

# Electronic Billing Newsletter

First Coast Service Options, Inc. A/B MAC Electronic Billing Newsletter

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This **Electronic Billing Newsletter** is published by First Coast Service Options Inc's Electronic Data Interchange (EDI) department for the electronic billing providers, vendors, billing services, and clearinghouses. This bulletin should be shared with all health care practitioners and managerial members of the provider/supplier staff.

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## Maintaining Access to SPOT

Obtaining access to SPOT is done with an organization submitting the SPOT enrollment form and then each user setting up an account and requesting the proper role. Instructions for the enrollment process are available on the "[How to register for SPOT](#)" web page.

Once access is received, a few important actions are needed to maintain that access:

1. Access SPOT at least once every 30 days.
2. Remember your ID and password. The password will not need changed as long as the account remains active.
3. Ensure the role is certified annually. Office approvers are responsible for certifying the SPOT End Users for their organizations. Office approver roles are certified by the SPOT EDI Help Desk.

Be proactive and keep track of these actions so that you will not lose your access to SPOT. Failure to maintain access will result in your SPOT role being removed from your IDM account.

## EDI Enrollment Form Instructions

Detailed instructions for completing the EDI enrollment forms are available on the First Coast web site. These instructions show you an image of the form section and walk you through completing the forms block-by-block.

- [Instructions for completing the EDI enrollment form for providers](#)
- [Instructions for completing the EDI enrollment form for third-party organizations](#)

Be sure to review these instructions the next time you need to submit an EDI enrollment form.

## Providers: Remember to Notify First Coast EDI of any Billing Service or Clearinghouse Changes

All electronic billers are required to notify First Coast of changes made to their electronic billing setup. If a provider changes who does their billing, it is important to notify First Coast's EDI department of any terminated third party contracts so we can ensure they can no longer access your protected Medicare data.

There are two easy options available to keep your EDI and/or SPOT billing profile up to date and accurate.



- **Submit an EDI and/or SPOT enrollment form(s)**

The enrollment form is required to setup a provider with a new existing Submitter ID. When this form is submitted to link to a new billing service or clearinghouse, the "Maintain Existing Submitter/Receiver ID" block should be left blank if the previous billing service or clearinghouse no longer needs access. We will link the new company and remove the outgoing one with the same form.

- **Send us a request**

A request may be sent at any time to have access removed for an outgoing billing service or clearinghouse. If you were not able to have them removed at the same time you linked the new company, send us a request via email or fax when you are no longer doing any business with them. The request must be submitted on company letterhead and include the PTAN, NPI, Tax ID, explanation of the request, Submitter ID to be removed, hand-written signature, and printed name of who signed the form. Submit the request via fax to 1-904-361-0470 or via email to [MedicareEDI@fcso.com](mailto:MedicareEDI@fcso.com) to ensure direct routing to the EDI department.

Keeping your information up to date is key to maintaining smooth electronic billing practices. If you are not sure of your current setup details, please contact us using the options provided on the last page of this newsletter.

### SPOT Redesign



SPOT is being redesigned to a more modern look and feel! The redesigned SPOT will include the same current features and a brand-new feature for submitting electronic claim files. If you have not done so already, existing users should complete the [SPOT claim submission agreement](#) today to use this new feature.

We encourage you to watch the videos posted on the [SPOT redesign](#) web page to become familiar with the changes. The update is expected later this year. If you are not yet enrolled for SPOT, access our website for the details on [how to register](#) today.



## SPOT Feature Highlight:



# MEDICAL REVIEW RECORDS

One of the many useful features available to you in SPOT is the Medical Review Additional Development Response Form. This feature is found under the Secure Documentation option on the top menu bar. This feature may only be used to respond to a Medical Review additional development request (ADR) for pending claims.

If you would like to dispute the claim decision and have a claim that has been finalized or denied, please submit a Redetermination Request with medical records through the Appeals feature. The medical review Additional Development Response Form may not be used to submit appeals or medical documentation for initial electronic claim submission as part of the PWK process.

The [SPOT User Guide](#) is available to provide step-by-step instructions and screen images for these – and all other – SPOT features.



## PC-ACE Version 5.9 Upgrade

PC-ACE is a free software program that enables electronic billing for both Medicare Part A and Part B claims in a Health Insurance Portability and Accountability Act (HIPAA)-compliant format. To provide the most up-to-date information within PC-ACE, the software program is updated quarterly. The most current upgrade, which is PC-ACE version 5.9, was released **July 3, 2023**.

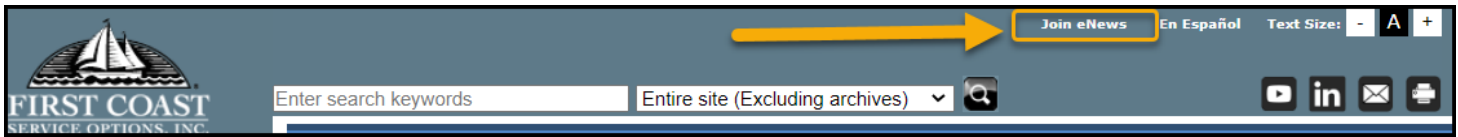
To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from the [PC-ACE release notes webpage](#). **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current version of the software program and to eliminate the use of prior versions within 90 days of receipt of this notification. Therefore, please install this software as soon as possible, but **no later than September 1st**, which is the required upgrade compliance date.



**IMPORTANT:** An installation password is required to install or upgrade the PC-ACE software. This password was provided in your EDI PC-ACE approval letter. If you do not have this letter, please contact the EDI Help Desk. The password is needed for each quarterly upgrade or new installation; therefore, please keep it in a safe place where it is readily available.

## AB<sup>SPOT</sup> Subscribe to our Email Lists

Do you want to be the first to be notified about changes related to Electronic Data Interchange (EDI), SPOT announcements, and the EDI Newsletter? Join our email lists for the latest Medicare broadcasts from FCSO, delivered directly to your email inbox.



Signing up is simple:

1. Navigate to [medicare.fcso.com](http://medicare.fcso.com).
2. Click the "Join eNews" link in the upper right.
3. Enter your email and NPI.
4. Select all appropriate mailing lists. We encourage all EDI billers to subscribe to the Electronic Data Interchange list.
5. Click Submit.

You can manage your subscription from any email you receive through this mailing list. Simply click on the "**Manage your Subscription**" link at the bottom of the message.

## AB<sup>SPOT</sup> Information Needed When Calling EDI

To ensure the privacy of our customer's protected information, we must verify certain criteria with every telephone call. When you call EDI Services or the SPOT Help Desk, please be sure to have your Provider Transaction Access Number (PTAN), National Provider Identifier (NPI), and the last five digits of the organization's Tax ID. Having all this information readily available will allow for us to assist with your inquiry more quickly and efficiently.

## AB<sup>SPOT</sup> Contact Us

We are available at the times and numbers shown below. Please contact us with any questions related to information in this newsletter.

### JN EDI Help Desk

1-888-670-0940

Monday-Friday, 8 a.m. – 5 p.m. ET/CT

### SPOT Help Desk

1-855-416-4199

Monday-Friday, 8 a.m. – 5 p.m. ET/CT



### Website Contact Information

[FCSO EDI Contact information](#)

[SPOT: Contact information](#)

[medicare.fcso.com](http://medicare.fcso.com)

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***Thank you for reading our newsletter!***

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