

# 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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## USE SPOT for Overpayments

Do you have a claim that was billed in error, or a line of service that should not have been billed? If so, then we encourage you to use our **free**, web-based portal the Secure Provider Online Tool (SPOT).

Steps to submit overpayment correction requests through SPOT:

- Enroll for SPOT and setup account.
- Access SPOT
- Select **Appeals and** then **Reopen/correct a claim.**
- Select Overpayment correction for the correction request type.
- Complete the required fields
- Click submit.

Once the overpayment correction is submitted, it will automatically generate an adjustment to process in the Medicare claims processing system. Please allow 2-3 business days prior to checking status.

Steps to check overpayment correction requests status through SPOT:

- Access SPOT
- Select **Claims and** then **Claims Status.**
- Search for the dates of service
- View claim status column

For more information on these features, please refer to the SPOT User Guide: [The SPOT: User Guide](#) 

## 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.

## PC-ACE Version 5.8 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 5.8, was released **April 3, 2023**.

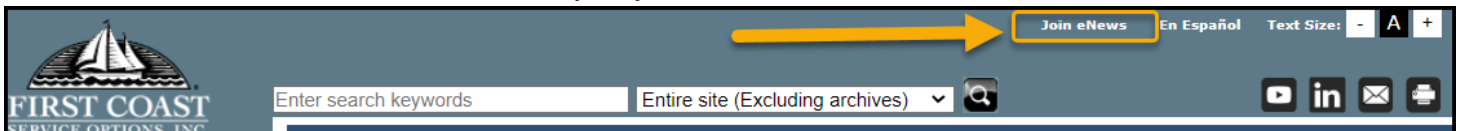
To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from the [PC-ACE release notes webpage](#). **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current 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 June 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](https://www.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.

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

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

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