



FIRST COAST
SERVICE OPTIONS, INC.

WHEN EXPERIENCE COUNTS & QUALITY MATTERS

Getting Started with PC-ACE

First Coast Service Options Inc. (First Coast) is pleased to offer the PC-ACE software, designed for Medicare A and Medicare B claims entry and translation of remittance and acknowledgment files. Special care has been taken to ensure the PC-ACE looks and feels like other popular Windows programs. This means that you can concentrate on PC-ACE features rather than how to navigate the program. Don't miss out on this opportunity. If you've been searching for an easier way of entering, importing, or processing your claims, or translating your electronic remittance or acknowledgment files, PC-ACE is the choice for your office.

Advantages and Features

- Patient Information Database
- Claims entry (Medicare A and Medicare B Primary and Secondary)
- Optional claim import from existing systems
- Detailed claim import & edit validation error reporting
- Remittance translation
- Initial and Claims Acknowledgement translator
- Comprehensive real-time claims editing to minimize rejected claims
- Field-level edit validation that provides immediate user feedback
- Automatic code validation (procedure, revenue code, modifier, ICD9 – ICD10)
- Context-sensitive pop-up selection list speed claim entry and promote accuracy
- Ability to print CMS-1450 (UB-04) claim form on plain paper or pre-printed forms
- Ability to print CMS-1500 form on plain paper or pre-printed forms
- Integrated Backup/Validate/Restore and File Maintenance functions
- Familiar Windows “look and feel”
- Quarterly updates and enhancements (January, April, July, October)
- Manual and program available on CD or as download
- Technical support for active Submitters provided free via phone or email

Prior to completing the EDI Enrollment form, please review the following information for hardware and software requirements, communication options, available forms and applications.

Minimum Hardware and Software Requirements

- Windows 10 or 11 operating systems
- Adobe Acrobat Reader Version 4.0 or later (for overlaid claim printing)
- CD-ROM drive is required if program is requested on CD
- Internet connection to download program and updates

Communications Options

The EDI Gateway no longer supports a dial-up connection for Medicare electronic transactions. You may now send your ANSI 837, retrieve 999, 277CA, and 835 files using a third party Network Service Vendor (NSV). Successful NSV name and contact information has been provided in the [5010 approved vendor list](#). First Coast does not endorse a specific NSV and suggest you research multiple vendors to ensure the services offered are the best solution for your business. Specific services and financial arrangements must be made between the Submitter and the NSV.

Available Forms/Applications

Complete the appropriate form/application for the product/service you are requesting.

- EDI Enrollment form – available at https://medicare.fcso.com/EDI_Forms/ must be completed to obtain a production version of the PC-ACE software.

Products/Services

PC-ACE software through internet Download. Free. Manual available for use with line of business. If you request to download the program, initially (for security reasons), the letter assigning you a Submitter Number, Mailbox ID, Mailbox Password, and Installation Password including the download instructions and any other important documentation will be faxed to the fax number provided on the EDI Enrollment form. In the (Dear New PC-ACE) letter. (Updates are available quarterly - January, April, July, and October.) You will be advised via eNews when an update is available. Please visit <https://medicare.fcso.com/Header/137525.asp> to subscribe eNews.

PC-ACE software on CD, including Manual for use with your line of business. If you request the CD-ROM, you will be mailed the Software Loading Instructions for CD-ROM, a (Dear New PC-ACE Submitter) letter assigning you a Submitter Number, Mailbox ID, Mailbox password, Installation password, and any other important documentation you will need. This will be mailed to the address provided on the EDI Enrollment form. Please allow 8 - 10 business days plus mail time for receipt before requesting the status of your application. Updates are available quarterly (January, April, July, and October) and mailed to the address on file. There is a \$100.00 annual fee for the PC-ACE software on CD – due October, invoiced starting July. **Do not send payment with application. You will be invoiced annually.**

Technical Support is available for free via email or toll free phone number.

Florida and U.S. Virgin Islands:

888-670-0940

MEDICAREEDI@FCO.COM

Puerto Rico:

888-875-9779

Claim Import Mapping

Medicare claims are introduced into PC-ACE by either entering them manually or by importing them from an external source.

- Using PC-ACE's advanced Import function, claims can be imported from an ANSI 5010 (.dat) file produced by your upstream system and ran through an edit validation process prior to preparing for transmission.
- The claim import method is ideal for facilities that maintain their claims in an upstream claims management system. Using our versatile claim import capabilities, these claims can be quickly and accurately loaded into the PC-ACE database for subsequent processing, preparation, and transmission using an NSV.
- If you will be entering your claims manually, you will not use this function.

If your system can create an ANSI 5010 file, contact Medicare EDI at 888-670-0940 for instructions on setting up the PC-ACE software at no cost.