

INTRODUCTION



First Coast Service Options, Inc.

First Coast has proudly served as one of the nation's largest Medicare administrators for more than 50 years. First Coast is currently the Medicare administrative contractor (MAC) for *Jurisdiction N*, which encompasses Florida, Puerto Rico, and the U.S. Virgin Islands.

Medicare Administrative Contractor for Jurisdiction N

Under its contract with the Centers for Medicare & Medicaid Services (CMS), First Coast furnishes claims processing, customer service, provider audit and reimbursement, provider enrollment, and education and outreach services to providers located within its assigned jurisdiction. In addition, First Coast performs several financial management functions for CMS that help ensure the continued integrity of the Medicare program.

First Coast's Secure Provider Online Tool

First Coast developed the **Secure Provider Online Tool (SPOT)** to offer members of its assigned provider community 24/7 access to essential Medicare claims and beneficiary data through a secure, Internet portal application: <https://thespot.fcso.com>.

SPOT offers 24/7, free access to *Claims Status*, *Payment Data*, and *Benefits/Eligibility* information as well as the opportunity to generate *Data Reports*, submit online *Claim Appeals*, and to safely transmit *Secure Documentation* to First Coast.



The sensitivity of Medicare data combined with increased accessibility to claims, eligibility, and benefit information poses potential security risks to CMS, MACs, and Medicare beneficiaries. Therefore, First Coast ensures that the SPOT Web application operates in full compliance with all applicable federal legislation (e.g., *Health Insurance Portability and Accountability Act*) as well as all CMS' security guidelines.

Integration With CMS' Enterprise Identity Management System

Although the SPOT application is managed by First Coast, access to the Web-based application is hosted through *CMS' Enterprise Identity Management (EIDM) system* and is restricted to registered and approved account holders. To mitigate risk to all stakeholders, access to SPOT requires the existence of an EIDM account and a registration process to request access to the portal application. Although users do not need a separate EIDM account for each application, they must request access to each application separately.

SPOT: Capabilities and Limitations

The SPOT application has the following **capabilities**:

- Offers secure, online access to Medicare data, including claim status, payment information, benefits/eligibility, and data reports for members of its provider community in Florida, Puerto Rico, and the U.S. Virgin Islands
- Offers a secure, online channel for the submission of electronic forms and Part B Claim Reopenings
- Registered users may access Medicare data through the portal free-of-charge
- There are no limitations to periods of active use; however, SPOT users are automatically logged off after 15 minutes of inactivity

The SPOT application has the following system **limitations**:

- The SPOT application may only be accessed through the Internet
- Access to the SPOT application is dependent upon the availability of EIDM
- Access to Medicare data through the SPOT application is dependent upon the availability of CMS' systems (i.e., EIDM, FISS, MCS, PECOS, HETS, and SAS)
- Access to previous queries submitted through the SPOT application is limited to each individual session
- The SPOT application may only display claims status information and payment information related to claims that have been processed by First Coast
- The availability of the SPOT application may be adversely affected by weather-related events that could disrupt business and access to necessary servers
- The availability of the SPOT application may be adversely affected by high transaction volumes or simultaneous access by multiple users that exceed system's load limitations
- The availability of the SPOT application or access to required resources may be adversely affected by routine or unscheduled maintenance
- Data updates to the SPOT application occur between 6:00-7:30 AM ET each weekday. Users may experience slower response times to claim and payment data queries or an interruption in access during these time periods.

SPOT: System Requirements

The SPOT application is optimized for the following operating systems and browsers:

- **Operating system:** Windows Vista (or later) or MAC OSX v10.8 (or later)
- **Screen resolution:** 1024 x 768 or higher
- **Internet browsers:** Explorer v10 and higher (Compatibility View must be turned off) – for more information, please review the [Compatibility View FAQ](#), Firefox v31 (or later), Chrome v35 (or later), or Safari v6.1 (or later)

Note: SPOT will automatically determine if your browser meets [minimum requirements](#)

Scope of First Coast’s ‘The SPOT: User Guide’

The SPOT: User Guide furnishes procedural information and representative screen prints that are common to most users. On-screen help and contextual error messages will help guide users when completing procedures not illustrated in this manual.

Conventions

The SPOT: User Guide provides procedural information and representative screen prints, as appropriate, to describe how users may access and utilize the features of SPOT.


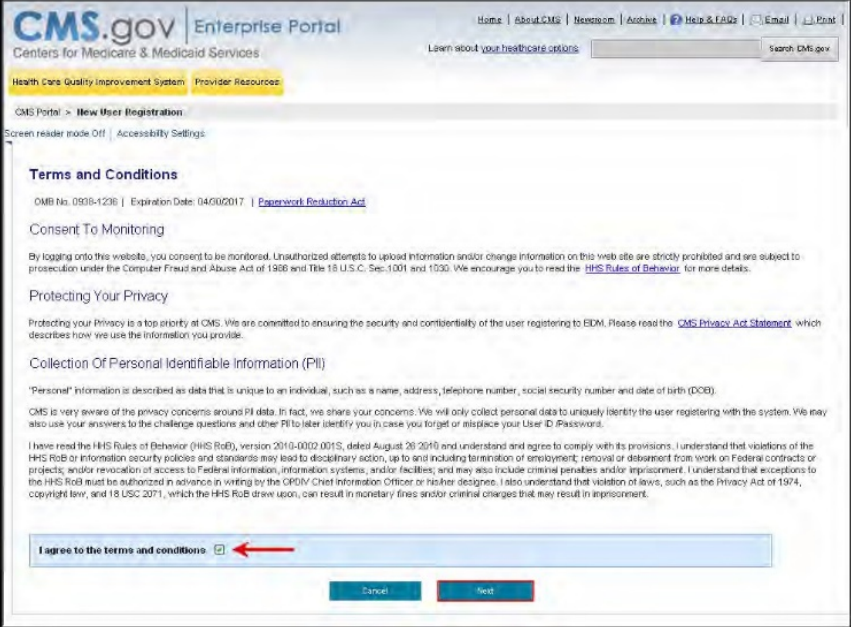
The following conventions will be utilized in this manual:

- When an action is required on the part of the user, it is indicated by a line beginning with the word “Action:” For example, **Action:** Click **OK** button.
- **Navigation labels** will be presented in **bold** (e.g., **Claim Status, Benefits/Eligibility, Payment History, Data Reports**)
- **Labels of entry fields, buttons, or menus** (e.g., **OK button, Medicare Number, Adjacent Count**) that require *user interaction* (e.g., **Click, Enter, Select**) will be presented in bold italics in the Action statement; links to be acted upon are indicated as links in underlined blue text in the Action statement.
- Hyperlink labels will be presented as underlined [blue text](#) in the Action statement
- Note: The term “user” is used throughout this document to refer to an individual who requires and/or has acquired access SPOT.

The SPOT: User Guide, Version 4.3 (Excerpt)

GETTING STARTED: EIDM NEW USER REGISTRATION

Part I: Create EIDM Account

Instructions	Screen Print
<ol style="list-style-type: none">1. Action: Navigate to CMS' EIDM portal: https://portal.cms.gov.2. Action: Select <i>New User Registration</i>.	<p>EIDM: New User Registration - CMS Enterprise Portal</p> 
<ol style="list-style-type: none">3. Action: Select the “<i>I agree to the terms and conditions</i>” checkbox.4. Action: Click the <i>Next</i> button.	<p>EIDM: New User Registration-- Terms and Conditions</p> 

The SPOT: User Guide, Version 4.3 (Excerpt)

Instructions

5. **Action:** Create a **User ID**, for your EIDM account.
6. **Action:** Create your **Password** for your EIDM account, which must be changed every 60 days.
7. **Action:** Complete the **Select Your Challenge Questions and Answers** section, which may be used to verify your identity.
8. **Action:** Click the **Next** button.

Screen Print

EIDM: New User Registration—Create Username & Password

The screenshot displays the 'New User Registration' page on the CMS.gov Enterprise Portal. The page is titled 'Choose User ID And Password' and includes the following elements:

- Navigation:** Home, About CMS, Newsroom, Archive, Help & FAQs, Email, Print.
- Search:** Search CMS.gov
- Page Header:** CMS.gov Enterprise Portal, Centers for Medicare & Medicaid Services, Learn about your healthcare options.
- Section:** CMS Portal > New User Registration
- Form Fields:**
 - User ID:** Sherlock22
 - Password:** [Redacted]
 - Confirm Password:** [Redacted]
- Instructions:**
 - Your User ID must: Be a minimum of 6 and a maximum of 74 alphanumeric characters; Contain at least 1 letter; Cannot contain your SSN or any 9 consecutive numbers; Allowed special characters are dashes (-), underscores (_), apostrophes ('), @ and periods (.) followed by alphanumeric characters.
 - The Password must be changed at least every 60 days; Be a minimum of 8 and a maximum of 20 characters; Be changed only once a day; Contain at least 1 letter and 1 number; Contain at least 1 upper case and 1 lower case letter; Be different from the previous 6 passwords used; Not contain the User ID; The following special characters may not be used: <, >, |, ", /, \, &
- Challenge Questions:**
 - Question 1: Type a significant date in your life? Answer: 2010
 - Question 2: In what city was your mother born? Answer: London
 - Question 3: What is your favorite cuisine? Answer: Steak
- Buttons:** Cancel, Next (highlighted in red)

The SPOT: User Guide, Version 4.3 (Excerpt)

Instructions

9. The *Your Information* portion of the application is based on **your** personal information.
10. **Action:** Enter your full name, email address, Social Security Number (SSN), date of birth, home address, and your primary contact telephone number.
11. **Action:** Click the *Next* button.

Screen Print

EIDM: New User Registration - : 'Your Information'

The screenshot shows the 'Your Information' registration page on the CMS.gov Enterprise Portal. The page includes the following fields and values:

- First Name:** Sherlock
- Middle Name:** B
- Last Name:** Holmes
- Suffix:** (dropdown menu)
- E-mail Address:** Sherlock_Holmes@BakerStreet.com
- Confirm E-mail Address:** Sherlock_Holmes@BakerStreet.com
- Social Security Number:** (masked with dots)
- Date of Birth:** 07/19/1976
- Home Address Line 1:** 221B Baker Street
- Home Address Line 2:** (empty)
- City:** Fleming Island
- State:** Florida
- Zip Code:** 32203
- Zip Code Extension:** (empty)
- Country:** USA
- Primary Phone Number:** 904-276-2212

At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border.

12. Although your EIDM account has been created, you must wait at least five minutes before logging in and beginning the process for requesting access to a specific application (e.g., SPOT).
Note: Having an EIDM account by itself does not automatically grant access to the SPOT application. You must request access to SPOT separately, and your request must be approved.

EIDM: New User Registration -- Account Confirmation

The screenshot shows the 'Account Confirmation' page on the CMS.gov Enterprise Portal. The page displays the following message:

Account Successfully Created

You have now successfully created an account on the CMS Enterprise Portal. You will receive an e-mail acknowledging your successful account creation, and the e-mail will include the User ID that you selected.

If you are requesting access for a specific role in a system, please log on to the CMS Enterprise Portal using your new User ID and password. Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page.

At the bottom of the page, there is an 'OK' button highlighted with a red border.

Part II: Request Access to SPOT Application





After you have established your EIDM account, you may request access to the SPOT application. However, before you begin, please verify the billing provider’s official enrollment record in [Internet-based PECOS](#).

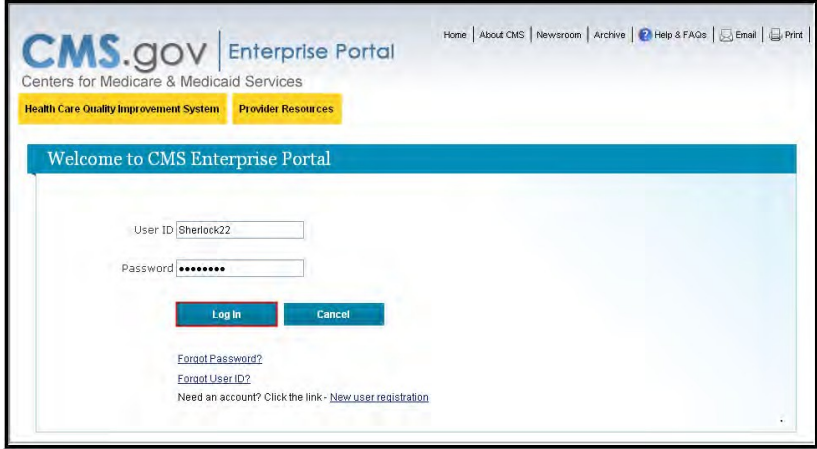
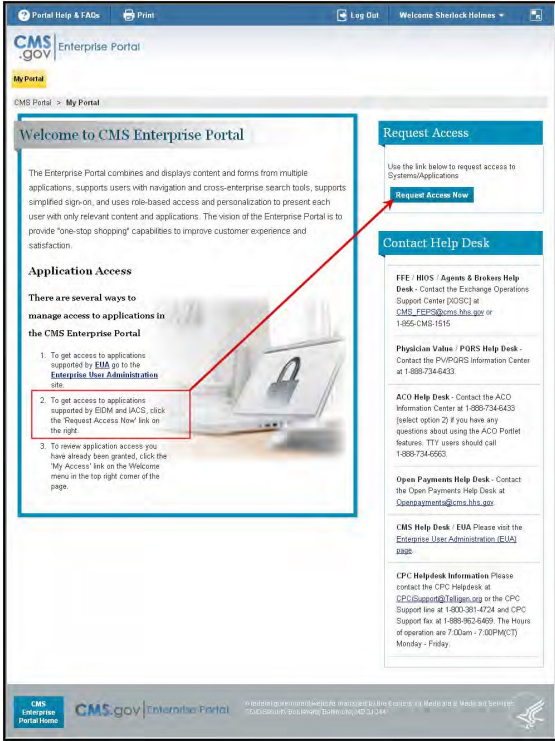
The information submitted in your application will be compared to the corresponding information in the PECOS enrollment record. If any information does not match your official enrollment record, your access request will be denied.

If you require assistance during registration, you may contact the **SPOT Help Desk**:

- **Email:** FCSOSpotHelp@fcso.com
- **Call:** 855-416-4199.

Instructions	Screen Print
<ol style="list-style-type: none"> 1. Action: Navigate to the CMS EIDM portal: https://portal.cms.gov 2. Action: Click <i>Login to CMS Secure Portal</i> button 	<p>EIDM: Request SPOT Access -- CMS Enterprise Portal</p> 
<ol style="list-style-type: none"> 3. Action: Click the <i>I Accept</i> button to proceed to the login page 	<p>EIDM: Request SPOT Access -- Terms and Conditions</p> 

The SPOT: User Guide, Version 4.3 (Excerpt)

Instructions	Screen Print
<p>4. Action: Enter your <i>EIDM</i> account User ID and Password.</p> <p>5. Action: Click the <i>Log in</i> button to proceed to the <i>CMS Enterprise Portal Welcome</i> page:</p>	<p>EIDM: Request SPOT Access-- Login page</p> 
<p>6. Action: Click the <i>Request Access Now</i> button, and the <i>Access Catalog</i> page will appear.</p>	<p>EIDM: Request SPOT Access -- Access Catalog</p> 

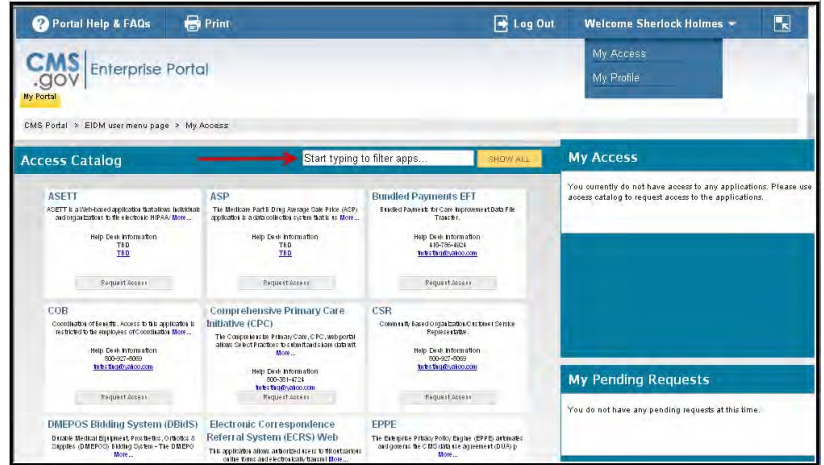
The SPOT: User Guide, Version 4.3 (Excerpt)

Instructions

- Action:** Type “SPOT” in the *Start typing to filter apps ...* field

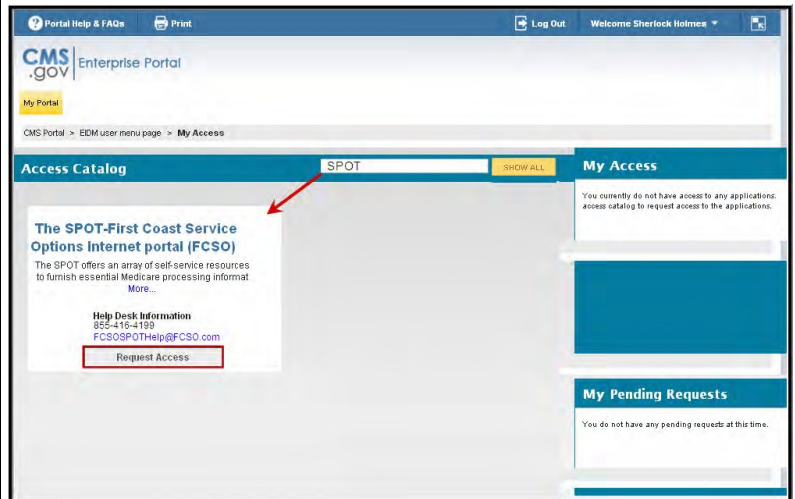
Screen Print

EIDM: Request SPOT Access -- Access Catalog: Search



- A close-up of the application’s access panel will move to the top of the page.
- Action:** Click the *Request Access* button at the bottom of SPOT’s catalog entry.

EIDM: Request SPOT Access – Request Access Page



The SPOT: User Guide, Version 4.3 (Excerpt)

Instructions

10. SPOT will be listed in the *Application Description* drop-down menu; however, you must select the proper role.

11. **Action:** Select FCSO Portal User from the Select a Role drop-down menu. Do not select any other role.

Note: If you select the incorrect role (i.e., FCSO Help Desk User), your application will be denied, and you will need to begin the registration process from Step 1.

Screen Print

EIDM: Request SPOT Access -- Role Selection

The screenshot shows the 'Request New Application Access' page in the CMS.gov Enterprise Portal. The 'Select a Role' dropdown menu is open, displaying the following options: User Roles, FCSO User, Helpdesk Roles, FCSO Help Desk User, and FCSO Portal User. Red arrows point to the 'FCSO Portal User' option, which is highlighted. The page also shows the 'Application Description' as 'The SPOT-First Coast Service Options Internet portal (FCSO)' and a 'Cancel' button at the bottom right.

12. The *Name* subsection of the application will be prepopulated with your **full name** and the *last four digits* of your SSN.

Note: The only editable fields in the Name subsection will be the Title drop-down menu and the Professional Credentials field.

13. **Action:** Please enter your organization's name and address in the *Business Contact Information* subsection

Note: First Coast's jurisdiction encompasses Florida, Puerto Rico, and the U.S. Virgin Islands. If your organization's address is located outside of First Coast's jurisdiction and you represent a provider within First Coast's jurisdiction, you must use the provider's business address. However, you may list your organization's number in the *Office Phone Number* field.

14. **Action:** Please enter your organization's telephone number and your office number in the *Phone* subsection

15. **Action:** Click the *Next* button to proceed to the next page of the application.

EIDM: Request SPOT Access -- Business Contact Information

The screenshot shows the 'Request New Application Access' page in the CMS.gov Enterprise Portal. The 'Business Contact Information' subsection is visible, showing the following fields: Company Name (Baker Street Clinic), Address 1 (221 Baker Street), Address 2, City (Fleming Island), State/Territory (Florida), Zip Code (32203), and Zip Code Extension. The 'Phone' subsection is also visible, showing fields for Company Phone Number (904-791-0000) and Office Phone Number (904-791-0000). A 'Next' button is highlighted in red at the bottom right.

Instructions

16. **Action:** Enter the billing entity’s complete *NPI*, *PTAN*, last five digit of the *TIN*, and the *practice official’s name* and *role* as designated in the billing entity’s official enrollment record in **Internet-based PECOS**.

Note: Organizations that bill Medicare as a group, professional association, or corporation, should enter the group, professional association, or corporation’s NPI/PTAN/TIN and practice official listed in the official PECOS enrollment record for that organization. If a provider bills Medicare under his or her own personal SSN/TIN, then the individual practitioner’s provider-specific information should be used. When you submit your application, the information submitted is compared to the official enrollment record in PECOS. If any of the information does not match the official record, including the role of the practice official, the application must be denied.

17. **Action:** Enter the reason for your access request (e.g., Access to Medicare data).

18. **Action:** Click the *Next* button to proceed to the *Request New Application Access Review* page.

Screen Print

EIDM: Request SPOT Access -- Provider Profile

The screenshot shows the 'Request New Application Access' page in the CMS Enterprise Portal. The page title is 'Request New Application Access' and it includes a breadcrumb trail: 'CMS Portal > EIDM user menu page > My Access'. The form contains the following fields and options:

- Application Description:** [The SPOT-First Coast Service Options Internet portal (FCSO)]
- Role Description:** The user with this role is a staff member who is trusted to perform Medicare business for the application.
- Select a Role:** FCSD Portal User
- * NPI:** 1234567890
- * PTAN:** 12345
- * Last 5 digits of TIN/SSN:** 54321
- * Practice Official First Name:** Mycroft
- * Practice Official Last Name:** Holmes
- * Practice Official Role:** Delegated Official (As indicated in PECOS)
- * Provider Type:** Part B - Multi-specialty clinic
- * Line of Business:** Part B
- * Reason for Request:** Access to Medicare data

At the bottom right of the form, there are two buttons: 'Next' and 'Cancel'.

Instructions

19. **Action:** Review your entries.
- Action:** If all the information is correct, please click the **Submit** button.
 - Action:** If you need to edit any information, click the **Edit** button, and the application will make all fields, except your name and SSN, editable.
20. **Action:** Once you have completed your corrections, click the **Save** button, which will return you to the **Review** screen.

Screen Print

EIDM: Request SPOT Access -- Review

21. **Action:** Make note of your tracking number (e.g., 167539), and click the **OK** button

Note: You will also receive a confirmation email with your tracking number. The authentication and approval process for new users may take 24-48 hours to complete. Regardless of the decision, you will receive an email notifying you whether your access request was approved or denied. If your request has been denied, you will receive an email outlining the reasons for the rejection. You will need to submit a new access request application with the corrected information.

EIDM: Request SPOT Access -- Confirmation