

# PC-ACE Training Module for Part A Users

Revised 2/27/2024



#### Enroll with EDI

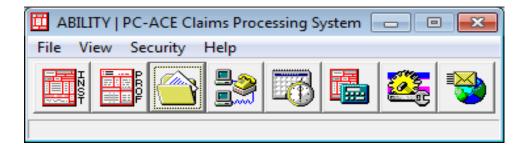


- Prior to using the program all users must enroll for PC-ACE using the EDI enrollment form (8292) available at <a href="https://medicare.fcso.com/EDI\_Forms/">https://medicare.fcso.com/EDI\_Forms/</a>.
- Once enrollment is complete the EDI welcome letter will be sent from First Coast that will include your submitter ID, mailbox ID and instructions for downloading the software.
- This letter includes the installation and upgrade password. The upgrade password does not change and is needed for each quarterly upgrade; therefore, please keep it in a safe place where it is readily available.
- Next, access the <u>PC-ACE software</u> landing page and select the most recent version download option that is appropriate for you (new or existing user) to download the program.
- Then complete the following steps to set up the program.

### Sign on Procedures



- Sign On
- Open the PC-ACE Software
- Select "Help" then "About PC-ACE"
- Ensure current version is installed
  - Refer to <a href="https://medicare.fcso.com/PC-ACE\_software/">https://medicare.fcso.com/PC-ACE\_software/</a> for available versions. An installation password will be required.
- Select an icon from the Main Toolbar
- Enter SYSADMIN for both User ID and Password





### Setting Up the Program



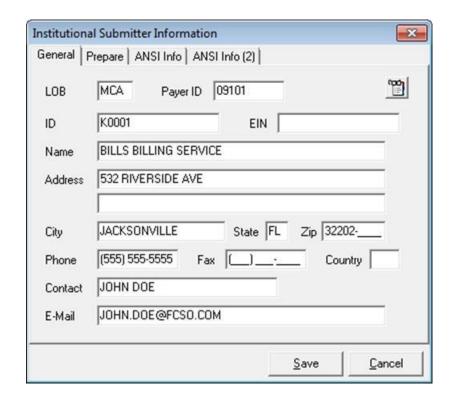
- There are several pieces of information that must be entered into the program in order to submit a claim file.
- The provider data, patient data, payer data and submitter data should all be entered in the Reference File Maintenance folder.
- Proceed to the Reference File Maintenance folder by clicking on the third icon.



#### Submitter General



- Submitter: Reference File
   Maintenance > Codes/Misc >
   Submitter > Institutional > Payer
   ID 09101 > View/Update
- Required: ID (Sender/Submitter Number), Name, Address, City, State, Zip, Phone, Contact
- Optional: Fax
- Requested: Email [Save with Errors if Unavailable]
- Leave Blank: EIN, Country



#### Submitter ANSI Info



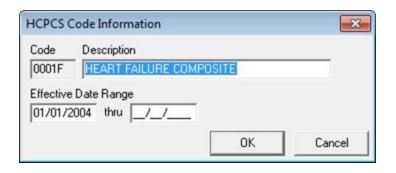
- Submitter (Cont.): Reference
   File Maintenance > Codes/Misc >
   Submitter > Institutional > ANSI
   Info
- Auto Populates: Submitter Intchg Qual. (ZZ) and Receiver Intchg Qual. (ZZ)
- <u>Leave Blank</u>: All other fields unless directed by PC-ACE Support

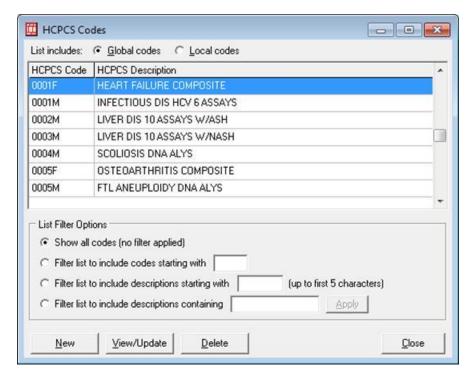
Submitter Intchg ID Qual. ZZ Acknowledgment Requested Receiver Intchg ID Qual. ZZ Authorization Info Security Info  Additional Submitter EDI Contact Information (Number & Type) #1 #2 #3	ieneral   Prepare ANSI In	fo ANSI Info (2)	
#1   #2	Receiver Intchg ID Qual. Authorization Info		Γ
#3		Contact Information (Number & Type)	
	#1	Contact Information (Number & Type)	

#### **HCPCS** Code Information



- HCPCS: Reference File Maintenance > Codes/Misc > HCPCS
- Updated each quarter as appropriate
- Ability to narrow search using search options
- View effective date range of code
- Ability to add new codes

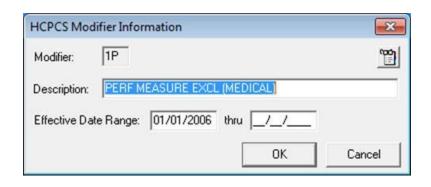


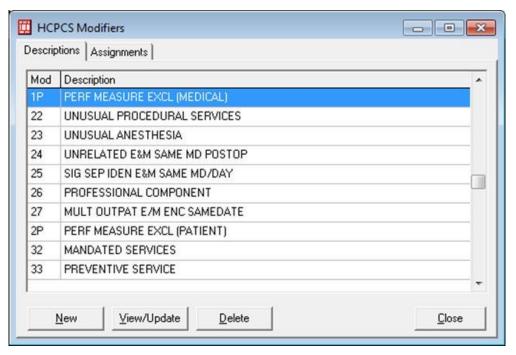


#### **HCPCS** Modifier Information



- Modifiers: Reference File Maintenance > Codes/Misc > Modifiers
- Updated each quarter as appropriate
- View effective date range of code
- Option to add new codes

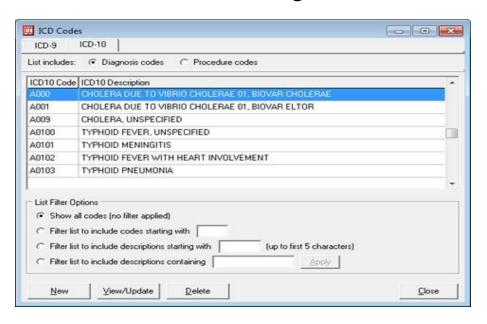


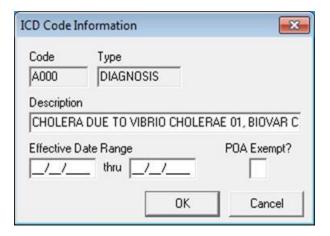


#### ICD Code Information



- ICD Codes: Reference File Maintenance > Codes/Misc > ICD
- Updated each quarter as appropriate
- Ability to narrow search using search options
- Updated to contain ICD-10 codes effective 10/1/2015
- View effective date range of code

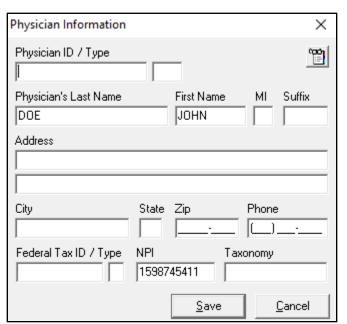




### Physician Information



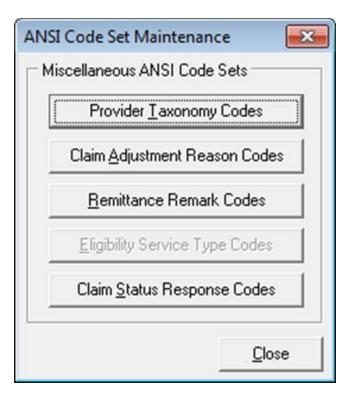
- Physician Information: Reference File Maintenance > Codes/Misc
   > Physician
- Required: Physicians Last Name, First Name, NPI
- Optional: Physician ID (if entered, Type is required), Address, City,
   State, Zip (to include last 4), Phone,
  - **Taxonomy**
- Leave Blank: Federal Tax ID/Type



#### ANSI Code Set Maintenance



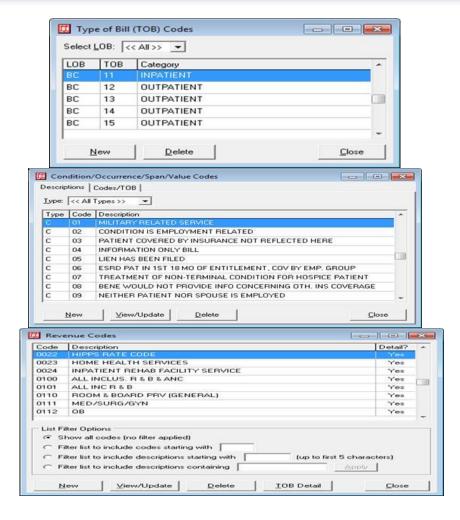
- ANSI Code Set Maintenance: Reference File Maintenance > Codes/Misc > Misc ANSI
- Updated each quarter as appropriate
- Provider Taxonomy Codes
- Claim Adjustment Reason Codes
- Remittance Remark Codes
- Claim Status Response Codes



## Institutional TOB, CON/OCC/SPAN/VAL



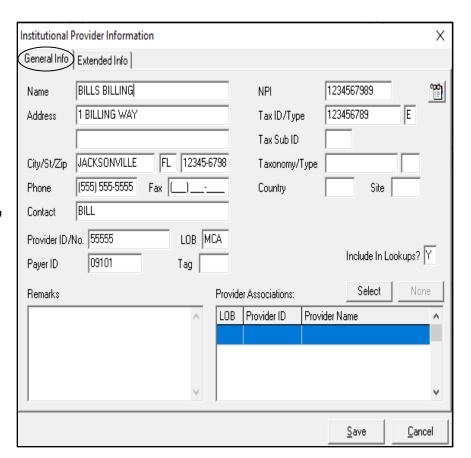
- TOB, CON/OCC/SP/VAL and Revenue Codes: Reference File Maintenance > Codes/Misc > TOB, CON/OCC/SP/VAL > Revenue Code
- Updated each quarter as appropriate
- Can be updated manually if revisions (new/revised codes) become available before a release is received
- Select LOB (MCA) for TOB
- Select Type (Condition, Occurrence, Span, Value Codes)



### Institutional General Provider Information



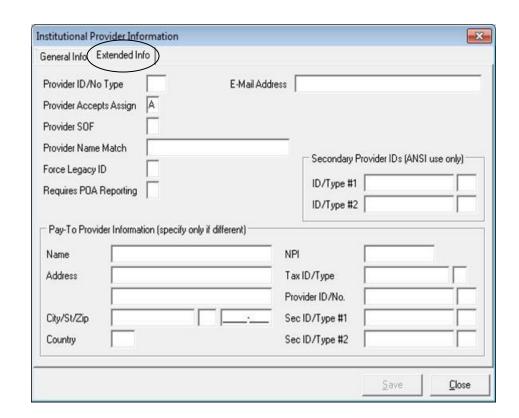
- Provider: Reference File
   Maintenance > Provider (Inst) >
   General Info
- Required: Name, Address, City, State, Zip (to include last 4), Phone, Contact, Provider ID/No., LOB – MCA, Payer ID – 09101, NPI, Tax ID/Type
- Optional: Tax Sub ID and Taxonomy/Type, Remarks
- <u>Leave Blank</u>: Tag, Country, Site, Provider Associations



#### Provider Extended Information



- Provider: Reference File
   Maintenance > Provider
   (Inst) > Extended Info
- Required: Provider Accepts Assign
- <u>Leave Blank</u>: All other fields, unless directed by PC-ACE Support.



#### Payer Information



Payer: Reference File Maintenance > Payer

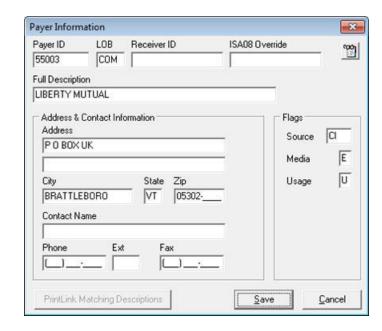
 <u>Required</u>: Payer ID, LOB – COM, Full Description, Address, City, State, Zip (to include last 4), Source (CI), Media (E)

Optional: Receiver ID leave blank, Contact Name, Phone, Ext, Fax,

Usage

(U for Institutional, B for both Professional and Institutional or leave blank or B for both Professional and Institutional)

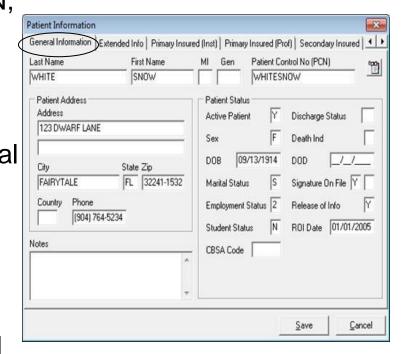
Leave Blank: ISA08 Override



### Payer Information General



- Medicare Primary Patient Information/General Information:
  - Reference File Maintenance > Patient > General Information
- Required: Last Name, First Name, PCN, Address, City, State, Zip, Sex, DOB, Signature on File – first field, Release of Info, ROI Date
- Optional: MI, Gen, Phone, Notes, Marital Status, Employment Status,
   Student Status, CBSA Code,
   Death Ind, DOD
- <u>Leave Blank</u>: Country, Discharge
   Status, Signature on File second field
- Auto Populates: Active Patient Y



### Patient Information Medicare Primary Insured



 Medicare Primary Insured (Inst): Reference File Maintenance > Patient > Primary Insured (Inst)

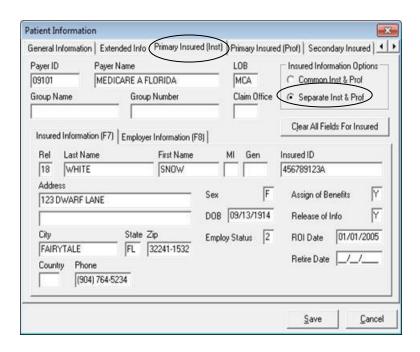
 Required: Payer ID (right click to select from Payer Database to autopopulate Payer ID, Payer Name and LOB), Rel, Last Name, First

Name, Insured ID, Address,

City, State, DOB, Assign of Benefits,

Release of Info, ROI Date

- Optional: MI, Gen, Phone,
   Employ Status, Retire Date
- <u>Leave Blank</u>: Group Name,
   Group Number, Claim Office,
   Country



### Patient Information General Info Medicare Secondary

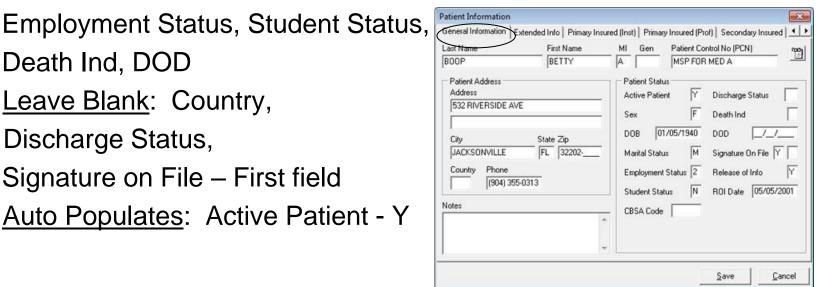


- **Medicare Secondary Patient Information/General Information:** Reference File Maintenance > Patient > General Information
- Required: Last Name, First Name, PCN, Address, City, State, Zip, Sex, DOB, Signature on File – first field, Release of Info, ROI Date
- Optional: MI, Gen, Phone, Notes, Marital Status, CBSA Code,

Death Ind, DOD

Leave Blank: Country, Discharge Status, Signature on File – First field

<u>Auto Populates</u>: Active Patient - Y



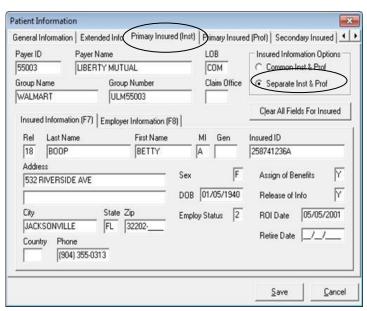
### Patient Information Primary Insured



- Medicare Secondary Patient Information/Primary Insured
   Information: Reference File Maintenance > Patient > Primary
   Insured (Inst)
- Required: Payer ID (right click to select from Payer Database to auto-populate Payer ID, Payer Name and LOB), Group Number,

Rel, Last Name, First Name, Insured ID, Address, City, State, DOB, Assign of Benefits, Release of Info, ROI Date

- Optional: Group Name, MI, Gen, Phone, Employ Status, Retire Date
- <u>Leave Blank</u>: Claim Office,
   Country



### Patient Information Separate Institutional and Professional



Medicare Secondary: Reference File Maintenance > Patient >
 Secondary Insured (Inst) > Separate Inst & Prof > Secondary Insured
 (Inst)

 Required: Payer ID (right click to select from Payer Database to autopopulate Payer ID, Payer Name and LOB), Group Number, Rel, Last

Name, First Name, Insured ID,

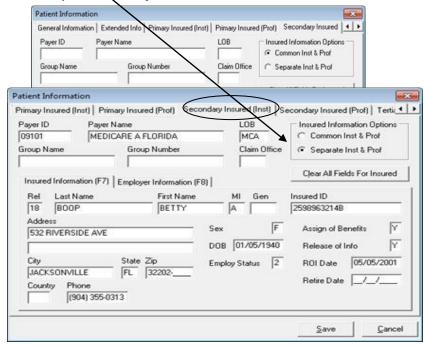
Address, City, State, DOB,

Assign of Benefits, Release of Info,

**ROI** Date

 Optional: MI, Gen, Phone Employ Status, Retire Date

<u>Leave Blank</u>: Claim Office, Country,
 Group Name, Group Number



## Institutional Claim Form Patient Info & Codes



- Medicare Primary: Institutional Claims Menu > Enter Claims > Patient
   Info & General
- Required: LOB (MCA will auto populate), Patient Control No. (right click to select from Patient database,
  - Type of Bill, Statement Covers Period.
- Optional: The remaining fields
  are optional depending upon the
  type of billing you are billing.
  The program will edit the claim
  based on the Type of Bill entered.

Institutional Claim Form X
Patient Info & Codes   Billing Line Items   Payer Info   Diagnosis/Procedure   Diag/Proc (2)   Extended General   Ext. General (2)   Extended Payer
LOB MCA FL 1 FL 2 Patient Control No. WHITESNOW Type of Bill 743
Patient Last Name         First Name         MI         Suffix         Fed Tax ID         Statement Covers Period           WHITE         SNOW         06/01/2021         06/05/2021
Patient Address 1         Patient Address 2         Patient City         State         Patient Zip         Country         Patient Phone           123 PATIENT AVE         PENSACOLA         FL         12345-6789
Birthdate   Sex MS   Admission   A-Hour Typ   Src   D-Hour   Stat   Medical   Record   No.   Condition   Codes
Occurrence
Value Value Value Value Value Value Code Amount Code Amount Code Amount Code Amount Code Amount Unit Code Amount Code Amount Code Amount Unit Code Unit Code Amount Unit Code
Error List   Save With Fatal   Save   Cancel

### Institutional Claim Form Tips



 Medicare Primary: Institutional Claims Menu > Enter Claims > Billing Line Items > Line Item Details

<u>Tips</u>: Right click: Accesses information from databases or available

pull down menus

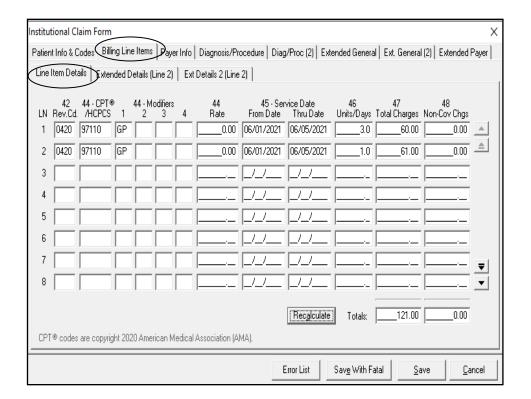
F4: Field Duplication

F5: Line Duplication

F7: Line deletion

F8: Advance to next line

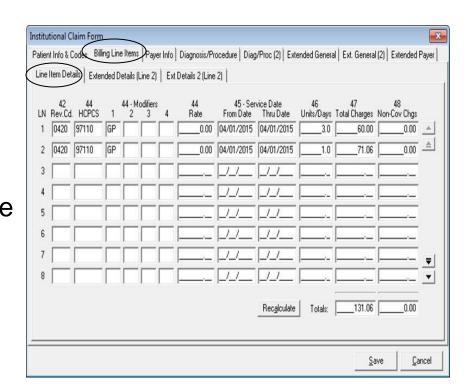
Continued on next slide



### Institutional Claim Form Line-Item Details



- Medicare Primary (Cont.): Institutional Claims Menu > Enter
   Claims > Billing Line Items > Line Item Details
- Required: Rev. Cd., HCPC, From Date, Units/Days, Total Charges.
- Optional: Modifiers, Rate,
   Thru Date, Non-Cov Chgs
- Auto Populated: When Recalculate is selected, it will update the totals for Total Charges and Non-Cov Chgs based upon information entered on each detail line.



### Institutional Claim Form Payor Info



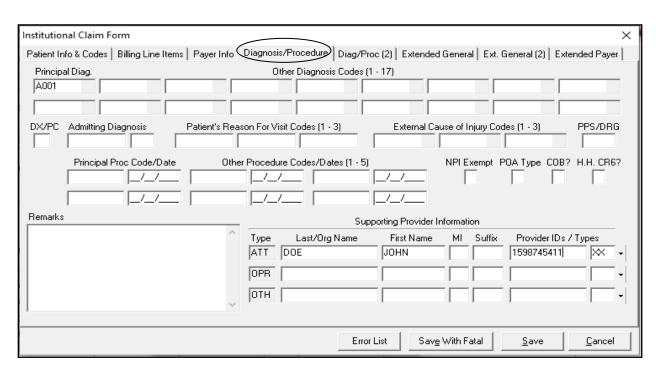
 Medicare Primary (Cont.): Institutional Claims Menu > Enter Claims > Payer Info

Payer ID 09101	Pa MEDICARE A	yer Name FLORIDA	Pro-	vider No.	ROI AOB Prio	Payments Ar	0.00	Clear Payer
			-			===		Clear Payer
Rel Insured's	s Last/Org Name	First Name	MI Suffix		n Patient >> ured's ID 3A	Group Na	0.00	Group Number
Tİ				1		1		
Authorization	n Code / Type	ESC Emp	oloyer Name			1		

# Institutional Claim Form Diagnosis/Procedures



- Medicare Primary (Cont.): Institutional Claims Menu > Enter Claims > Diagnosis/Procedure
- Required: Principal Diag., Attending Physician
- Optional: Fields are optional based on the TOB entered



#### Edit Validation Errors List



- Edit Validation Errors List: Once "Save" is selected, the claim will edit for known requirements.
- Error message will indicate the line or field the error is associated with
- Double click on error to jump to corresponding field
- Once error is corrected select "Save" again to re-edit claim
- Red X error must be corrected before transmitting



### Institutional Claim Form Patient Info & Codes Medicare Secondary



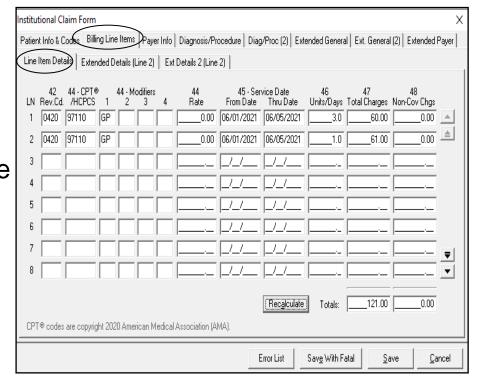
- Medicare Secondary/Payment Made: Institutional Claims Menu > Enter Claims > Patient Info & General
- Required: LOB (MCA will auto populate), Patient Control No. (right click to select from Patient database, auto populating all associated fields),
   Type of Bill, Statement Covers Period, and Value Code and Amount.
  - The Value Code can be obtained by right clicking in the Code field and selecting from the list (12 16, 41 43, or 47), and the amount is equal to the amount paid on the entire claim.
- Optional: The remaining fields are optional based on your specific type of bill.

LOB MCA FL 1	FL 2 Pati	ient Control No. M	ISP FOR MED A		Type of Bill 743	(ac
Patient Last Name BOOP	First Name BETTY	MI Suffix	Fed Tax ID	- princesonomeno	Covers Period 04/08/2015	
Patient Address 1 532 RIVERSIDE AVE	Patient Address 2	1. 1			Country Patient Phor (904) 355-031	and the same of th
Birthdate   Sex MS   Admission	A-Hour Typ Src D-Ho	our Stat Medica	l Record No.	ССС	Condition Codes	
		322.1		111		1 1
Occurrence Occurrence ode Date Code Date	nest printer pronunctions	Occurrence Code Date	Occurrenc	e Span Thru	Occurrence Sp Code From	an Thru
Occurrence Occurrence ode Date Code Date	Code Date	Occurrence				
Occurrence   Occurrence   Occurrence   Ode   Date   Ode   Date   Ode   Ode	Code Date   5   29   04/01/2015	Occurrence Code Date /_/_  Value	Code   From	Thru/_/		

# Institutional Claim Form Line Item Detailes Medicare Secondary



- Medicare Secondary/Payment Made (Cont.): Institutional Claims
   Menu > Enter Claims > Billing Line Items > Line Item Details
- Required: Rev. Cd., HCPCS, From Date, Units/Days, Total Charges.
- Optional: Modifiers, Rate,
   Thru Date, Non-Cov Chgs.
- Auto Populated: When Recalculate is selected, it will update the totals for Total Charges and Non-Cov Chgs based upon information entered on each detail line.



# Institutional Claim Form Payor Info Medicare Secondary



 Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu > Enter Claims > Payer Info

Institutional Claim	Form									$\times$
Patient Info & Code	es   Billing Line Items	Payer Info	biagnosis/Proc	edure   Dia	g/Proc (	2)   Ex	tended General	Ext. Gene	ral (2)   Extended Pag	yer
Sub Payer ID <b>✓</b> 55003  □ 09101	Payer I LIBERTY MUTUA MEDICARE A FLO	.L	Provi	der No.	ROI Y	AOB F	Prior Payments	Amount Du	Clear Payer Clear Payer	
									Clear Payer	
				Due Fron	Patient	:>>   <u>-</u>	0.00	0.0	00	
	.ast/Org Name	First Name	MI Suffix		ured's ID	)	Group	Name	Group Number	
18 JANE		OE .		13245679	BS				123456	
18 JANE	D	OE .		12345678	<b>3</b> A				12345	
Authorization C	Code / Type ES	6C Empl	oyer Name							
								9	Save Canc	el

# Institutional Claim Form Diag/Proc Medicare Secondary



- Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu > Enter Claims > Diagnosis/Procedure
- Required: Principal Diag. and COB? indicator must be (Y) when billing Medicare Secondary. Supporting Provider
- Optional: Fields are optional based on the TOB entered

	1
Institutional Claim Form Patient Info & Codes   Billing Line Items   Payer Info (	X
Principal Diag. A001	Other Diagnosis Codes (1 - 17)
	son For Visit Codes (1 - 3) External Cause of Injury Codes (1 - 3) PPS/DRG  er Procedure Codes/Dates (1 - 5) NPI Exempt POA Type COB? H.H. CR6?
Remarks	Supporting Provider Information
<sup>^</sup>	Type         Last/Org Name         First Name         MI         Suffix         Provider IDs / Types           ATT         DOE         JOHN         1538140371         ⋈         ✓
_	ОТН
	<u>Save</u> <u>Cancel</u>

## Institutional Claim Form MSP/COB Line 1



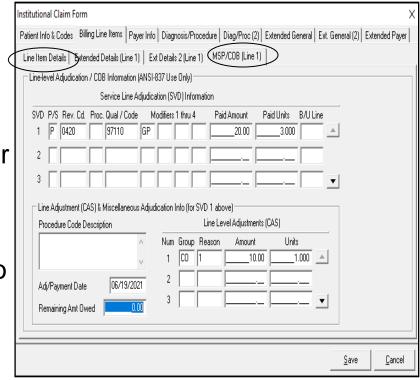
 Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu > Enter Claims > Billing Line Items > Line Item

Details, MSP/COB (Line 1)

SVD = Primary Paid amount

 CAS = Difference between billed amount minus primary paid amount

- Adj/Payment Date = Date of Provider
   Claim Summary from Primary
   Insurance
- Tips: F5 function key can be used to copy from Line Item Details, but you must edit the paid amount.



# Institutional Claim Form MSP/COB Line 2

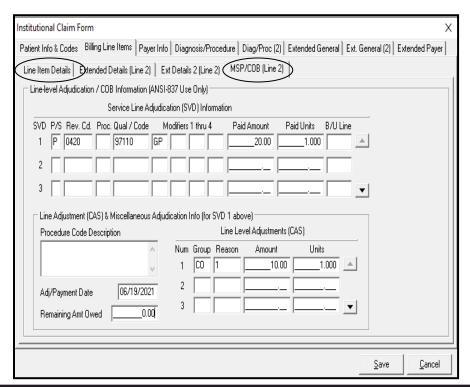


Medicare Secondary/Payment Made (Cont.): Institutional Claims
 Menu > Enter Claims > Billing Line Items > Line Item Details >
 MSP/COB (Line 1)

Required: P/S, Rev. Code, Qual/Code, Paid Amount, Paid Units,

Group, Reason, Amount, Units, Adj/Payment Date

 Leave Blank: All fields for lines 2 and 3 under SVD and CAS, and Remaining Owed



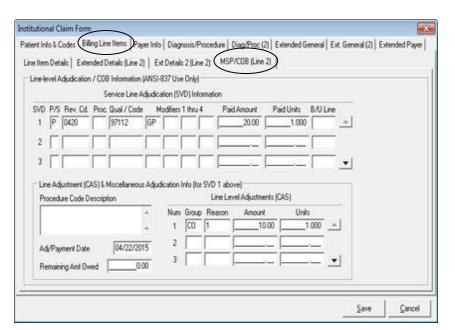
### Institutional Claim Form MSP/COB Line 2 cont.



- Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu, Enter Claims > Billing Line Items > Line Item Details > MSP/COB (Line 2)
- Required: P/S, Rev. Code, Qual/Code, Paid Amount, Paid Units,

Group, Reason, Amount, Units, Adj/Payment Date

 Leave Blank: All fields for lines 2 and 3 under SVD and CAS, and Remaining Owed.



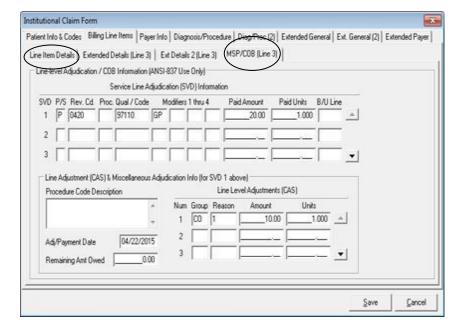
# Institutional Claim Form MSP/COB Line 3



- Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu > Enter Claims > Billing Line Items > Line Item Details > MSP/COB (Line 3)
- Required: P/S, Rev. Code, Qual/Code, Paid Amount, Paid Units,

Group, Reason, Amount, Units, Adj/Payment Date

 Leave Blank: All fields for lines 2 and 3 under SVD and CAS, and Remaining Owed.



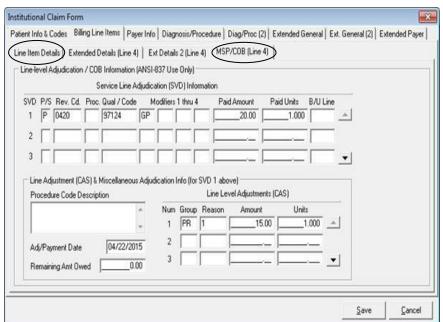
# Institutional Claim Form MSP/COB Line 4



- Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu > Enter Claims > Billing Line Items > Line Item Details > MSP/COB (Line 4)
- Required: P/S, Rev. Code, Qual/Code, Paid Amount, Paid Units,

Group, Reason, Amount, Units, Adj/Payment Date

Leave Blank: All fields for lines 2 and 3 under SVD and CAS, and Remaining Owed.



# Institutional Claim Form COB Info Primary



Medicare Secondary/Payment Made (Cont.): Institutional Claims Menu > Enter Claims > Extended Payer > COB Info

(Primary)

 Total amount paid on the entire claim

- Enter **D** in the COB/MIA/MOA
   Amounts code field to indicate
   Payer Paid Amount
- Enter Amount equal to the total of all Service Line Adjudication (SVD) amounts

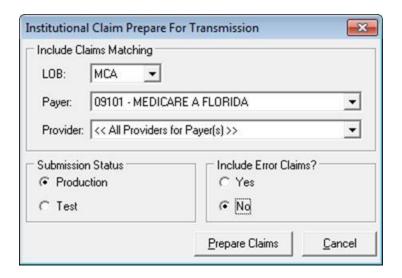
Claim Adjustments / COB Amounts / MIA - MOA Information (ANS	51-837 Only)
Claim Level Adjustments (CAS)	COB / MIA / MOA Amounts
Num Group Reason Amount Units  1	Num         Code         Amount           1         D
Medicare Outpatient Adjudication (MOA) Remarks Codes	
Claim Adjudication Date/_/	

# Institutional Claim Preperation



- Claim Preparation: Institutional Claims Menu > Institutional Claim
   Prepare For Transmission
- Required: LOB (MCA) and Payer (09101 Medicare A Florida)
- Optional: Provider
- Auto Populated: Submission Status (Production) and Include Error Claims? (No)





# Connection



- Two types of connections are available to transmit your claim files to First Coast
  - Network Service Vendor (NSV) a fee-for-service entity that specialized in providing connectivity to the First Coast EDI Gateway.
    - Refer to the <u>5010 approved vendor list</u> for the list of NSV contact information and establish the connection to First Coast through the NSV.
  - Secure Provider Online Tool (SPOT) First Coast's free online portal
    - If not yet enrolled for SPOT, refer to the <u>How to register</u> webpage.
    - If already enrolled, the Claim Submission/ERA feature will connect you directly to First Coast.

# Claim File Submission



- Once claims are prepared, the electronic claim file (837) is located at C:\WINPCACE (C:\ being the default drive), and is named BCTRANS.DAT
  - If connecting via NSV, contact your NSV for instructions to submit the claim file.
  - If connecting via SPOT, Refer to the <u>SPOT UG 7 Claim Submission / ERA (fcso.com)</u> for instructions on uploading claim files.

# Reports

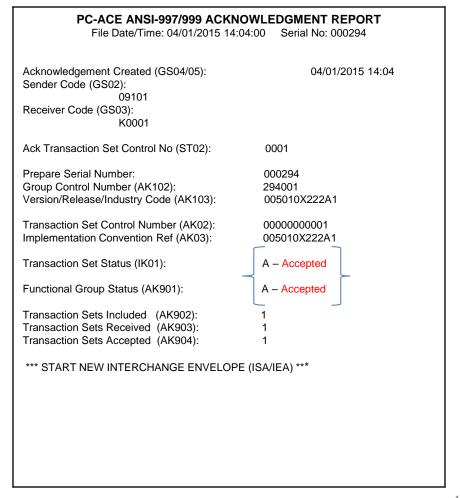


- After submitting the electronic claim file, the claim file
  acknowledgement reports (999 and 277CA) must be retrieved and
  reviewed to determine if any errors need correction.
  - If connecting via NSV, contact your NSV for instructions to retrieve these reports. They will need to know the name and location of the files you transmit/retrieve:
    - The Institutional staging directory for the 999 is: C:\WINPCACE\Ansi997\Ackub92
    - The Institutional staging directory for the 277CA is: C:\WINPCACE\Ansi277\Statub92
  - If connecting via SPOT, Refer to the <u>SPOT UG 7 Claim Submission /</u> <u>ERA (fcso.com)</u> for instructions on downloading the reports

# View ANSI 999



View ANSI 999
 Acknowledgement: Institutional Claims Menu, Maintain, Acknowledgement File Log, View Report



## View 277CA



- Retrieve/Translate the 277CA from the Main Toolbar select Institutional Claims Menu, Maintain, Claim Acknowledgment Log, and View Report. You will have the option to view all claims or only the rejected claims.
- If any claims are rejected, refer to the reject lookup application at: <a href="https://medicare.fcso.com/Help/224962.asp">https://medicare.fcso.com/Help/224962.asp</a>
- The description associated with the reject code combination you entered will appear in the results box.

# View 277CA Accepted



## Accepted 277CA

Shows Total
Quantity
accepted and
Total Amount
Accepted

Category =CSCC

Status = CSC

Entity = EIC

#### PC-ACE ANSI-277 CLAIM ACKNOWLEDGMENT REPORT

File Date/Time: 04/01/2015 14:04:00

Acknowledgement Created (GS04/05): 04/01/2015 14:04

Sender Code (GS02): 09101 Receiver Code (GS03): K0001

\*\*\* Transmission Acknowledgement # 1 \*\*\*

Information Source ID: 09101 Name: FIRST COAST SERVICE OPTIONS

Transmission Receipt Control #: 0910220130314000001

Receipt Date: 04/01/2015 Process Date: 04/01/2015

\*\*\* Information Receiver Acknowledgement # 1 \*\*\*

Information Source ID: 09101 Name: FIRST COAST SERVICE OPTIONS

Receiver Name: FEEL GOOD SERVICES ID: K0001

Receiver Info:

Receiver Trace #: 07273600000010001

Total Accepted Quantity: 1
Total Accepted Amount: \$131.06

Receiver Status:

Status Date: 04/01/2015

Total Submitted Charges: \$131.06

Acknowledgement #1:

Category: A1 - Acknowledgement/Receipt-The claim/encounter has been

received. This does not mean that the claim has been

accepted for adjudication.

Status: 19 - Entity acknowledges receipt of claim/encounter. Note:

This code requires use of an Entity Code.

Entity: PR - Payer

\*\*\* Provider of Service Acknowledgement # 1 \*\*\*

42

# View 277CA Accepted cont.



Accepted 277CA (cont.) \*\*\* Claim Acknowledgement # 1 \*\*\*

Information Source ID: 09101 Name: FIRST COAST SERVICE OPTIONS

Receiver Name: BILLS BILLING SERVICE ID: K0001

Provider Name: FEEL GOOD SERVICES NPI: 1568468858

Patient:

Name: WHITE, SNOW Subscriber #: 456789123A

Claim:

Trace #: 10302

ICN/DCN: 1113073445400 Service Date: 04/01/2015

Status General:

Status Date: 04/01/2015

Total Submitted Charges: \$131.06

Acknowledgement #1: (Accepted)

Category: A2 - Acknowledgement/Acceptance into adjudication system

The claim/encounter has been accepted into the adjudication

system.

Status: 20 - Accepted for processing.

Entity: PR - Payer

# View 277CA Rejected



### Rejected 277CA

- View Acknowledgment
- Only Rejected: Yes
- Category = CSCC
- Status = CSC
- Entity = EIC

#### PC-ACE ANSI-277 CLAIM ACKNOWLEDGMENT REPORT

File Date/Time: 04/01/2015 14:04:00

Acknowledgement Created (GS04/05): 04/01/2015 14:04

Sender Code (GS02): 09101 Receiver Code (GS03): K0001

\*\*\* Transmission Acknowledgement # 1 \*\*\*

Information Source ID: 09101 Name: FIRST COAST SERVICE OPTIONS

Transmission Receipt Control #: 0910220130314000001

Receipt Date: 04/01/2015 Process Date: 04/01/2015

\*\*\* Information Receiver Acknowledgement # 1 \*\*\*

Information Source ID: 09101 Name: FIRST COAST SERVICE OPTIONS

Receiver Name: BILLS BILL SERVICE ID: K0001

Receiver Info:

Receiver Trace #: 07273600000010001

Total Rejected Quantity: 1
Total Rejected Amount: \$131.06

Receiver Status:

Status Date: 04/01/2015

Total Submitted Charges: \$131.06

Acknowledgement #1:

Category: A1 - Acknowledgement/Receipt-The claim/encounter has been

received. This does not mean that the claim has been

accepted for adjudication.

Status: 19 - Entity acknowledges receipt of claim/encounter. Note:

This code requires use of an Entity Code.

Entity: PR - Payer

\*\*\* Provider of Service Acknowledgement # 1 \*\*\*

44

# View 277CA Rejected cont.



- Rejected 277CA (continued)
- View Acknowledgment
- Only Rejected: Yes
- Category = CSCC
- Status = CSC
- Entity = EIC

\*\*\* Claim Acknowledgement # 1 \*\*\*

Information Source ID: 09101 Name: FIRST COAST SERVICE OPTIONS

Receiver Name: BILLS BILLING SERVICE ID: K0001

Provider Name: FEEL GOOD SERVICES NPI: 1568468858

Patient:

Name: WHITE, SNOW Subscriber #: 456789123A

Claim:

Trace #: 10302

ICN/DCN: 1113073445400 Service Date: 04/01/2015

Status General:

Status Date: 04/01/2015

Total Submitted Charges: \$131.06

Acknowledgement #1: (Rejected)

Category: A7 - Acknowledgement/Rejected for Invalid Information –

The Claim/encounter has invalid information as specified

in the Status details and has been rejected.

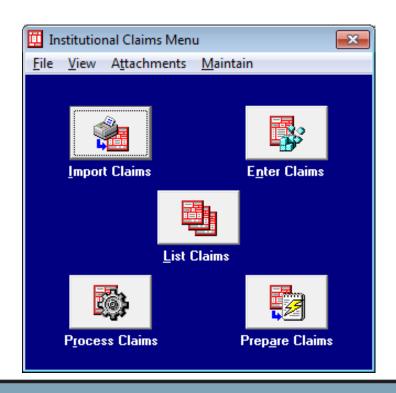
Status: 500 - Entity's Postal/Zip Code. Note: this code requires use of an Entity Code.

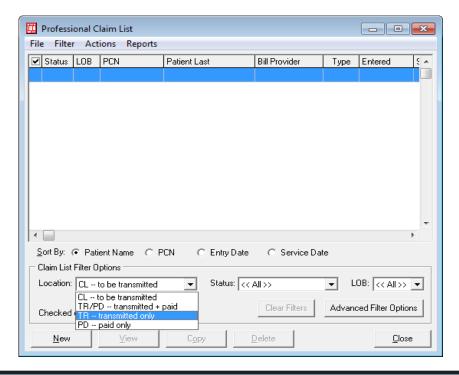
Entity: IL - Insured or Subscriber

# Claim Re-activation



Institutional Claims Menu > List Claims > TR – Transmitted
 Only

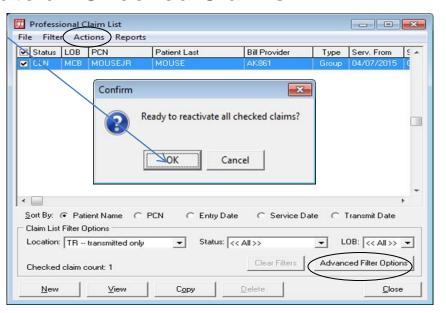




# Claim Re-activation Cont.



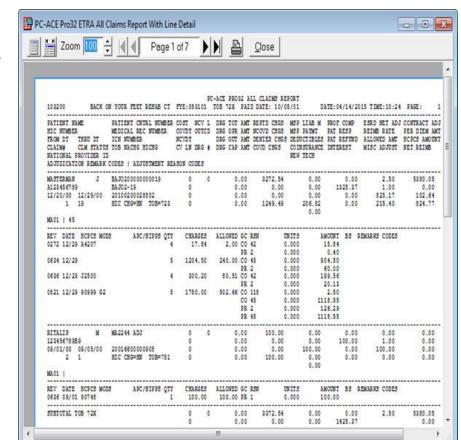
- Institutional Claims Menu > List Claims > TR Transmitted
   Only
- Select Advanced Filter Options and enter search criteria
- Check selected claims for reactivation or Filter and Check all Claims and the OK
- Select Reactivate all Checked Claims



# View 835 Remittance



- Print an ANSI 835 Remittance
- The Institutional staging directory is C:\WINPCACE\Etraub92\ Ansi835
- ANSI-835 Functions, Institutional,
   Select ANSI File, Translate/Import
   ETRA, Print/View Reports.



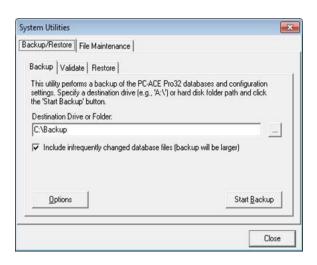
File reloads are available at:

https://medicare.fcso.com/Tools\_center/eraReload.asp

# System Utilities



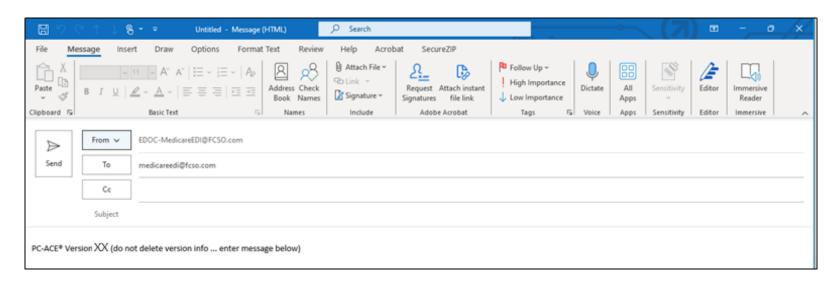
- Backup: System Utilities > Backup > Source Destination Drive or Folder > Start Backup
- Restore: System Utilities > Restore > Source Destination Drive or Folder > Start Restore
- File Maintenance: System Utilities > File Maintenance > Select All > Reindex > Pack



## Send an E-mail



Send from PC-ACE: Main toolbar, Email



• Send from your e-mail: You may also send an email from your personal email account, but it will not capture the version number of the software you are using. Include you Sender/Submitter number in the Subject line.

# Contact Information



## **Billing Questions**

- Part A IVR (877) 602-8816
- Medicare Part A (888) 664-4112

Medicare EDI (888) 670-0940

## Websites



# First Coast Service Options Inc. <u>medicare.fcso.com</u> <u>medicareespanol.fcso.com</u>

Centers for Medicare & Medicaid
Services

www.cms.gov