

## The 'SPOT' has a new home: theSPOT.fcso.com/portal EIDM transition complete

The SPOT's transition to Enterprise Identity Management (EIDM) portal is complete, and the SPOT has a **new home address**. *But that's not all that changed ...*



### Your EIDM/SPOT account

Your new account has two components:

- Your **EIDM profile** -- contains your **personal information** (e.g., name, home address, email address, date of birth,).
- Your **SPOT access profile** -- contains the **billing provider's** profile (e.g., business name and address, NPI, PTAN, TIN, line of business).

### What you need to know ...

To log in to the SPOT, you must now use this URL:

<http://thespot.fcso.com/portal>

Use your former IACS **User ID** and **Password** to log in.

- If you changed your password **after February 3**, it will **not** be recognized by EIDM.
- If you receive an error message when logging in or you have forgotten your password, please send an email with your **User ID** to [FCSOSpotHelp@fcso.com](mailto:FCSOSpotHelp@fcso.com) or call the **SPOT Help Desk: 855-416-4199** to request a **Password Reset** for your account.
- When you log in for the **first time** after the transition, you will be prompted to complete your EIDM profile, choose a new password, and select and answer three new challenge questions
- Your 'Additional SPOT profiles' were **not** affected by the transition

To learn more about the EIDM portal and the SPOT, please review [The SPOT: User Guide](#) and the new [On-the-SPOT FAQs](#).

### Stay connected to 'the SPOT'

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### Feedback about 'the SPOT'

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For comments and questions related to **the SPOT**, please contact [FCSOSPOTHelp@fcso.com](mailto:FCSOSPOTHelp@fcso.com).

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When Experience Counts  
and Quality Matters



## Get your on-the-‘SPOT’ access to Medicare data

### Registering has never been easier



The Secure Provider Online Tool (SPOT) is a Web-based application hosted through the Centers for Medicare & Medicaid Services' Enterprise Identity Management (EIDM) portal.

The SPOT can not only give you free, secure access to claims, payment, and eligibility data but also the opportunity to request Part B claim reopening requests and submit first-level appeal and overpayment forms to First Coast's e-documentation system.

Best of all, it's easier than ever before to register -- just follow these steps ...

#### Step 1: Create your EIDM account

1. Navigate to [EIDM portal](#) -- select **New User Registration**
2. Enter **Your Information** (e.g., name, home address) -- click **Next** button
3. Create your EIDM **User ID** and first **Password**
4. Select and answer three **Challenge Questions** -- click **Next** button

#### Step 2: Request access to ‘SPOT’

1. Navigate to [EIDM portal](#) -- select **Log in to CMS Secure Portal**
2. Enter EIDM **User ID** and **Password** -- click **Login** button
3. Select **Request Access Now** -- select **SPOT** application
4. Enter **billing** provider's **Business Contact Information** and **Profile** -- click **Next** button
5. **Review Information** -- click **Submit** button

Don't wait to discover **your** place on the SPOT; [register today](#).

#### Feedback

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## CMS' latest HETS release will impact 'SPOT' users

### HETS outage announced: Friday, 9 PM-Saturday, 2 AM ET

The Centers for Medicare & Medicaid Services (CMS) has announced the latest release to its HIPAA Eligibility Transaction System (HETS). The HETS change, which will be implemented Friday night, will limit eligibility queries to 12 months in the past and four months in the future.



The purpose of this change is to align eligibility query parameters with claim submission guidelines. During this weekend's implementation, HETS will be unavailable to receive eligibility queries from external applications.

If you have any questions regarding upcoming HETS releases or outages, please contact the [CMS MCARE](#) help desk (866-324-7315) or visit the [HETS Spotlight](#) page.

#### Impacts to 'SPOT' users

Since HETS is the exclusive source for all eligibility data on the Secure Provider Online Tool (SPOT), all eligibility queries submitted through the portal will follow the same guidelines.

In addition, eligibility data on the SPOT will be unavailable during the implementation of the HETS release:

#### HETS outage:

- **Start:** Friday, September 26, 9:00 PM ET
- **End:** Saturday, September 27, 2:00 AM ET

#### Eligibility results: New gender display

Thanks to your feedback, First Coast has made a new addition to the SPOT's eligibility results. You let us know that you need more information about each beneficiary.

So, for your convenience, the beneficiary's gender as well as his or her name and Medicare Number will be displayed on

every page of eligibility data pertaining to that beneficiary.

### Stay connected to 'the SPOT'

If you experience difficulty accessing **the SPOT** or if you need to report a systems issue, you may call 855-416-4199 or email [FCSOSPOTHELP@fcs.com](mailto:FCSOSPOTHELP@fcs.com) for assistance.

To learn the latest *on-the SPOT-news*, including information about any issues affecting the provider portal, please follow us on Twitter [@theSPOTportal](#)

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## Use the 'SPOT' when it's most convenient for you

### Any time is the right time to correct claims on the 'SPOT'

Whether you're responsible for managing Medicare billing for a single practitioner or for a high-volume health care facility, your work day may not always end when the last patient leaves, even on a Friday.



We understand that although you may use SPOT throughout the day, *after hours* tends to be the most popular time to utilize this valuable resource.

Thanks to your feedback, you may now submit clerical reopening requests through the SPOT at any time that it is **most convenient for you**.

To ensure compliance with timeliness guidelines, all clerical reopening requests as well as Secure Mail forms submitted through SPOT after 6 PM ET during weekdays, at any time during a weekend, or on First Coast Service Options'

corporate holidays, will receive a receipt date that reflects First Coast's next business day.

So, don't wait another minute ... SPOT is *always open* for business -- **for you**.

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## Enhance your experience on First Coast's provider websites

### Please upgrade your Internet browser

As your Medicare administrative contractor, First Coast wants to ensure that *every visit* you make to its Medicare provider websites is **enjoyable, productive, and secure**. However, *we can't do it without you*.



The Internet browser you choose to access any of our provider websites will affect your overall experience during the visit, the security of the data you choose access, and your ability to utilize some of our most popular provider self-service tools.

### Upgrade your browser today

*Don't worry.* **Beginning August 21**, whenever you visit one of our provider websites, the site will *automatically determine* whether your Internet browser meets security and optimal usability requirements.

If it **does not** meet those requirements, you will be *automatically redirected* to a page that will offer easy access to **upgrade to a later version of your preferred Internet browser**.

**Note:** Windows XP users will not be able to upgrade to a later version of Internet Explorer; however, they may use a different browser to access our provider websites.

Don't wait to optimize your experience on First Coast's Medicare provider websites: **Update the version of your favorite browser today**.

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## Optimize your experience with EIDM and SPOT

### Does your organization's technology need an upgrade?

Since the SPOT's transition to CMS' Enterprise Identity Management (EIDM) portal, some users have reported difficulties with accessing and/or enjoying the full functionality of both websites.

Most access issues may be resolved by clearing the Internet browser's cache and opening a new browser window before logging on to the EIDM or SPOT websites.

However, as technology continues to move forward, websites can no longer maintain full compatibility with older operating systems (e.g., Windows XP) or Internet browsers (e.g., Internet Explorer, version 8).

### How to improve your online experience

- **Upgrade** your PC's *operating system* – Windows 7 or later.
- **Upgrade** or **change** your *Internet browser* – Internet Explorer, version 9 or later. If you cannot upgrade your version of IE, consider using a different one (e.g., Firefox, Safari).
- **Clear** your *Internet browser's cache* and **open** a *new browser window* before logging on to the EIDM or SPOT websites. Clearing your browser's cache and opening a new window help ensure that your previous EIDM/SPOT session has been closed.
- **Turn off** *Compatibility View* in your Internet browser's settings before logging on to SPOT
- **Enable** *JavaScript* in your Internet browser's settings.

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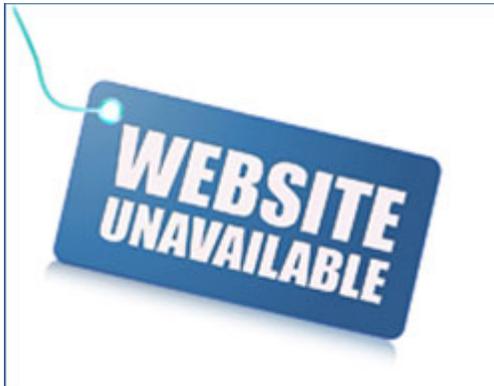
claims  
online access  
enhancements

# News on the SPOT

Medicare data  
payments  
eligibility

## 'SPOT' temporarily unavailable due to EIDM connectivity issue

Thank you for your patience



We apologize for the inconvenience; however, the **SPOT** website is *temporarily unavailable* due to an EIDM system connectivity issue.

Please be assured that our portal team is working closely with the Centers for Medicare & Medicaid Services to resolve this issue and to restore system access as quickly as possible.

We know you are eager to continue using **SPOT**, and we appreciate your patience and understanding regarding this brief interruption in service.

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WHEN EXPERIENCE COUNTS & QUALITY MATTERS

claims  
online access  
enhancements

# News on the SPOT

Medicare data  
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eligibility

## The 'SPOT' website is now available

### Access to the portal has been restored

We are pleased to announce that the connectivity issue affecting access to **SPOT** has been resolved. **All features are now available.** We appreciate your understanding and patience during this brief interruption in service.



Although the issue has been fully resolved, **please clear your Internet browser's history and cache** before your next visit to <https://thespot.fcso.com>.

### Stay connected to 'SPOT'

If you experience any further difficulty accessing **SPOT**, please send an email to: [FCSOSPOTHELP@fcso.com](mailto:FCSOSPOTHELP@fcso.com) or call **855-416-4199** for assistance.

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WHEN EXPERIENCE COUNTS & QUALITY MATTERS



claims  
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# News on the SPOT

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## Limited access to eligibility data this weekend

### HETS outage begins: Saturday, July 11, 8:30 AM ET

The Centers for Medicare & Medicaid Services (CMS) has announced an outage of its HIPAA Eligibility Transaction System (HETS) this weekend. This planned outage will be separate from HETS' routine maintenance periods (**Mondays: Midnight-6:00 AM ET**).



### Access to eligibility data unavailable

Please be aware that any eligibility request submitted through external applications during HETS' scheduled maintenance and outage periods will result in error.

Since HETS is the *exclusive source* for eligibility information on **SPOT**, access to eligibility data through the portal will also be unavailable during the time period listed below.

#### HETS outage:

- **Start:** Saturday, July 11, 8:30 AM ET
- **End:** Saturday, July 11, 12:30 PM ET

If you have any questions regarding upcoming HETS outages or scheduled maintenance periods, please contact the **CMS MCARE** help desk (866-324-7315) or visit the **HETS Spotlight** Web page.

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**Have a moment? We need your feedback ...**

**Respond to our survey about upcoming changes to SPOT**

The portal development team is constantly working to ensure that SPOT not only *meets your needs* but also **exceeds your expectations**. However, we can't do it *without you* ...



After all, it is **your** comments and suggestions that continue to *inspire us*.

**Your opinion matters**

We are in the planning phase for some possible enhancements to the portal, and we need your feedback.

Please respond to this brief **two-question survey** about SPOT.

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## Don't risk deactivation of your 'SPOT' account

### Never share your 'SPOT' account information

As an official SPOT account holder, you are responsible for maintaining the security of your IACS account's User ID and password, and that information **may not be shared** -- *even with members of your own organization*. Any individual in your organization who requires access to the Medicare information provided through the SPOT must have a **separate** IACS account.



### Protect your patients and your information

SPOT users have **privileged access** not only to their organizations' proprietary data but also to their Medicare patients' protected health information (PHI) and personally identifiable information (PII).

To safeguard that information, the Centers for Medicare & Medicaid Services requires each applicant to register for access under his or her own name, Social Security Number (SSN), and email address.

### Is your account at risk?

CMS' security guidelines not only specify that IACS accounts may **not be shared** but also that they may **not be transferred** to another individual. Violations of CMS' security guidelines may result in the **permanent deactivation** of your account.

If a member of your organization leaves your employment or no longer requires access, that user's account must be deactivated to safeguard access to your patients' information as well as confidential information regarding your organization. To learn how to voluntarily deactivate an account, please refer to the [New account required FAQ](#).

### One account per staff member

If another member of your organization requires access to the SPOT, please ask them to review the [step-by-step registration instructions](#) to learn how to submit a **successful application** for their very own SPOT account.

**Don't risk your** SPOT account by sharing it with others; make sure that every member of your organization who needs access to the portal creates an individual account.

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