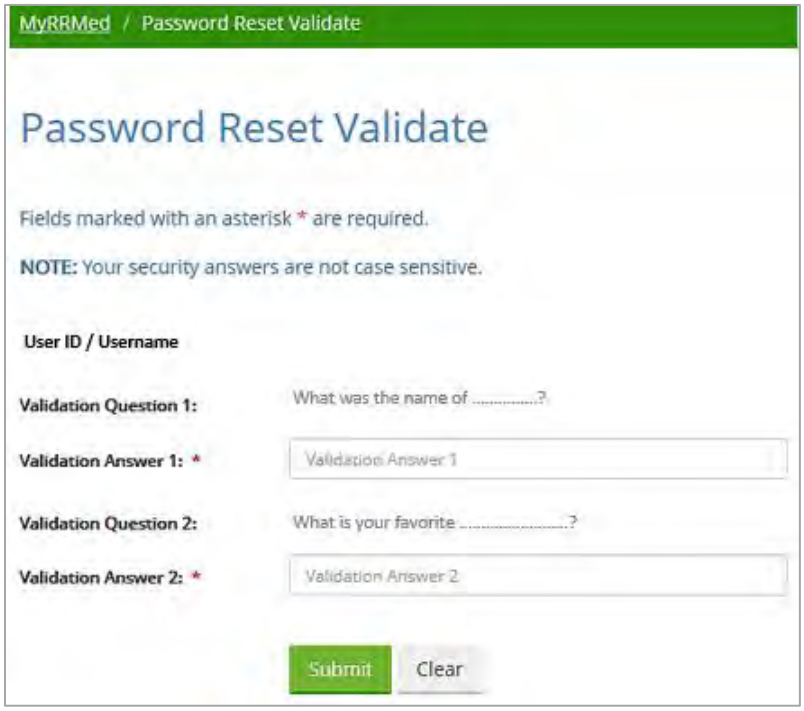
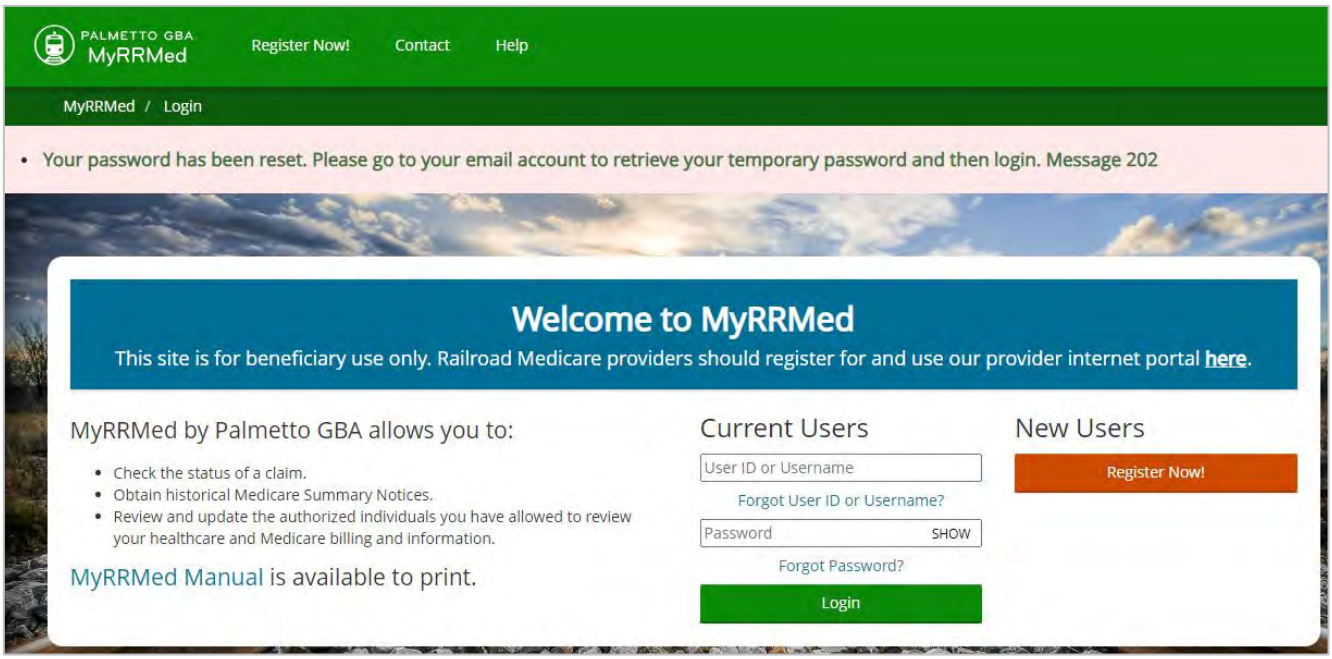
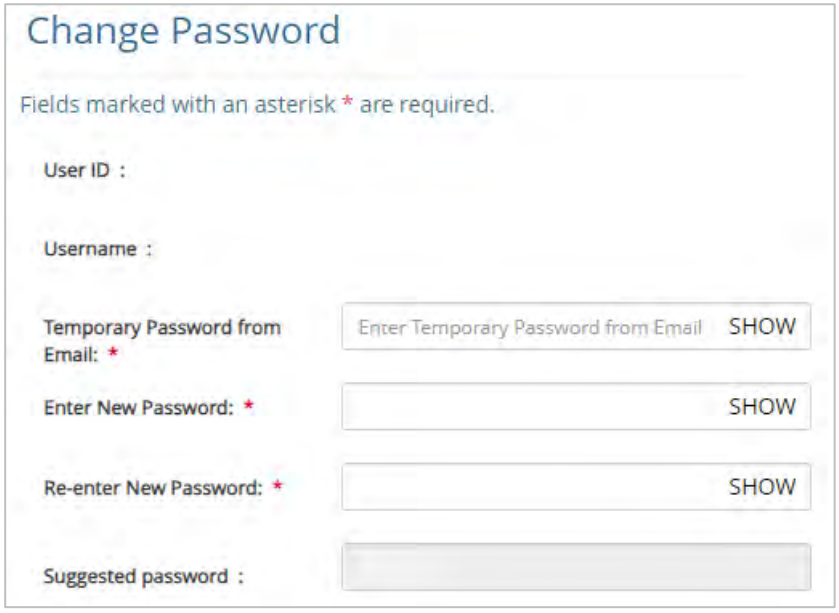


Figure 14: Password Has Been Reset Message



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

Figure 15: Change Password Screen



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

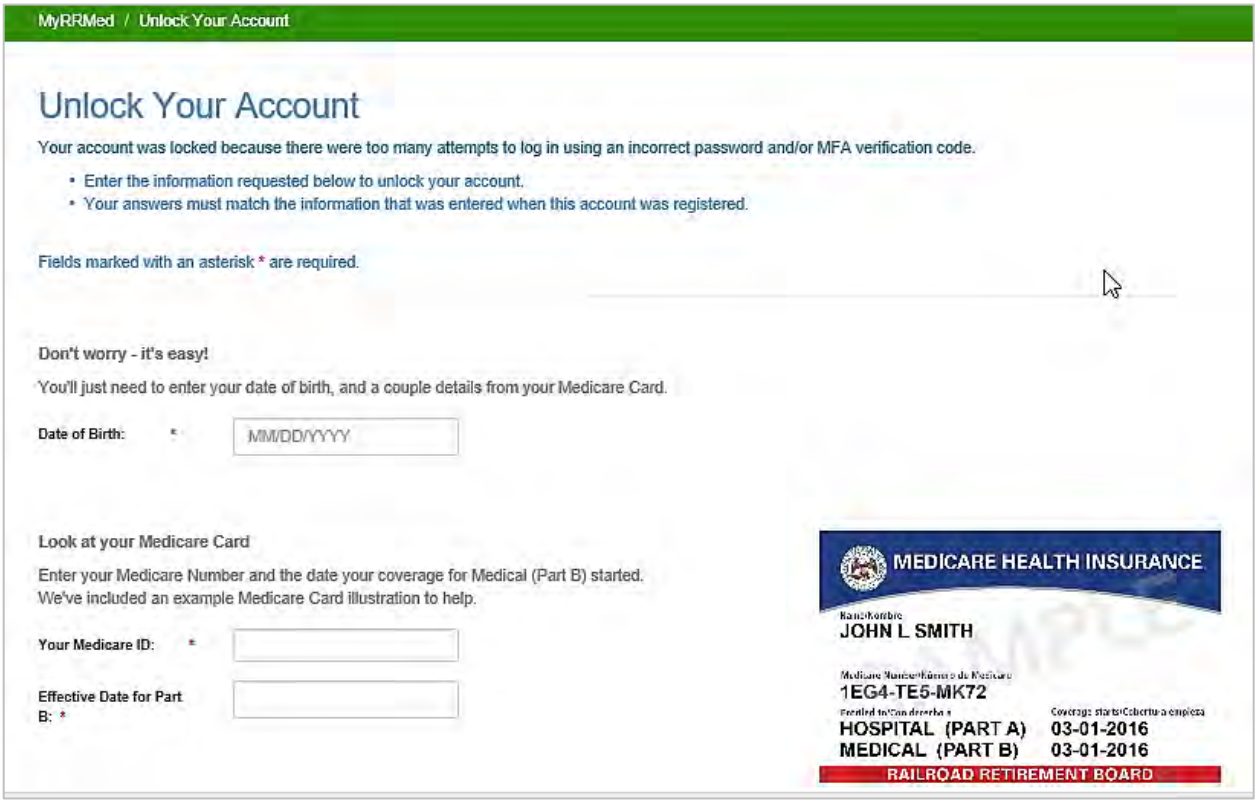
3.4 Unlocking Your Account

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.

If your account is locked for one of the above scenarios, you will receive an email with a link to the self-unlock feature. 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 16: Unlock Your Account Screen

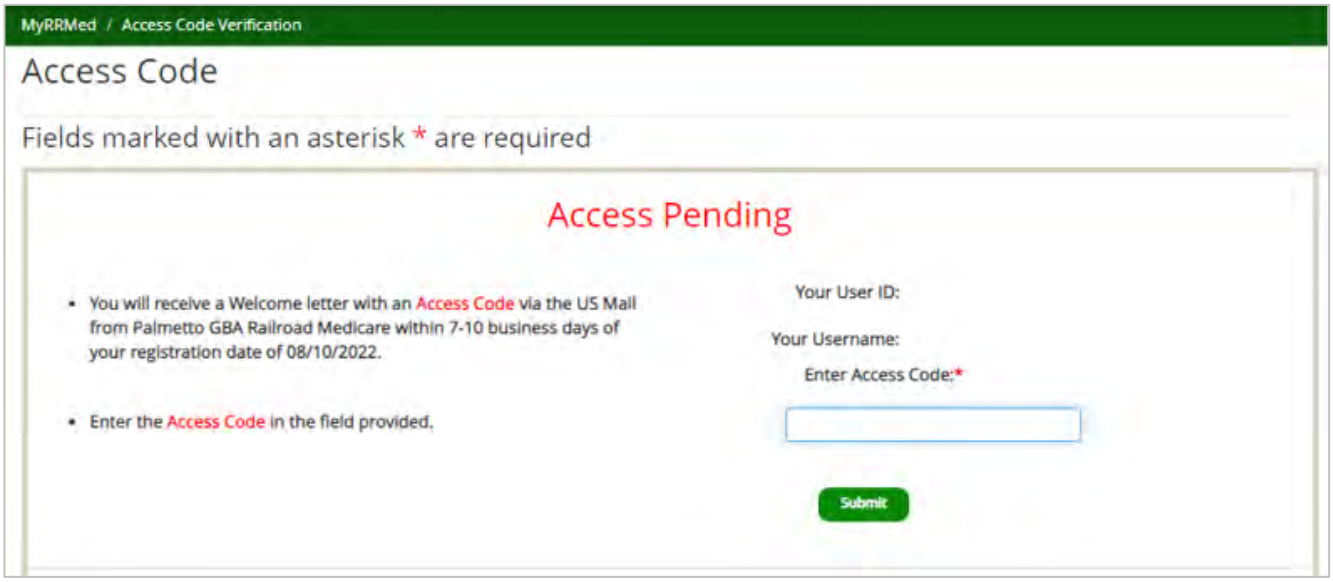


4.0 Access Code

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 or username 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 17: Access Code – Access Pending Screen



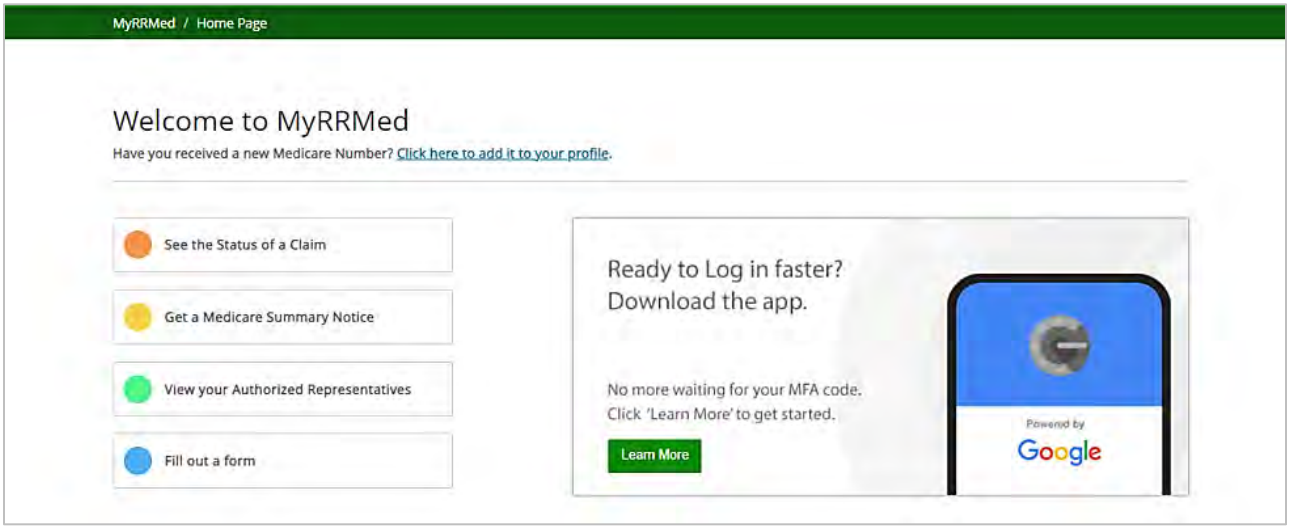
5.0 MyRRMed Features

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 quick links 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



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 all claims processed within the last 90 days, the last six months, the last 12 months or the last 2 years. You also have the option to search for a single date of service or by a date range. The date range option is currently limited to two years.

Figure 19: Claim Status Lookup Screen

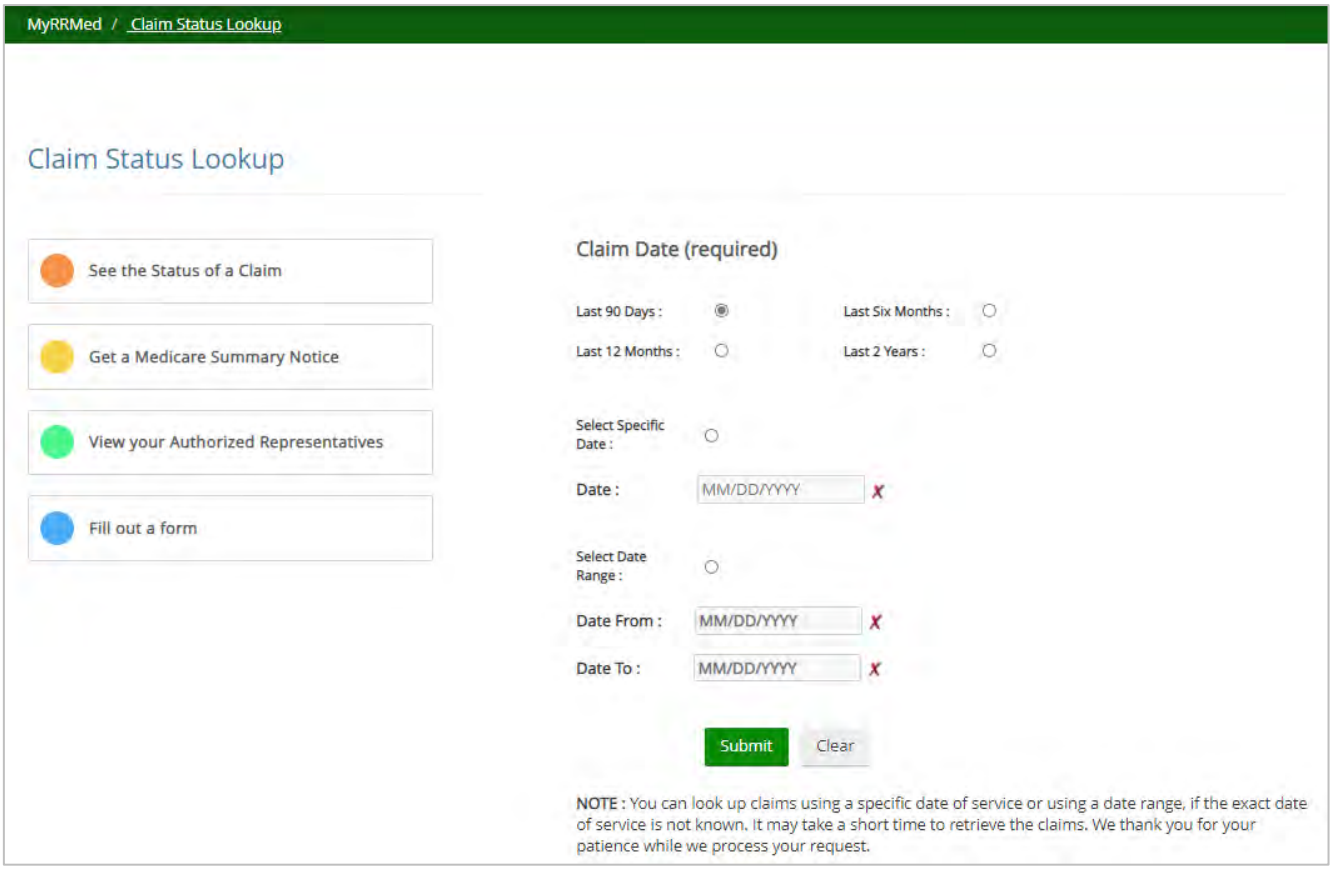
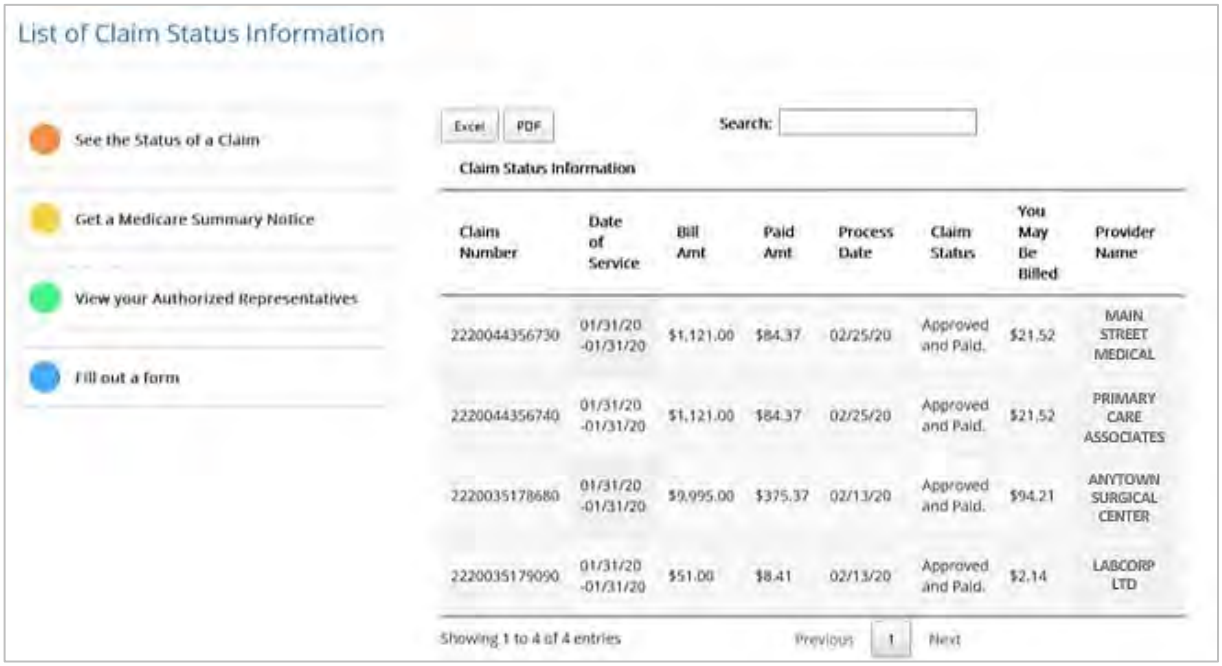


Figure 20: Claim Status Results Screen



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 any MSNs in MyRRMed 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

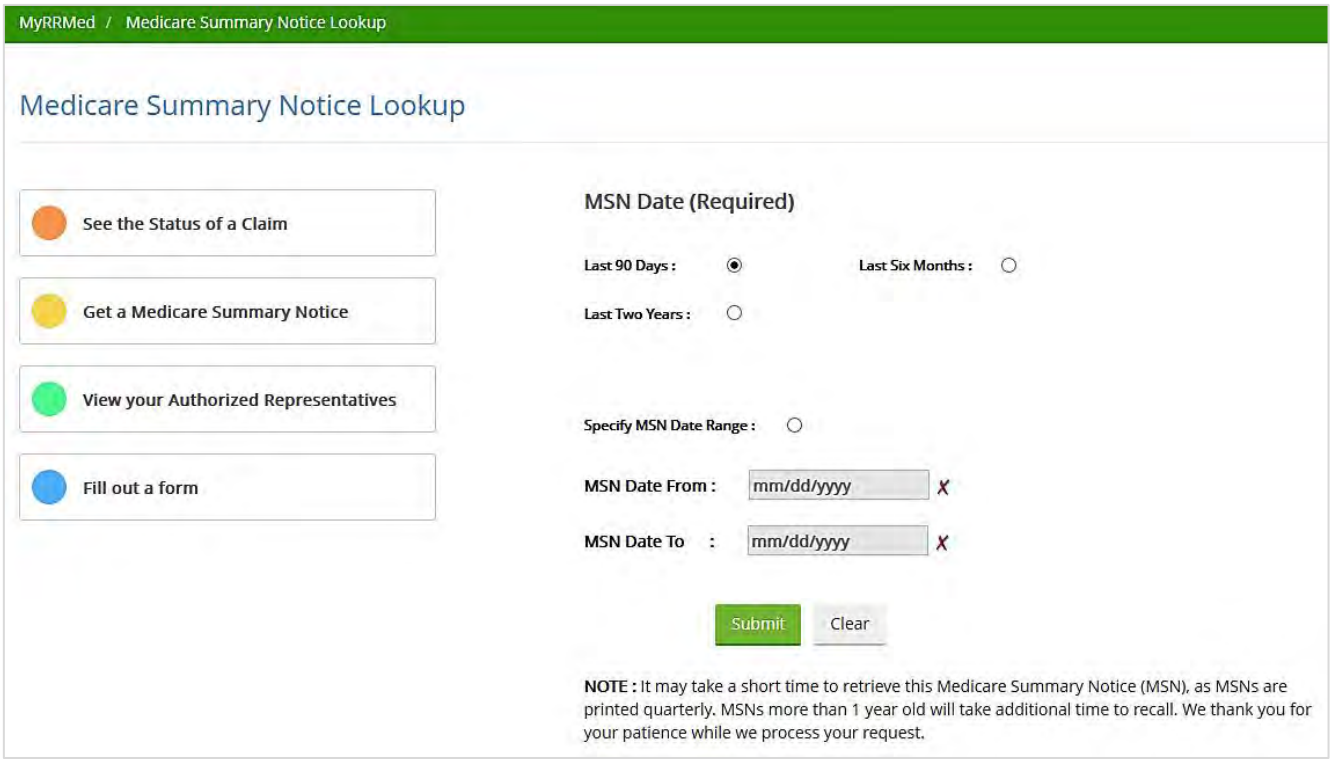
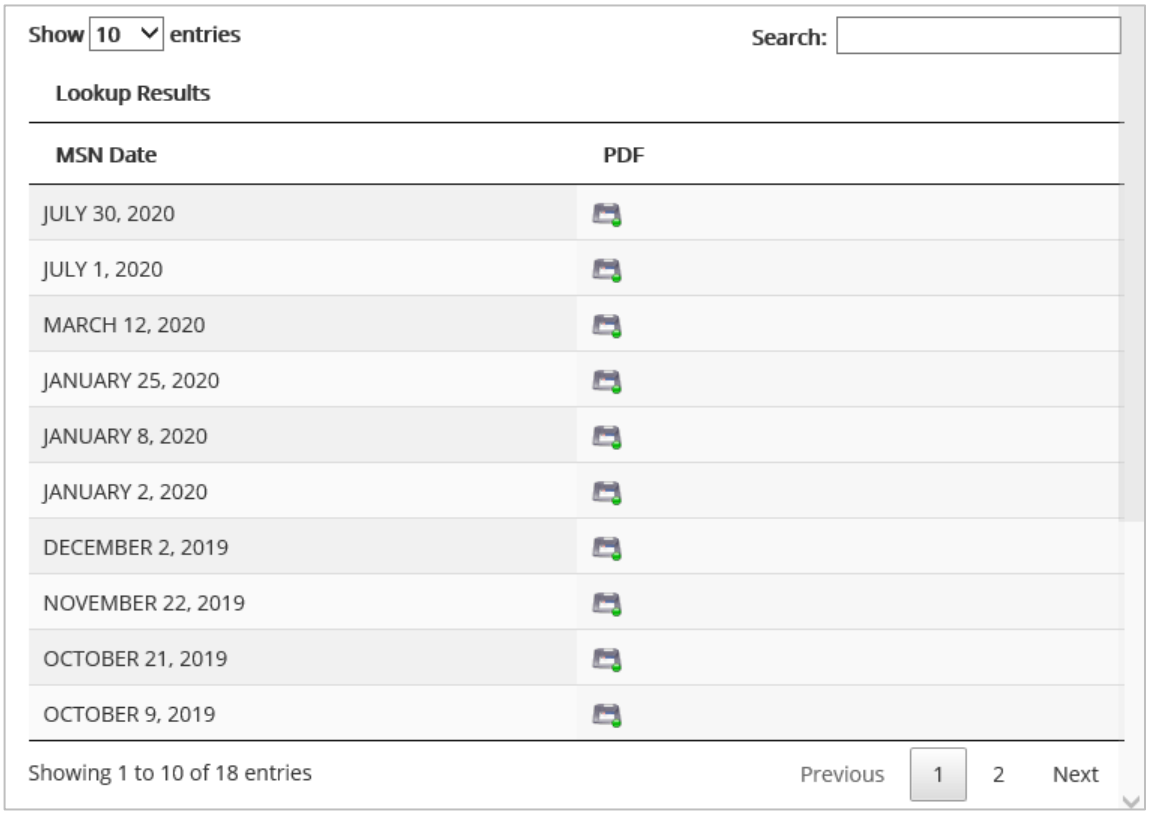


Figure 22: MSN Results Screen



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 and MSN, click on the 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 or Acrobat Pro to successfully print MSNs in MyRRMed.

8.0 Authorized Representatives

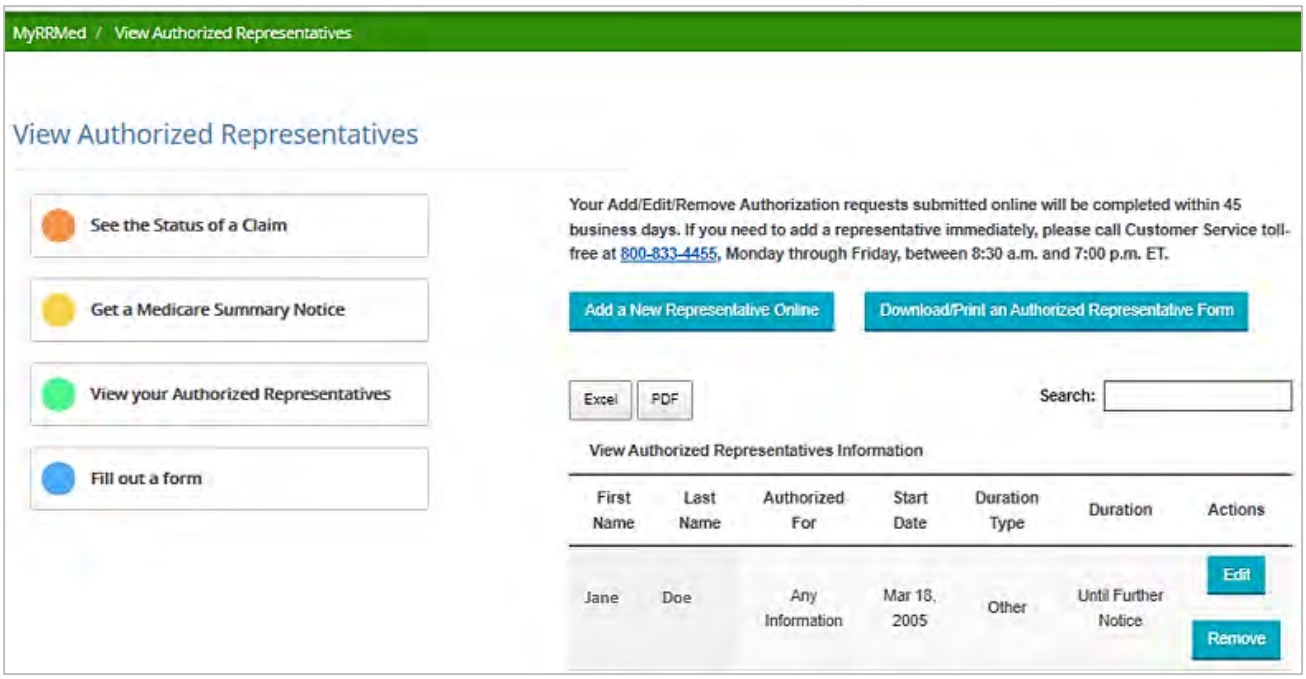
8.1 How to View and Manage Your Authorized Representatives

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



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 Submit a Form

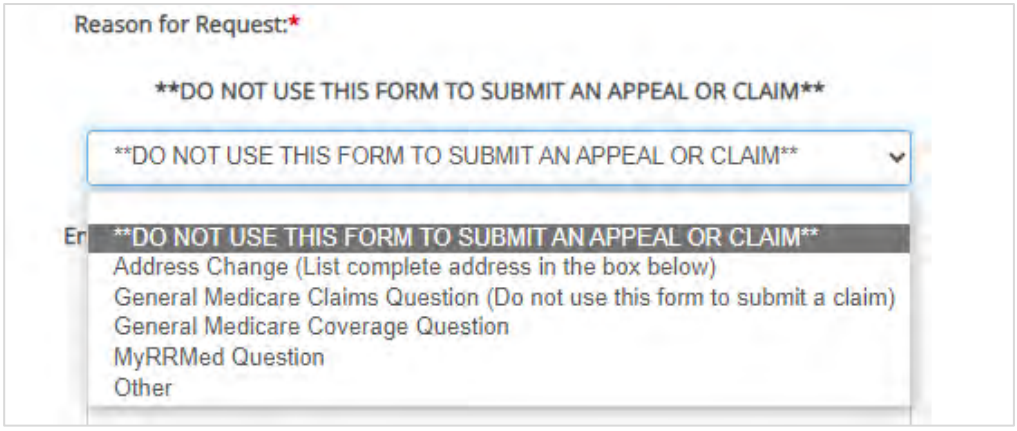
9.1 How to Submit a General Inquiry Online Form

You can submit a General Inquiry Form online through the MyRRMed portal. Select the Fill Out a Form option. Then click on the General Inquiry Form link. A pop-up message will display advising you of the processing timeframe. Click **OK** to continue.

The Railroad Medicare Beneficiary Information section of the form will be prefilled with the following information from the user's account: Name, MBI, DOB, Email address, Phone Number, and Address. Complete the **Requestor** field if different from the beneficiary information.

You will need to choose a reason for your request. Please do not use this form to submit an appeal request or to submit a claim.

Figure 24: General Inquiry Form Reason for Request List



After entering your message or question, click **Submit Form**. A pop-up message will display advising you to allow 45 days for processing. Click **OK** to continue.

10.0 Keeping Your Account Active

10.1 Log in Requirements

Palmetto GBA and CMS are dedicated to ensuring that access to Medicare data is secure. To achieve this, access to MyRRMed must be limited to users who use the system on a regular basis. Palmetto GBA will deactivate any account that has not been used in 30 days per CMS security requirements. To keep your MyRRMed access active, please log in to MyRRMed with your user ID or Username (if you created one) and password. If you forget your password, please use the 'Forgot Password?' link on the Log In screen.

Palmetto GBA will send emails after 20 and 25 days of inactivity reminding you log into your account to keep it active. The emails are sent from ops.no.reply@palmettogba.com with the subject "Attention Needed: Your MyRRMed account may be deactivated in 10 days" and "Attention Needed: Your

MyRRMed account may be deactivated in 5 days".

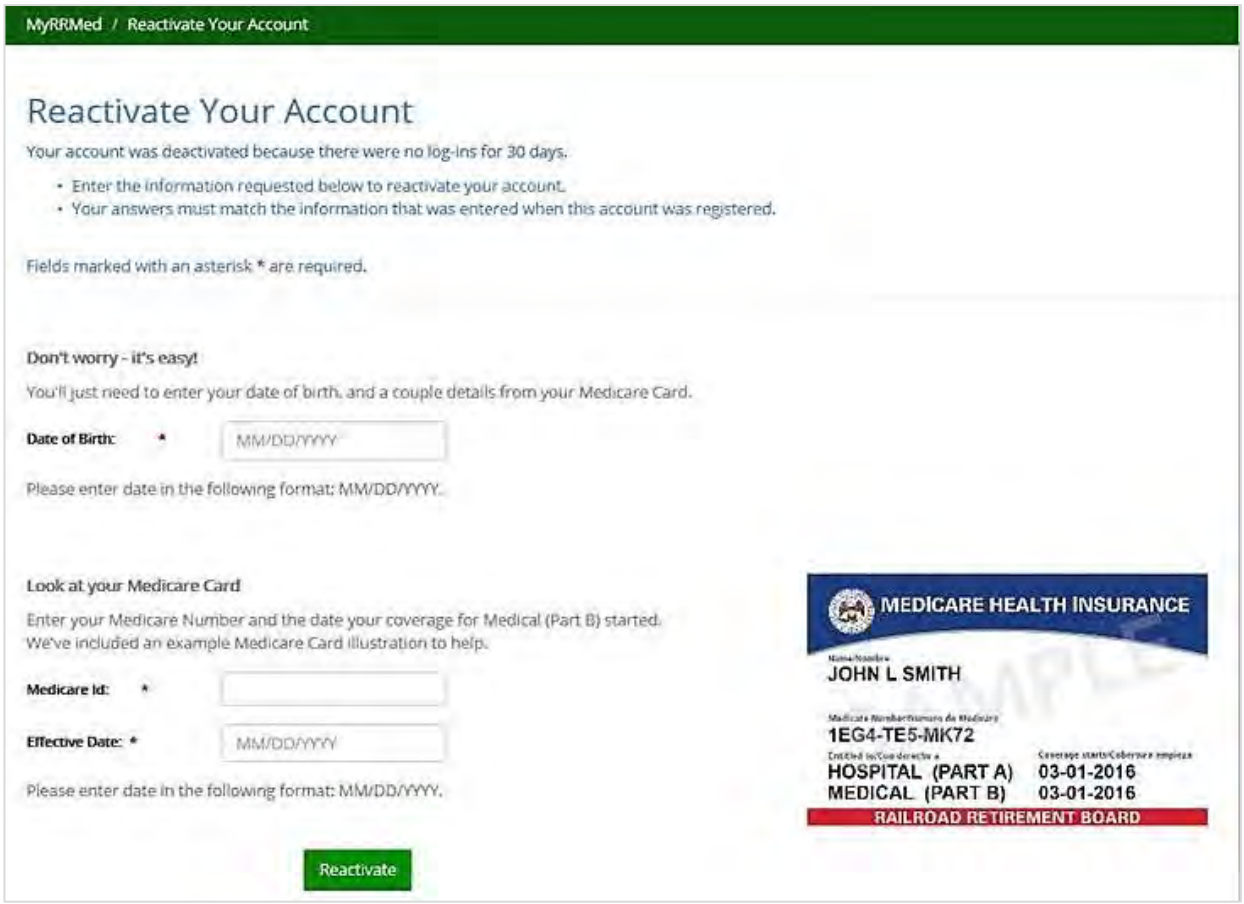
MyRRMed accounts will be deactivated after 30 days of inactivity. An account can be reactivated from day 31–100. After 100 days of inactivity, the account will be closed and you will need to register again to regain access.

10.2 How to Reactivate Your Account

If you log into an inactive account on day 31–100, you will receive an email with a link to the self-reactivate function. Click on the link to be directed to the **Reactivate Your Account** screen. Enter the required identification information (Medicare Number, Date of Birth, and Part B Effective Date) and click the **Reactivate** button.

If the information entered on the **Reactivate Your Account** screen matches the information on the account, the account will be reactivated, and your password will be reset. You will be sent a MyRRMed Password Reset email with a temporary password. Retrieve the email and log back in with your User ID or Username and the temporary password. After logging in, you will need to choose a new password to complete the account reactivation process.

Figure 25: Reactivate Your Account Screen



11.0 Account Confirmation

11.1 How to Complete Account Confirmation

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 account confirmation occurs every 250 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 **My Profile** screen and completing account confirmation.

Figure 26: Account Confirmation/Profile Recertification Needed Message

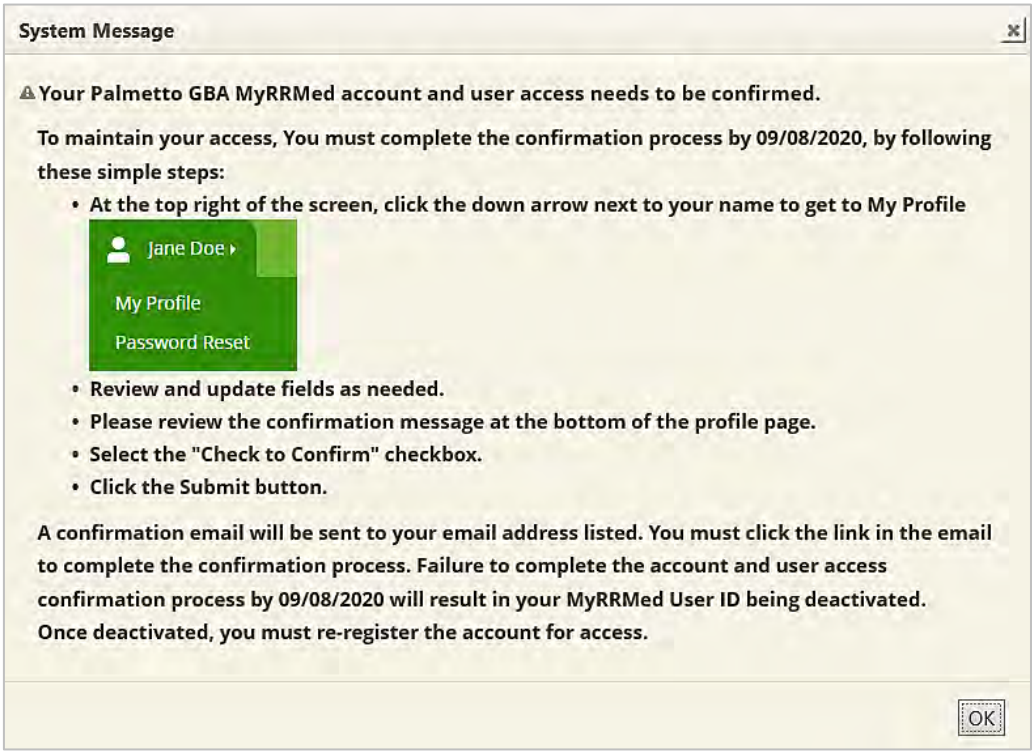


Figure 27: My Profile Page Link

Figure 28: Account Confirmation Message at the Bottom of the My Profile Page

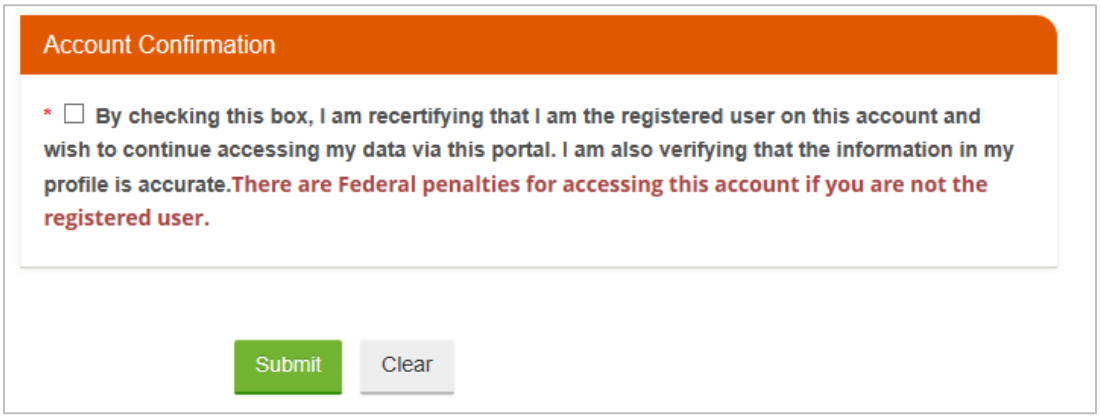
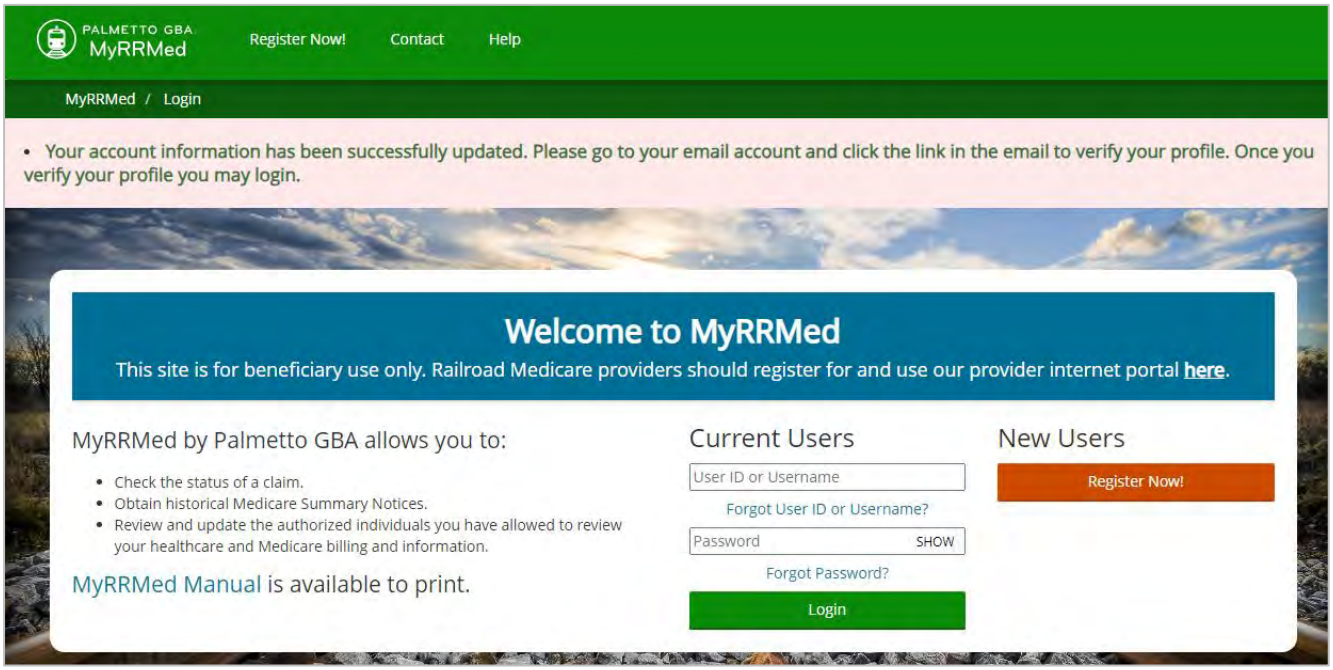


Figure 29: Account Confirmation Was Successful Message



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.

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
08/01/2021	Added Google Authenticator MFA option and Reactivate Your Account instructions. Updated Minimum System Requirements. Updated Lockout and Logout Scenarios for inactive account scenarios. Updated sample Welcome Letter.
02/10/2024	Removed Internet Explorer and Mozilla Firefox from list of Supported Internet Browsers. Added choose Username option. Updated screenshots with User ID and Username fields. Updated Profile Recertification/Account Confirmation timeframe. Added General Inquiry Form option. Updated sample Welcome Letter.