



**FIRST COAST**  
**SERVICE OPTIONS, INC.**

WHEN EXPERIENCE COUNTS & QUALITY MATTERS

Medicare DDE  
Application Package

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## **DIRECT DATE ENTRY (DDE)**

First Coast Service Options, Inc. (FCSO) is pleased to offer an exciting software package to our Medicare Part A providers. The Direct Data Entry (DDE) Software will allow you to perform the following functions:

◆ **DDE Claim Entry**

You can enter new claims directly into the Medicare Part A Claims Processing System. You can use this function to supplement your current electronic claim submission method.

◆ **DDE Claim Correction**

You can correct claims, which have been moved to a “return to provider” status. This status indicates that there is information missing from the claim that is necessary for processing.

◆ **Claim Status Information**

You can access historical claim data, including paid, denied, suspended, “return to provider” status, and rejected claim information.

◆ **Claim Adjustment**

You can create on-line adjustments to your paid and rejected claims.

◆ **Inquiry Applications**

You can access updated file references, which can provide information for ICD-9-CM, HCPCS and Revenue Code verification.

◆ **Beneficiary Eligibility Verification**

You can perform inquiries regarding your patient’s Medicare entitlement and utilization. This includes entitlement dates, deductible status and more.

**To use the DDE Software, you must follow the “Steps for Participation” on the following page.**

Please allow us two weeks to process your application. Once your application has been processed, you will be sent your DDE User IDs. You will need to work directly with the vendor of your choice for software installation.

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## STEPS FOR PARTICIPATION IN DIRECT DATA ENTRY

### (1) Establish Connection

Facilities needing to establish connection to Medicare's EDC (enterprise data center) should contact one of the approved vendors below to obtain that connection.

ABILITY  
1-888-895-2649  
[www.abilitynetwork.com](http://www.abilitynetwork.com)

AHDS  
1-877-214-0990  
[www.ahds.com/fcso](http://www.ahds.com/fcso)

ECC Technologies  
1-585-377-1850 x224  
[www.ecctec.com](http://www.ecctec.com)

IVANS  
1-800-548-2690  
[www.ivans.com/medicareaccess](http://www.ivans.com/medicareaccess)

**NOTE:** This document contains references to sites operated by third parties. Such references are provided for your convenience only. FCSO does not control such sites, and is not responsible for their content. The inclusion of these references within this document does not suggest any endorsement of the material on such sites or any association with their operators.

**(2) Complete the Appropriate Forms** – ([www.fcso.com](http://www.fcso.com)) complete the forms as applicable. This link contains all of the forms listed below unless a link is designated.

#### **Required**

1. DDE Enrollment Application
2. Direct Data Entry User Agreement
3. DDE (Direct Data Entry) User ID request form ([www.fcso.com](http://www.fcso.com))

#### **Conditional**

1. EDI Enrollment Form – required when there is not one on file for the provider – ([www.fcso.com](http://www.fcso.com))
2. Network Service Agreement – third party agents such as billing services (representing providers) applying for DDE are required to complete this form ([www.fcso.com](http://www.fcso.com)).
3. Eligibility Access Provider Agreement – providers authorizing third party agents to use DDE to access their data are required to complete this form ([www.fcso.com](http://www.fcso.com)).

#### **Optional**

1. DDE Onsite Training Application – providers requesting on-site training must complete this form and pay the training fee in advance ([www.fcso.com](http://www.fcso.com)).

**FAX YOUR COMPLETED DDE ENROLLMENT APPLICATION TO (904) 361-0430**



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**DDE ENROLLMENT APPLICATION**

**\*All fields are required unless otherwise noted as optional**

Facility  
Name/Company  
Name

\_\_\_\_\_

Provider Number (if known)  
(Billing Service number will be  
created by FCSO)

\_\_\_\_\_

National Provider Identifier  
(NPI)

\_\_\_\_\_

Address

\_\_\_\_\_

City

\_\_\_\_\_

State

\_\_\_\_\_

Zip

\_\_\_\_\_

Contact Name  
(Please print)

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Fax Number  
**(optional)**

\_\_\_\_\_

Email Address  
**(optional)**

\_\_\_\_\_



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**FIRST COAST SERVICE OPTIONS, INC.  
DIRECT DATA ENTRY USER AGREEMENT**

This Direct Data Entry User Agreement (hereinafter "Agreement"), entered into this \_\_\_\_\_ day of, \_\_\_\_\_ is between First Coast Service Options, Inc. (hereinafter "FCSO"), located at 532 Riverside Avenue, Jacksonville, Florida 32202 and \_\_\_\_\_ (hereinafter "Provider") located at \_\_\_\_\_

WHEREAS, FCSO and Provider recognize that certain advantages will accrue to both parties through an arrangement whereby specific data can be transmitted and received through a data terminal instead of a written request for payment or for eligibility; and

WHEREAS, Provider wishes to use FCSO's Direct Data Entry System;

NOW, THEREFORE, in consideration of mutual promises and covenants contained herein and other good and valuable consideration, the parties hereto agree as follows:

1. License – Subject to the terms of this Agreement, FCSO grants Provider a limited, non-exclusive, non-transferable annual license to use and access FCSO's Direct Data Entry System for the sole purpose of claims payment and eligibility in connection with Provider's internal business operations. Provider may not transfer, sublicense, or lease the Direct Data Entry System or use the Direct Data Entry System for commercial or third party training, time-sharing, outsourcing, hosting, application service provider use, or service bureau use. Provider will not, and will not permit any third party to, reverse engineer, disassemble, decrypt, or decompile the Direct Data Entry System. Provider shall not access the Direct Data Entry System through data terminals not selected by Provider or by more than the number of user IDs paid for under this Agreement.
2. Term – The term shall commence upon the execution of this Agreement and shall continue for an annual term unless otherwise terminated pursuant to this Agreement. The annual term shall automatically renew upon each anniversary of the execution of this Agreement. This Agreement may be terminated by either party upon 30 days written notice prior to the expiration of the then current annual term.
3. Termination – If Provider violates its obligations under this Agreement; FCSO may terminate this Agreement by sending written termination notice describing the noncompliance to Provider. Upon receiving the termination notice describing the noncompliance, Provider shall have ten (10) days from the date of such notice to cure any such noncompliance. If such noncompliance is not cured within the required ten (10) day period, FCSO shall have the right to terminate this Agreement as of the tenth (10th) day after the date of the notice. If FCSO violates its obligations under this Agreement, Provider may terminate this Agreement by sending written termination notice describing the noncompliance to FCSO. Upon receiving the termination notice describing the noncompliance, FCSO shall have thirty-days (30) from the date of such notice to cure any such noncompliance. If such noncompliance is not cured within the required thirty-day (30) period, Provider shall have the right to terminate this Agreement as of the thirty-first (31st) day after the date of the notice.
4. Effect of Termination – Upon termination of this Agreement for any reason, Provider shall destroy all copies of the Direct Data Entry System in its possession or control and provide FCSO a certificate of compliance with this section signed by a representative of Provider with proper authority.
5. Training Fee – Training held at the Jacksonville Home Office Complex located at 532 Riverside Avenue will be free of charge. If Provider wishes to have training conducted on-site at their facility, the provider shall pay FCSO a training fee as described in the DDE on-site training application. It is understood that this training is to teach the provider how to use the Direct Data Entry System, not how to bill claims.

All fees are not refundable for any reason, regardless of expiration, termination, or cancellation of this Agreement or revocation of access to the Direct Data Entry System.

6. Password – FCSO shall assign Provider user IDs and passwords for each data terminal used under this Agreement for purposes of accessing the Direct Data Entry System. Provider shall only permit its employees to access the Direct Data Entry System and agrees to execute the DDE User ID Compliance Statement set forth in Exhibit B concurrently with the execution of this Agreement and periodically as necessary to ensure that the User ID Compliance Statement is updated and current. Provider shall access the Direct Data Entry System only using the user IDs and passwords. Provider shall prevent concurrent access to the Direct Data Entry System using each user ID and password. Provider hereby accepts responsibility for, and shall be liable for the confidentiality of the user IDs and passwords and all access to the Direct Data Entry System using the user IDs and passwords.

7. System Availability – The Direct Data Entry System will be available Monday through Friday 7:00 AM to 7:00 PM EST and Saturday from 7:00 AM to 4:00 PM EST during FCSO's normal business days (excluding holidays) and excluding times scheduled for network, hardware or service maintenance and/or upgrades to the Direct Data Entry System.

8. Enrollment Form – Provider acknowledges and agrees that the provisions of the Florida EDI Enrollment Form from the Centers govern access to the Direct Data Entry System for Medicare and Medicaid Services as set forth in Exhibit C. Provider shall execute the EDI Enrollment Form concurrently with execution of this Agreement.

9. Provider's Access to the Direct Data Entry System – Provider agrees that its access to the Direct Data Entry System and any data posted or transmitted through the Direct Data Entry System shall not: (i) violate any contract, statute, law, rule, regulation, right of a third party, or other obligation under which Provider is bound; (ii) be inaccurate or misleading; or (iii) inappropriate, as determined in the exclusive discretion of FCSO. Provider shall not access the Direct Data Entry System to conduct or solicit the performance of any business or activity that is tortious or prohibited by law. Provider agrees to comply with FCSO's Corporate Computer Information Security Policy as it may be amended from time to time by FCSO.

10. Provider's Access to Medicare Data – Provider understands and agrees that: (i) Provider is permitted to view Medicare eligibility data only for patients currently being treated by or who have requested treatment or supplies from Provider; (ii) Provider cannot authorize any third party to submit or obtain data from FCSO using the Direct Data Entry System that Provider is not entitled to personally submit or obtain; and (iii) a request for personally identifiable information for any other Medicare beneficiaries would be a violation of Medicare and HIPAA privacy requirements, and subject to the applicable penalties for such violations. Provider further agrees that access to eligibility data is limited to individuals within Provider's organization who are involved in claim preparation and submission; and that Provider and its authorized third party agents will not request eligibility data for a beneficiary unless Provider has been contacted by the beneficiary, a personal representative of a beneficiary such as a relative or friend, or a health care provider currently treating the beneficiary concerning provision of health care services or supplies to the beneficiary. Provider shall not access, or permit its contractors to access Medicare data for the sole purpose of debt collection unless Provider (or its contractors, as the case may be) has appropriate privacy and security safeguards in place, as determined in the sole judgment of FCSO. Provider must submit each eligibility query to the fiscal intermediary to which each Provider is required to submit its claims for that beneficiary. Providers are not permitted to access Medicare beneficiary eligibility information for the entire U.S. via a single fiscal intermediary, the Common Working File (CWF), or another Medicare contractor or system pending availability of the X12N 270/271 version 4010A1.

11. Revocation of Access – FCSO reserves the right to take any action immediately and without notice, as determined in its sole discretion, including (without limitation) restricting Provider's access to the Direct Data Entry System, removal of inappropriate information, or suspension of Provider's account if: (i) Provider violates the terms of this Agreement; (ii) FCSO discovers potential fraud or abuse involving any information transmitted through the Direct Data Entry System by Provider; (iii); FCSO detects abuse of the Direct Data Entry System, a user ID or password; (iv) Provider transmits an excessive amount of transactions through the Direct Data Entry System that may cause a system failure; (v) FCSO determines, in its sole judgment, that Provider has accessed Medicare data or the Direct Data Entry System for the purpose of debt collection; (vi) FCSO determines, in its sole judgment, that Provider does not have the appropriate privacy or security safeguards in place; or (vii) Provider accesses or attempts to access any data not created or transmitted by Provider, not authorized by the beneficiary, or not otherwise permitted by this Agreement or FCSO. FCSO shall have the right to enforce this provision against individual users or companies associated with the Provider, or the Provider itself. Provider will comply with any and all requests made by FCSO to affect any revocation of Provider's access to the Direct Data Entry System. Provider agrees to provide FCSO with any and all documentation reasonable requested by FCSO to ensure compliance with this Agreement and its right to access Medicare data or the Direct Data Entry System, including (without limitation) documentation of Provider's HIPAA privacy and security safeguards.

12. Equipment -- Provider hereby acknowledges that use of the Direct Data Entry System requires establishment and maintenance of a dedicated network access with capacity and bandwidth as specified by FCSO from time to time, whether dial-up, frame relay or internet, as indicated by Provider on the Florida DDE Application form. Provider will complete the Florida DDE Application concurrently with the execution of this Agreement and periodically as necessary to ensure that the Florida DDE Application is updated and current, including reporting a change in its selected vendor and network connection. Provider is responsible for acquiring and maintaining all equipment necessary to access the Direct Data Entry System and all costs associated with accessing the Direct Data Entry System. Provider is responsible for purchasing a maintenance contract to cover all equipment used by the Provider for the Direct Data Entry System at all times during the term of this Agreement. FCSO will not be liable for any equipment failure or malfunction or any failure to access the Direct Data Entry System arising out of such equipment failure or malfunction; or abuse, misuse, alteration, neglect, or accidental damage of the equipment; or installation of the data terminals or equipment.

13. Indemnification – Provider shall indemnify and hold FCSO and its officers, directors, employees, and agents harmless from any claims, actions, loss or damage, whether to person or property, arising out of Provider's access to the Direct Data Entry System, use or possession of the equipment, or violation of the terms of this Agreement.

14. Warranty – FCSO offers no warranties applicable to the equipment or Direct Data Entry System. FCSO HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FCSO DOES NOT WARRANT THAT EITHER THE DIRECT DATA ENTRY SYSTEM OR EQUIPMENT WILL OPERATE ERROR-FREE OR WITHOUT INTERRUPTION.

15. Merchantability Limitation – Provider is solely responsible for determining whether the Direct Data Entry System is suited for Provider's needs. FCSO makes no representations (i) that the Direct Data Entry System is suitable for the needs of Provider; (ii) as to the results of the Direct Data Entry System; and (iii) as to the conformity with or satisfaction of any federal, state, or local laws. Provider hereby acknowledges and agrees that the Direct Data Entry System is subject to change, and FCSO reserves the right to modify the Direct Data Entry System at any time in its exclusive discretion.

16. Limitation of Liability – In no event will FCSO be liable for damages, including any loss of profits, lost savings, or other incidental or consequential damages in connection with this Agreement or arising from use or any ability to use the Direct Data Entry System or the equipment, regardless of the form of action, whether in contract or in tort, including negligence, and even if FCSO has been advised to the possibility of such damages. The liability of FCSO for any reason and for any cause of action whatsoever in connection with this Agreement shall be limited to the amount of money paid to FCSO under this Agreement during the 12 months directly preceding the claim.

17. Force Majeure – FCSO will not be liable for any failure to perform its obligations under this Agreement because of circumstances beyond its reasonable control, which such circumstances shall include (without limitation) natural disaster, terrorism, riot, sabotage, labor disputes, war, global or regional Internet outages, power failures, telecommunications failure, any acts or omissions of any government or governmental authority, declarations of government, or transportation delays.

18. Ownership – FCSO retains all rights, title, and interest in the Direct Data Entry System and any copies thereof. Except for the license granted to Provider in this Agreement, Provider does not acquire any other rights, express or implied, in the Direct Data Entry System. Provider retains all rights, title, and interest in the data created by Provider's operation of the Direct Data Entry System, including without limitation, claims data. Provider hereby grants FCSO a royalty-free, perpetual, irrevocable license to use such data in connection with its performance of this Agreement.

19. Confidential Information – During the term of this Agreement and for a period of three years after termination, Provider will: (i) not use the Confidential Information for any purpose other than the performance of this Agreement; (ii) not make the Confidential Information available in any form to any third party for any purpose except to the extent necessary to exercise its rights under this Agreement; (iii) treat the Confidential Information with the same degree of care with which it would treat its own confidential information of a like nature, and in no case with less than a reasonable degree of care; and (iv) limit the disclosure of Confidential Information to those of its employees who have a need to know such Confidential Information.. Confidential Information is limited to the Direct Data Entry System, the terms and pricing under this Agreement; all information provided or otherwise made available by FCSO to Provider to the extent identified through markings or orally as confidential, or which by its nature is confidential. The Confidential Information does not include information that: (i) is or becomes generally known to the public through no act or omission of the Provider; (ii) was in the Provider's lawful possession prior to the disclosure and had not been obtained by the Provider either directly or indirectly from FCSO; (iii) is lawfully disclosed to the Provider by a third party without restriction on disclosure; or (iv) is independently developed by Provider without use of or reference to the Confidential Information.



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20. General – Provider may not assign, sublicense or otherwise transfer this Agreement, any right granted hereunder or obligation imposed hereunder, in whole or in part, without FCSO’s prior written consent.  
 Any notice or other communication required under this Agreement shall be made in writing to the other party at the address set forth on the Florida DDE Application form, or to such other address as shall be given by either party to the other in writing. Such notice shall be mailed by United States mail or by an overnight mail service, postage pre-paid.  
 FCSO shall have the right to amend this Agreement at any time without notice to Provider based upon policies, decisions, rules and regulations of the Centers for Medicare and Medicaid Services or other governmental entities affecting the subject matter hereof, or upon FCSO’s reasonable discretion to protect, control, and safeguard the Direct Data Entry System. All other amendments to this Agreement shall be in writing and signed by both parties.  
 The laws of the State of Florida shall govern this Agreement and venue shall be Duval County, Jacksonville, Florida.  
 Provider acknowledges that it has read this Agreement, understands it and agrees to be bound by its terms and conditions. Provider further agrees that this is the complete and exclusive statement of the agreement between the parties and supersedes any proposed or proper agreement, oral or written, and any other communications between the parties relating to the subject matter of this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed by their fully authorized representatives.

**\*All fields are required**

FIRST COAST SERVICE OPTIONS, INC.

PROVIDER

\_\_\_\_\_  
Print or Type Name

\_\_\_\_\_  
Print or Type Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone Number

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