Electronic Billing Newsletter

February 2023

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SPOT Redesign

First Coast's online portal – the Secure Provider Online Tool (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! This new feature will only be available to users who complete the SPOT claim submission agreement. If you have not done so already, existing users should complete the SPOT claim submission agreement today.

We are happy to provide you with the videos listed below for a sneak peek at the upcoming changes. You are encouraged to watch these videos and become familiar with the changes before the implementation date.

- SPOT redesign overview video: a quick overview of the new layout and where to find the portal features.

- SPOT most used functions video: a brief review of what the most used features look like in the new design. Features covered: Eligibility, MBI Lookup, Claim Status, and Appeal Requests.

- SPOT Overpayment Correction feature video (Part B only): a sneak peek of the redesigned overpayment correction function available for Part B providers. This feature allows providers to return money on a claim or line item identified as billed in error.

- SPOT Claim Submission video: a quick review of the new claim submission feature. This feature provides the ability to submit a previously-prepared ANSI 835 electronic claim file through the SPOT portal.

Educational events are often scheduled to review SPOT information. Visit our calendar of events to review the scheduled events and to register today.

If you are not familiar with SPOT – it is the secure provider online tool available to all First Coast providers, billing services, and clearinghouses. All offices billing First Coast are encouraged to enroll and experience the many useful features and functionalities of SPOT. If you are not yet enrolled, access our website for the details on how to register today.

🅰🅱 PC-ACE Version 5.7 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 5.7, was released J**anuary 3, 2023.**
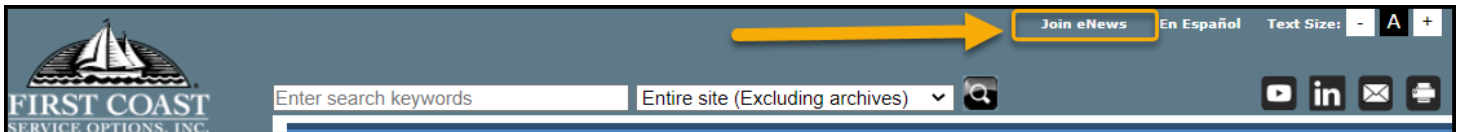
To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from the PC-ACE release notes webpage. **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current version 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 April 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.

🅰🅱 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.
2. Click the "Join eNews" link in the upper right.
3. Customize your subscription to request notifications that best apply to you or your office.
4. 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.

Ⓐ Ⓑ 🔵 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.

Ⓐ Ⓑ 🔵 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

Thank you for reading our newsletter!