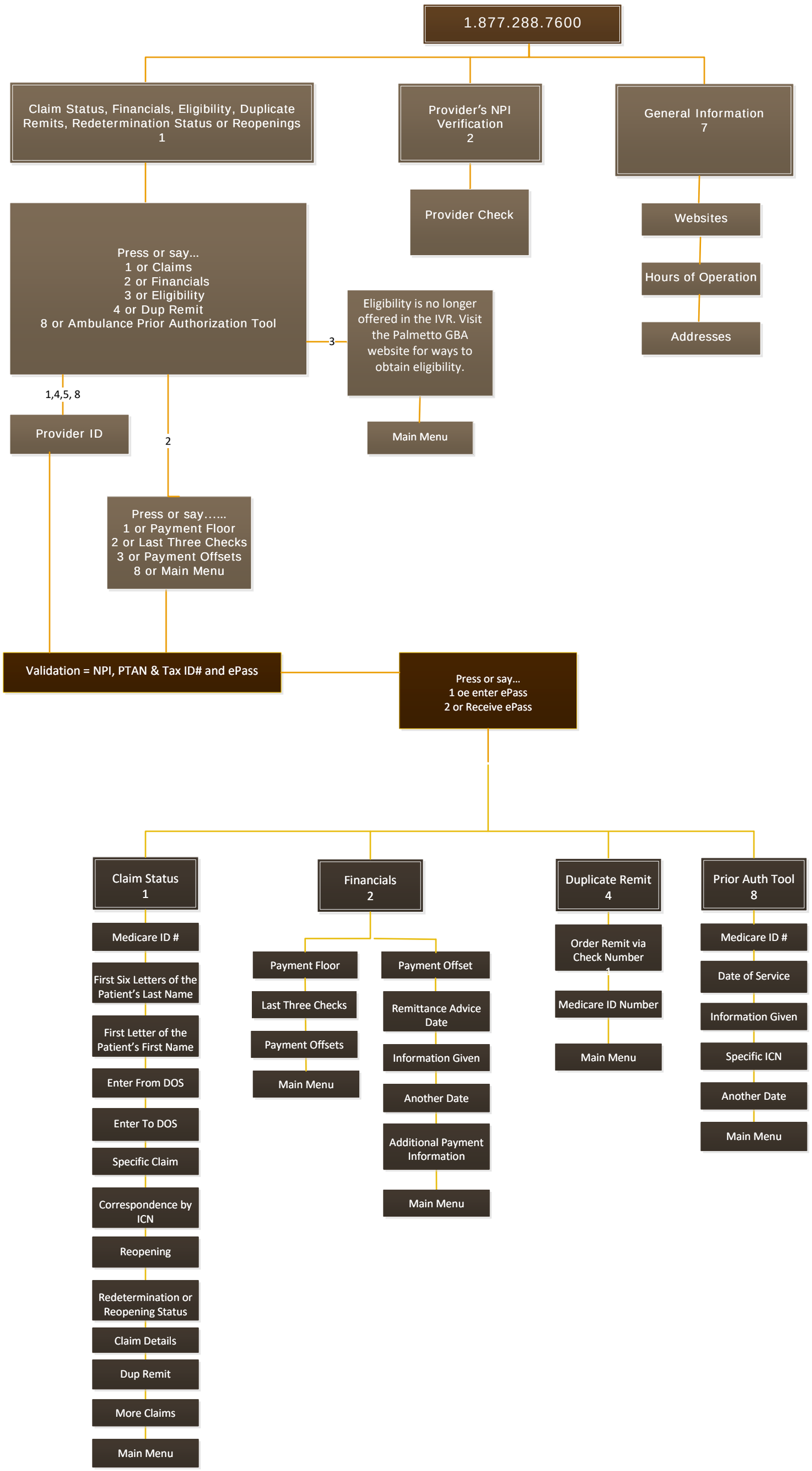Palmetto GBA Railroad Medicare Provider IVR Call Flow